

Fact Sheet

UNITED NATIONS PUBLIC SERVICE AWARDS 2008 WINNERS

Australia

JobAccess, Department of Education, Employment and Workplace Relations

Job Access has provided people with disabilities and/or mental illness with greater access to the job market through a one-stop information shop, including online application forms, a unique database of workplace adjustments and solutions and free expert telephone services.

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Brazil

Projeto Oficina-Escola de Artes e Ofícios de Santana de Parnaíba, Sao Paulo

The Projeto Oficina-Escola de Artes e Ofícios de Santana de Parnaíba, the Prefeitura Municipal de Santana de Parnaíba of Sao Paulo, has helped reduce juvenile delinquency and poverty by teaching youth in vulnerable areas new skills, and by employing them to restore and revitalize the historic centre of the city.

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Ms. Cecilia Mendes Barros

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India

Programme of Communitization of Public Institutions and Services, Government of Nagaland.

Through the Programme of Communitization of Public Institutions and Services, which provides citizens with a forum to manage essential services such as health, education, and electricity, the Government of Nagaland has played a key role towards achieving the MDGs.

Contact: Mr. Raghaw Sharan Pandey

Former Chief Secretary, Government of Nagaland, Tel: 91-11-23063489; 91-11-23063912, Fax: 91-11-23013236, secsteel@nic.in

Jordan

Family Planning initiative, Higher Population Council

The Family Planning initiative has promoted a balance between population growth and economic resources necessary to achieve comprehensive and sustainable development by adopting policies that promote rational reproductive behaviours, family planning, rational use of resources, women's empowerment, equity and enhanced productivity, in order to increase per capita income.

Contact: Dr. Zuhair Al-Kayed
Former Secretary General, Higher Population Council
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Rwanda

Ubudehe, Common Development Fund

The Ubudehe initiative allows citizens at the village level to assess their needs and establish their priorities, which are then incorporated in the Common Development Fund (CDF) for financing relevant services. The initiative has transformed the nature of citizen engagement and participation in poverty alleviation and governance.

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Saudi Arabia

SADAD Payment System, Saudi Arabian Monetary Agency

The SADAD Payment System is a single shared national platform payment system for bills through banks 24/7 and other means, which has promoted greater efficiency and transparency, since all transactions are electronically completed; minimized fraud thanks to audit trail and data reporting for each transaction; reduced costs by eliminating government subsidies; and last, but not least, boosted the role of women in the job market by employing women to run and operate SADAD. Women constitute more than 60% of the workforce and 100% of SADAD's operational team.

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Singapore

Home Ownership Programme, Housing and Development Board

The Housing and Development Board of Singapore, through its Home Ownership Programme, has provided quality housing for over 80% of the population, and helped more than 95% of them own their homes. This programme has given Singaporeans a tangible stake in the country and its future. Through comprehensive town planning and

responsive housing policies, the HDB has developed vibrant townships and cohesive communities Singaporeans are proud of.

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[South Africa](#)

[Transnet-Phelophepa Health Care Train](#)

The sixteen-coach Transnet-Phelophepa Health Care Train is world famous for the innovative way in which it brings the best of modern medical practice and health education to the remotest areas of rural South Africa for 36 weeks of each year.

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[Spain](#)

[Participation in Policy-making Decisions initiative, Directorate General for Citizen Participation, Government of Catalonia, Barcelona](#)

Through the Directorate General for Citizen Participation, the Government of Catalonia has increased participation of citizens in all public policy areas by providing new participatory mechanisms across Catalonia.

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Head of Research, Directorate General for Citizen Participation, Government of Catalonia
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[Sweden](#)

[Library 2007, City of Umeå](#)

Through Library 2007, borrowers in the smallest municipality in Sweden got access to one of the largest book stocks in the country. Accessibility increased for borrowers in general, and the disabled in particular. Library 2007 is a unique joint action in many ways. AudioIndex -The Talking Library- provides the visually impaired with opportunities to benefit from library services and a range of talking books. The new joint website "mylibraries.se" is regarded by many as an answer to the Library 2.0 concept model.

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Tunisia

Orientation universitaire en ligne

Through the project entitled Orientation universitaire en ligne, the Ministry of Education has set up an on-line portal that allows Tunisian university students to interact with academic staff and to receive on-line advice and guidance regarding their studies. This process, which was once long and painstaking, is nowadays mastered thanks to information and communication technologies (ICT).

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United States

Juvenile Delinquency Domestic Violence and Family Violence Court, San Jose, California

The State of California Superior Court for the County of Santa Clara, San Jose, California, United States, established the Juvenile Delinquency Domestic Violence and Family Violence Court --the first of its kind in the nation. The Court provides a comprehensive “youth-specific” criminal justice intervention that focuses on uniting different divisions in a common effort to combat youth violence, rehabilitate abusive youth and deliver specialized services to victims.

Contact: Honorable Eugene Hyman, Judge of the Superior Court

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2008 UNITED NATIONS PUBLIC SERVICE AWARDS

FINALISTS

Botswana

Princess Marina Referral Hospital

At Princess Marina Referral Hospital Outpatient Dispensary, the dispensary managed to integrate all medical services while reducing the long patient waiting time for health examinations and drugs.

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[Commonwealth of Puerto Rico](#)

[La llave para tu negocio, Banco de Desarrollo Económico para Puerto Rico](#)

La llave para tu negocio is a public policy programme created by the Governor of the Commonwealth of Puerto Rico, Hon. Aníbal Acevedo Vila, in 2005. It is an intra-agency programme between the Puerto Rico Commerce and Exportation Company and the Economic Development Bank for Puerto Rico. Its purpose is to promote entrepreneurship and the economic development of the island, through the creation of new businesses and the expansion of existing ones, based on a three-phase scenario: technical support, financing and mentoring. The goal was to finance 1000 entrepreneurs by 31 December 2008. By 9 June 2008, more than 1,050 businesses have been assisted, exceeding expectations.

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[Germany](#)

[Stadt Köln](#)

The participatory budget introduced in Cologne's municipal administration is a new service for citizen participation, with the goal of effectively supporting decision-making processes in various fields affecting the community with the help of on-line media, while putting the citizen at the centre. By providing an electronic platform for the participation of citizens, useful ideas of the citizens can be tapped and additional knowledge generated via the Internet.

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[India](#)

[District Lokvani Society Sitapur, Sitapur District of Uttar Pradesh \(UP\)](#)

Lokvani is an Internet kiosk, based G2C interface that provides information about government services to citizens in rural areas. It also provides a channel for redressing citizens' grievances through an on-line portal that is transparent, accountable and efficient, as it relies on public-private partnership.

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[Republic of Korea](#)

Information System Planning Bureau, Seoul Metropolitan Government

Seoul Metropolitan Government's Cyber Policy Forum has served as an innovative means to boost communication between the government and its citizens by providing the people with an on-line discussion ground where they can participate in a heated discussion on wide-ranging policy issues.

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Seoul Metropolitan Government

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Thailand

Yasothon Hospital

Using assessments of patient satisfaction by poll and questionnaires, this initiative introduced data collection by randomly sampling 20 patients per day for 30 days to address complaints from a wide number of patients. By improving the efficiency of each unit and better integrating services, only 56 minutes, as compared to 6-7 hours, are now required for a patient to receive proper medical care. In 2004, the hospital was awarded the first regional prize for good quality of public service.

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