

# 2012 UNITED NATIONS PUBLIC SERVICE AWARDS

## WINNERS

---



# Category 1

## Preventing and Combating Corruption in the Public Service

### Africa

**1<sup>st</sup> Place Winner**



### **Mauritius**

Initiative: Preventing and combating corruption in the public service

Institution: Independent Commission against Corruption

### Asia and the Pacific

**1<sup>st</sup> Place Winner**



### **Republic of Korea**

Initiative: The Integrity Assessment

Institution: Anti-Corruption and  
Civil Rights Commission

### Asia and the Pacific

**2<sup>nd</sup> Place Winner**



### **Singapore**

Initiative: Promoting accountability for  
procurement of public projects

Institution: Building and Construction Authority

## Latin America and the Caribbean

### 1<sup>st</sup> Place Winner



### Mexico

Initiative: New Model of control and audit public works  
Institution: Department of Civil Service

## Latin America and the Caribbean

### 2<sup>nd</sup> Place Winner



### Mexico

Initiative: National Public Procurement System  
(Sistema Nacional de Contrataciones Públicas)  
Institution: Department of Civil Service

## Western Asia

### 1<sup>st</sup> Place Winner

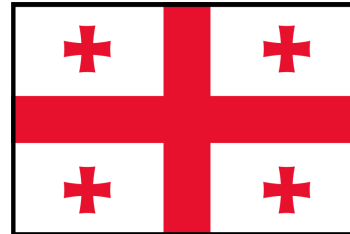


### Turkey

Initiative: SMS Information System  
Institution: Ministry of Justice

## Western Asia

### 2<sup>nd</sup> Place Winner



### Georgia

Initiative: Georgian Electronic Government  
Procurement System  
Institution: State Procurement Agency of Georgia

## Category 2

### Improving the Delivery of Public Services

#### Africa

##### 1<sup>st</sup> Place Winner



#### Senegal

Initiative: Electronic Single Window procession of foreign trade and customs formalities

Institution: GIE GAINDE 2000

#### Africa

##### 2<sup>nd</sup> Place Winner



#### Morocco

Initiative: 0-paper

Institution: Group Plan for Retirement Allowance  
(Régime collectif d'allocation de retraite)

#### Africa

##### 2<sup>nd</sup> Place Winner



#### Rwanda

Initiative: The use of ICT in improving service delivery in the DGIE

Institution: Directorate General of Immigration and Emigration

## Asia and the Pacific

### 1<sup>st</sup> Place Winner



### India

Initiative: Aarogyam

Institution: District Health Society

## Asia and the Pacific

### 2<sup>nd</sup> Place Winner



### Singapore

Initiative: Helping to Empower Litigants – in-Person –  
The Subordinate Courts HELP Centre

Institution: The Subordinate Courts of Singapore

## Asia and the Pacific

### 2<sup>nd</sup> Place Winner



### India

Initiative: MP Public Service Delivery Act 2010

Institution: Public Service Delivery Management,  
Government of Madhya Pradesh

## Europe and North America

### 1<sup>st</sup> Place Winner



### United States of America

Initiative: NYC311

Institution: City of New York

## Europe and North America

### 2<sup>nd</sup> Place Winner



### Spain

Initiative: Public Service Electronic Access for Citizens

(Acceso electrónico completo de los ciudadanos a los servicios públicos)

Institution: General Directorate for the Promotion of e-Government, Ministry of Finance and Public Administration (Dirección General para el impulso de la Administración Electrónica, Ministerio de Hacienda y Administraciones Públicas)

## Latin America and the Caribbean

### 1<sup>st</sup> Place Winner



### Dominican Republic

Initiative: Institutional Transformation

Institution: Essential Drug Program (PROMESE/CAL)

## Latin America and the Caribbean

### 2<sup>nd</sup> Place Winner



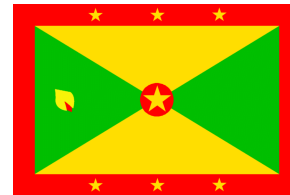
### Mexico

Initiative: Financial Inclusion Project  
(Proyecto de Inclusión Financiera (PIF))

Institution: National Savings and Financial Services  
(Banco del Ahorro Nacional y Servicios Financieros S.N.C.)

## Latin America and the Caribbean

### 2<sup>nd</sup> Place Winner



### Grenada

Institution: Immigration and Passport Department,  
Royal Grenada Police Force

## Western Asia

**1<sup>st</sup> Place Winner**



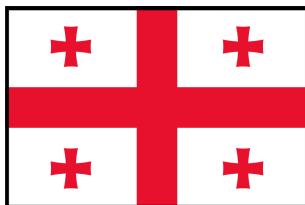
**Lebanon**

Initiative: Simplify procedures and improve services

Institution: Cooperative of Government Employees

## Western Asia

**2<sup>nd</sup> Place Winner**



**Georgia**

Initiative: Public Service Hall

Institution: Ministry of Justice

## Western Asia

**2<sup>nd</sup> Place Winner**



**Egypt**

Initiative: Elections.Egypt

Institution: Ministry of State for Administrative Development



## Category 3

# Fostering Participation in Policy-making Decisions through Innovative Mechanisms

### Asia and the Pacific

#### 1<sup>st</sup> Place Winner



#### Thailand

Initiative: Integrated Drought Prevention and Mitigation: The Mae Yom Operation and Maintenance Office  
Institution: Royal Irrigation Department

### Asia and the Pacific

#### 2<sup>nd</sup> Place Winner

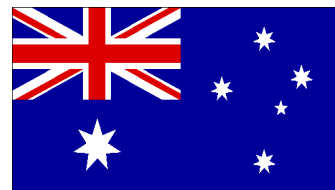


#### Republic of Korea

Initiative: Youth Participation Committees  
Institution: Ministry of Gender Equality and Family

### Asia and the Pacific

#### 2<sup>nd</sup> Place Winner



#### Australia

Initiative: South Australia's Strategic Plan  
Community Engagement  
Institution: Department of Premier and Cabinet

## Europe and North America

### 1<sup>st</sup> Place Winner



### Spain

Initiative: Housing – all opinions matter (En Vivienda, todas las opiniones cuentan)

Institution: Department of Housing, Construction and Transport, the Basque Government  
(Departamento de Vivienda, Obras Públicas y Transportes, del Gobierno Vasco)

## Europe and North America

### 2<sup>nd</sup> Place Winner



### Slovenia

Initiative: IT-supported procedure for drafting  
Legislation (ITDL)

Institution: Ministry of Public Administration

## Europe and North America

### 2<sup>nd</sup> Place Winner



### Canada

Initiative: Metro Vancouver's Public Outreach and  
Engagement Program

Institution: Metro Vancouver

## Latin America and the Caribbean

**1<sup>st</sup> Place Winner**



**Brazil**

Initiative: Participatory Regional Seminars

Institution: Department of Planning and Management

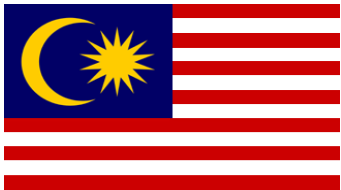
(Secretaria de Planejamento e Gestão)

## Category 4

### Advancing Knowledge Management in Government

#### Asia and the Pacific

**1<sup>st</sup> Place Winner**



#### **Malaysia**

Initiative: eKasih

Institution: Prime Minister's Office

#### Asia and the Pacific

**2<sup>nd</sup> Place Winner**



#### **Republic of Korea**

Initiative: National Science and Technology Information Service (NTIS)

Institution: National Science & Technology Commission (NSTC)

#### Asia and the Pacific

**2<sup>nd</sup> Place Winner**



#### **Thailand**

Initiative: Preventing Diabetic Blindness

Institution: Rajvithi Hospital

## Europe and North America

### 1<sup>st</sup> Place Winner

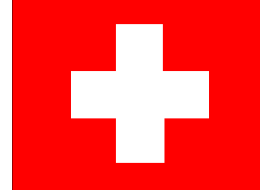


### Spain

Initiative: Territorial Information System for the Network of Open Spaces (Sistema de Información Territorial de la Red de Espacios Libres)  
Institution: Barcelona Provincial Council (Diputación de Barcelona)

## Europe and North America

### 2<sup>nd</sup> Place Winner



### Switzerland

Initiative: geo.admin.ch  
Institution: Coordination agency for Federal geographical information

## Western Asia

### 1<sup>st</sup> Place Winner



### Bahrain

Initiative: Integrated Workflow Management System (IWMS)  
Institution: eGovernment Authority/Ministry of Cabinet Affairs

## Western Asia

### 2<sup>nd</sup> Place Winner



### Turkey

Initiative: UYAP (National Judiciary Informatics System)  
Institution: Ministry of Justice

# Category 5

## Promoting Gender-responsive Delivery of Public Services

### Africa

**1<sup>st</sup> Place Winner**



**South Africa**

Initiative: Protecting the Futures

Institution: Small Projects Foundation

### Africa

**2<sup>nd</sup> Place Winner**



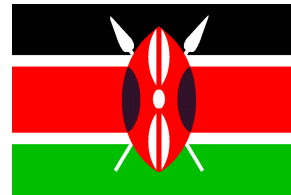
**Rwanda**

Initiative: Isange One Stop Center

Institution: Rwanda National Police

### Africa

**2<sup>nd</sup> Place Winner**



**Kenya**

Initiative: Gender integration in the water sector

Institution: Ministry of Water and Irrigation

## Europe and North America

### 1<sup>st</sup> Place Winner



### Bosnia and Herzegovina

Initiative: Public participation in peace processes  
Institution: Ministry of Security

## Europe and North America

### 2<sup>nd</sup> Place Winner



### Spain

Initiative: Zero Tolerance for Violence Against Women  
Institution: Bilbao City Council

## Latin America and the Caribbean

### 1<sup>st</sup> Place Winner



### Brazil

Initiative: Straw Hat  
(Chapeu de Palha)  
Institution: Pernambuco State Secretariat for Women  
(Secretaria Estadual da Mulher Pernambuco)

## Latin America and the Caribbean

### 2<sup>nd</sup> Place Winner



### Mexico

Initiative: Daycare Program to Support Mothers  
Institution: Secretary of Social Development  
(Secretaria de Desarrollo Social)

## Western Asia

**1<sup>st</sup> Place Winner**



### **United Arab Emirates**

Initiative: Inclusion of Women in the Police Force

Institution: Dubai Police General Head Quarter

## Western Asia

**2<sup>nd</sup> Place Winner**



### **Oman**

Initiative: Reduce Childhood Mortality Rate:

Infants and Children under 5 years of Age

Institution: Ministry of Health



**Congratulations!**

