<table>
<thead>
<tr>
<th>Category 1:</th>
<th>Category 2:</th>
<th>Category 3:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving transparency, accountability and responsiveness in the public service</td>
<td>Improving the delivery of services</td>
<td>Application of information and communication technology (ICT) in government: e-government</td>
</tr>
</tbody>
</table>

The winners are listed below by region:

### AFRICA:

**Category 1:** Assessment and Evaluation for Reconciliation, National Examinations Council, **Rwanda**

**Category 2:** Masaiti District Health Management Board, **Zambia**

### ASIA AND THE PACIFIC:

**Category 1:** Integrated Work Permit Online Services, Work Pass Division, Ministry of Manpower, **Singapore**

**Category 2:** Online delivery of land records, Government of Karnataka Revenue Department, **India**

**Category 3:** Business Entry Point, Australian Government Department of Industry, Tourism and Resources, **Australia**

### EUROPE AND NORTH AMERICA:

**Category 1:** Rijnland Internet Election System, District Water Board, **The Netherlands**

**Category 2:** The Domestic Violence Front-End Project, the Provincial Court of Manitoba, **Canada**

LATIN AMERICA:

Category 2: Implementation of the Self-Sustainable Sanitation Systems Programme, Secretaria de Desenvolvimento Urbano do Estado da Bahia, Brazil

WESTERN ASIA:

Category 3: e-Government Municipal Services, Dubai Municipality, United Arab Emirates

SPECIAL AWARD IN INNOVATION:

The Government Innovation Index (GII), Ministry of Government Administration and Home Affairs, Republic of Korea