Ministry of Civil Service Affairs and Administrative Reforms

Senior Chief Executive, Ministry of Civil Service Affairs and Administrative Reforms
Supervising Officers in charge of Ministries/Departments

United Nations Public Service Awards 2005

As you are aware, in the context of its Administrative Reforms Strategies, this Ministry has adopted a series of initiatives to institutionalize a quality culture in the Public Service in order to be more customer oriented towards the provision of quality and timely services. In view of the considerable progress achieved through the implementation of these strategies, we are pleased, on behalf of the Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs, to disseminate a call for nominations for the United Nations Public Service Awards 2005 to all public sector organizations in Mauritius.

2. The United Nations Public Service Awards were established on the basis of the recommendation of Decision 2000/231 of Economic and Social Council of July 2000, to recognize contributions made by public service organizations in enhancing the role, professionalism and visibility of the Public Service. The Awards 2005 will be given in the following three categories:

- Improving transparency, accountability, and responsiveness in the Public Service;
- Improving the delivery of services; and
- Application of Information and Communication Technology (ICT) in Government: (e-Government)

3. Award recipients will be selected by the United Nations Committee of Experts on Public Administration and winners of Awards for 2005 will receive certificates of recognition on 23 June 2005 on the occasion of the United Nations Public Service Day. All entries will be scrutinized at the level of this Ministry before transmission to the United Nations. You may wish to note that the date limit for the submission of entries together with all supporting documents should reach the Division for Public Administration and Development Management in New York by 31 December 2004.
Excellency,

Decision 2000/231 of Economic and Social Council of July 2000 recommended the establishment of the United Nations Public Service Awards to recognize contributions made by public service organizations in enhancing the role, professionalism and visibility of the Public Service. Awards were subsequently given in 2002 and 2003. The Awards for 2005 will be given in the following three categories:

- Improving transparency, accountability, and responsiveness in the Public Service;
- Improving the delivery of services; and
- Application of Information and Communication Technology (ICT) in Government: (e-Government).

Award recipients will be selected by the United Nations Committee of Experts on Public Administration. The winners of the Public Service Awards for 2005 will receive certificates of recognition on 23 June 2005 which is also annually commemorated officially as the United Nations Public Service Day. I am kindly requesting your Ministry to disseminate this call for nominations in Public Institutions in your country with a view to identifying public organizations that would like to be nominated for the awards. Completed nomination forms should be forwarded no later than 31 December 2004. Online Submission at [http://www.unppan.org/dpepa_PSAward.asp](http://www.unppan.org/dpepa_PSAward.asp) is strongly recommended, if this is not possible applications could also be sent by fax or e-mail to:

Mr. John-Mary Kauzya  
Division for Public Administration and Development Management  
Department of Economic and Social Affairs  
Two UN Plaza, Room DC2-1742  
New York, N.Y. 10017  
Telephone: (212) 963-1973  
Fax: (212) 963-2916  
E-mail: kauzya@un.org

H.E. Minister Ahmad Sullivan Jeewah  
Ministry of Civil Service Affairs and Administrative Reforms  
New Government Centre, Government House, 7th Floor  
Port Louis, Mauritius  
Fax: 230 212 95 28 / 201 3815 / 211 9546
Mr. Olivier Munyaneza
Division for Public Administration and Development Management
Department of Economic and Social Affairs
Two UN Plaza, Room DC2-1724
New York, N.Y. 10017
Telephone: (212) 963-8801
Fax: (212) 963-2916
E-mail: munyaneza@un.org

Please find attached an explanation of the process, nomination form to be filled out by
nominees, and the list of winners of the United Nations Public Service Awards for 2004. These
documents can also be accessed through the website http://www.unpan.org/desp1/pasawards.asp.
We will be happy to provide any additional information that you may require. We will also keep
you informed about any further developments.

Please accept, Excellency, the assurances of my highest consideration.

Yours sincerely,

[Signature]

Guido Bertucci
Director
Division for Public Administration and Development Management
Department of Economic and Social Affairs
4. A copy of the correspondence from the United Nations together with the Nomination Form is enclosed. You are kindly invited to submit your nomination and all supporting documents to the Administrative Reforms Unit of this Ministry by 10 December 2004.

5. It would be appreciated if the parastatal organizations falling under the aegis of your organization and associated NGOs could also be informed accordingly.

K. Ponnumamy
Senior Chief Executive

Copy to: Secretary to Cabinet & Head of the Civil Service
4. A copy of the correspondence from the United Nations together with the Nomination Form is enclosed. You are kindly invited to submit your nomination and all supporting documents to the Administrative Reforms Unit of this Ministry by 10 December 2004.

5. It would be appreciated if the parastatal organizations falling under the aegis of your organization and associated NGOs could also be informed accordingly.

K. Ponnusamy
Senior Chief Executive

Copy to: Secretary to Cabinet & Head of the Civil Service
The Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs invites nominations for the UNITED NATIONS PUBLIC SERVICE AWARDS for 2005. ECOSOC decision 2000/231 of 27 July 2000 recommended the establishment of awards to recognize institutional contributions made to enhance the role, professionalism and visibility of the public service. Awards were given in 2003 and 2004 and they have proved to be a very effective tool in drawing attention to best practices and innovations in the Public Service all over the world. In 2005 the United Nations Public Service Awards will be given in the following three categories:

- Improving transparency, accountability, and responsiveness in the Public Service;
- Improving the delivery of services; and
- Application of Information and Communication Technology (ICT) in Government: (e-Government).

Below are details on eligibility and nomination process.

Eligibility for nomination:
Public sector organizations/agencies, as well as public/private partnerships and organizations performing outsourced public service functions, are eligible for nomination in all four categories. Self-nominations will not be accepted.

Nominations should be sent:
- Directly to the UN Division for Public Administration and Development Management (DPADM) by fax or email or online. Online submission is strongly recommended.
- Through the UNPAN Regional Centres, which have the responsibility to ensure that the nomination package is complete. Complete nominations are then forwarded to DPADM.
- To relevant Professional Associations, which have the responsibility to ensure that the nomination package is complete. Complete nominations are then forwarded to DPADM.
- Nominations should be submitted in one of the six United Nations official languages, namely, English, French, Spanish, Russian, Chinese or Arabic.

Nomination packages may be received from:
- Governments
- Government departments/agencies
- Universities/national schools/institutions of public administration
- Non-governmental organizations
- Professional associations
- Public/private partnerships
- Organizations performing outsourced public service functions

Nominations should:
- Reach DPADM no later than 31 December 2004
- Include: cover letter, Background information on the nominated organization, completed nomination form, including supporting documents (e.g. EVALUATION REPORTS, AUDITING REPORTS, RESULTS OF CLIENT SURVEYS) and a maximum of five letters of reference. Letters of reference should describe the excellence and uniqueness of the initiatives undertaken. Also, if possible they should elaborate on the collaboration between...
the referee and the nominated organization. Since the nomination itself already describes the work performed, letters of reference should furthermore focus on the benefits derived from the initiatives. Letters of reference must bear the referee’s contact information.

- Be sent to the Division website online or via fax or email

Selection of Award Winners

DPADM will establish a pre-selection committee that will screen the nominations received and shortlist candidates for the Awards.

A Public Service Awards Selection Committee, consisting of members of the United Nations Expert Committee on Public Administration, will advise the Secretary-General concerning the winners of the Award.

Description of the Award categories

1: Award for Improving transparency, accountability, and responsiveness in the Public Service:

- Promotes equity. This criterion involves extending government service delivery to vulnerable groups and/or enables service delivery to a wider population, particularly through mechanisms that promote social inclusion relating to gender equality, cultural diversity, the youth, elderly, disabled and other vulnerable populations.

- Promotes transparency and accountability. This criterion involves the creation of mechanisms to increase the public’s ability to observe, monitor and analyse government decision-making and processes. The mechanisms can be documentary, face-to-face, meetings, and/or electronic, including the production of government records in lay language and in languages of ethnic and cultural minorities. Documentation in various forms can serve as evidence of a government’s conformity to legal, procedural and fiscal requirements, as well as processing of complaints and handling of grievances.

- Promotes professionalism. This criterion involves human resources management issues, such as, merit-based recruitment, training and development, and the promotion of ethical conduct. Mechanisms involve legislative instruments, management tools, professional development programmes and citizen feedback.

- Represents a “radical departure” in design. This criterion involves transformative changes within a large framework, rather than incremental improvements, in the context of a given country and region. Innovative methods, tools and techniques are applied to micro and macro issues, such as modernization, change of organizational culture, administrative reforms or the overhaul of government service delivery procedures to promote transparency, accountability and responsiveness.

- Has introduced a substantially new concept. This signifies that the innovation submitted for the Award represents, in the context of a given country and/or region, the introduction of a unique idea, distinctively new approach to problem solution, or unique policy or implementation design, for transparency, accountability and responsiveness in the Public Service.
• Has produced qualitative and/or quantitative improvements, such as the expansion of the coverage or enhancement of the quality service delivery, gains in efficiency and others.

2: Improving the delivery of services:

• Demonstrates effectiveness in meeting the stated goals and objectives quantitatively and qualitatively. In order to meet this criterion, a nominated entity must prove that the degree to which its programme/project/other type of initiative produces the desired outcomes is high – this presupposes the availability of tangible evidence, e.g. the results of a formal evaluation.

• Provides high quality service delivery. This criterion emphasizes timeliness, courtesy, access and client-orientation in public service delivery. The high quality service delivery may be manifested in - but are not limited to - the availability of government services at times and in ways that are more convenient to the public, speedy processing of applications or claims, reduction in the amount of paperwork and other activities citizens must perform in order to demonstrate compliance or clearly written government regulations.

• Achieves efficiency in the process of public service delivery. This criterion involves effective uses of strategies such as streamlining of processes, reduction of red tape, coordination and other measures, which have led to the increase in efficiency. An increase in efficiency must be supported by a quantifiable indicator, e.g. ratio between the benefits produced by a programme/project/other type of initiative and its costs.

• Represents a “radical departure” in design. This criterion involves transformative changes within a large framework, rather than incremental improvements, in the context of a given country and region. Innovative methods, tools and techniques are applied to micro and macro issues, such as modernization, change of organizational culture, administrative reforms or the overhaul of government service delivery procedures.

• Has introduced a substantially new concept. This signifies that the innovation submitted for the Award represents, in the context of a given country and/or region, the introduction of a unique idea, distinctively new approach to problem solution, or unique policy or implementation design for improving the delivery of services.

• Has produced qualitative and/or quantitative improvements, such as the expansion of the coverage or enhancement of the quality service delivery, gains in efficiency and others.

3: Award for Application of Information and Communication Technology (ICT) in Government:

• Enhanced service delivery. This criterion means that governments (both local and central governments) have upgraded their service delivery due to the application of ICT. Upgraded service delivery may be measured in terms of wider access to services, enhanced efficiency and timeliness, a more “citizen-centred” approach to services, and greater effectiveness, relevance and quality of services.
• Re-engineered government operations. This criterion relates to the implementation of processes re-engineering and innovative government-to-government applications. This may include decision support systems, government networking, and geographic information system (GIS), and lead to more effective policy-making and implementation, and multi-disciplinary, holistic and “horizontal” approaches to public service delivery and management.

• e-Participation. This criterion concerns the applications of e-government that enable a government – policy makers and public officials – to better interact with the public, particularly individual citizens. This enhanced interaction may support government legitimacy, responsiveness and relevancy by allowing citizens to better express their needs, participate in and influence policy-making, comment on policy implementation, provide feedback on government services (on and off-line services), and file complaints, among other activities.

Although purely technological innovations, e.g. in medical or environmental science, often contribute to the improvement of public service delivery, they are not eligible for the United Nations Public Service Awards.

Send nominations and requests for information to:

Division Website www.unpan.org/DPADM.asp or

Mr. John-Mary Kauzya, Chief of Governance and Public Administration Branch, Division for Public Administration and Development Management, DESA at tel: 1-212-963-1973, fax: 1-212-963-2916, e-mail: kauzya@un.org, address: 2 United Nations Plaza, DC2-1742, New York, New York, 1007, USA

or

Mr. Olivier Munyaneza, Associate Public Administration Officer, Governance and Public Administration Branch, Division for Public Administration and Development Management, DESA at tel: 1-212-963-8801, fax: 1-212-963-2916, e-mail: munyaneza@un.org, address: 2 United Nations Plaza, DC2-1724, New York, New York, 10017, USA
United Nations Public Service Awards
Nomination Form 2005

1. For which award is the nomination being made?
   - Improving transparency, accountability, and responsiveness in the Public Service;
   - Improving the delivery of services;
   - Application of information and communication Technology (ICT) in Governments.
     e-Government

2. Name of institution or person being nominated
   Contact names
   (required):
   Postal address:
   Telephone:
   Fax (fax or email required):
   e-mail:

3. Name of institution making the nomination
   Contact names
   (required)
   Postal address:
   Telephone:
   Fax (fax or email required):
   e-mail:
4. Check criteria relevant to the nomination

Award for improving transparency, accountability, and responsiveness in the Public Service:

- Promotes equity;
- Promotes transparency and accountability;
- Promotes professionalism;
- Represents a "radical departure" in design;
- Has introduced a substantially new concept;
- Has produced qualitative and/or quantitative improvements

Award for improving the delivery of services:

- Demonstrates effectiveness;
- Provides high quality service delivery;
- Achieves efficiency;
- Represents a "radical departure" in design;
- Has introduced a substantially new concept;
- Has produced qualitative and/or quantitative improvements

Award for Application of Information and Communication Technology (ICT) in Government: e-Government

- Enhances service delivery
- Re-engineers government operations
- Promotes e-participation
When answering Questions 5 to 9, extra sheets may be used for the hard copy submission. However, the length of the text must adhere to the maximum number of words indicated in each question.

5. Summary
In no more than 250 words, summarize the achievement(s). Please note that the summary should be in narrative, not point form.

6. Timeframe
Provide key dates of specific examples of activities relevant to the award.

7. Narrative
In no more than 2000 words, use the following categories to describe achievement(s):
   a. Initiatives
   b. Priorities and purposes
   c. Strategies
   d. Changes resulting from the achievement(s)
8. *Sustainability and transferability*

In no more than 300 words, describe how the dedication or actions are being replicated, maintained or cascaded through the public service.

9. *Lessons learned (300 words)*

10. *Documentary evidence*

   a. List no more than 10 articles or publications.

   b. Include no more than 5 documents and send to Mr. John-Mary Kauzya or Mr. Olivier Munyaneza.

   c. Include no more than 5 letters of reference and send to Mr. John-Mary Kauzya or Mr. Olivier Munyaneza.
WINNERS OF THE 2004 UNITED NATIONS PUBLIC SERVICE AWARDS

There are four categories of Awards:

Category 1: Improvement of Public Service Results  
Category 2: Improvement of Public Service Process  
Category 3: Innovation in the Public Service  
Category 4: Local e-government

AFRICA

Category 1: Morocco

Secretariat d’État Chargé de l’Eau  
For “Programme d’Approvisionnement Groupé en Eau Potable des Populations Rurales (PAGER)”

Address: H.E. Abdellkbir Zahoud, Secrétaire d’État Chargé de l’Eau  
Rue Hassan Ben Chekroun, Aгадال Rabat, ماق  
Fax: (212) (0) 37 77 87 27  
Email: dgh@mpnet.gov.ma

Category 2: Cameroon

Ministère de la Fonction Publique et de la Réforme Administrative  
For “AQUARIUM Project”

Address: H.E. Rene Ze Nguele, Minister  
Ministere de la Fonction Publique et de la Reforme Administrative  
B.P.8073 Yaoundé, Cameroon  
Fax (237) 223 08 00  
Email: aquarium@spm.gov.cm

Category 3: South Africa

South African Police Service – Limpopo Province  
For “Mobile Community Service Centre”

Address: Mr. Wahab ML, Director  
South African Police Service  
Limpopo Province  
Private Bag X9428  
Polokwane 0700, South Africa  
Fax (27) 15 2906120  
Email: wahabl@saps.org.za
Asia & the Pacific

Category 2: Australia

Australian Public Service Commission
For "Stronger Accountability and Professionalism in Financial and Personnel Management in Australian Public Service"

Address: Mr. Andrew Podger, Public Service Commissioner
APS Commission
Edmund Barton Building
Barton Act
Australia 2600
Fax: 0011 61 2 6272 3763
Email: Andrew.podger@aps.gov.au

Category 3: Malaysia

National Productivity Corporation
For "NPC Interactive e-Benchmark Database for Benchmarking Communities"

Address: Mr. Mah Lok Abdullah
National Productivity Corporation
Lorong Produktiviti, Off Jalan Sultan, P.O. Box 64,
46904 Petaling Jaya, Selangor Darul Ehsan, Malaysia
Fax: 603 7957 8068/7955 1824
Email: mahloka@npc.org.my

Category 4: Philippines

City Government of Naga
For "i-Governance"

Address: Mr. Mayor, City Government of Naga
City Hall Compound, J.Miranda Ave.
Naga City 4400, Philippines
Fax: (63) (54) 811 1286
Email: mayor@naga.gov.ph or ncib@naga.gov.ph
EUROPE & NORTH AMERICA

Category 1: Canada

The Network of Canada Business Service Centres
For “Information Service for Business Community”

Address: Mr. Robert Smith, Executive Director
Canada Business Service Centres, National Secretariat
Industry Canada
235 Queen Street, Room 439 H
Ottawa, Ontario
Canada
K1A 0H5
Fax: (613) 954-5463
E-mail: smith.rob@ic.gc.ca

Category 2: Austria

District Administrative Authority Zell am See
For “Administration Reform Project”

Address: Dr. Rosmarie Drexlre
District Administrative Authority Zell am See
Stadtplatz 1, A-5700 Zell am See
Fax: +43 6542 760 6999
E-mail: rosmarie.drexlre@salzburg.gv.at

LATIN AMERICA

Category 1: Brazil

General Board for Development of Public Services and Public Service Delivery
For “Citizen Assistance Service Centers”

Address: Superintendencia de Atendimento ao Cidadao
2a avenida, 200, sala 106
Centro Administrativo da Bahia
CEP: 41 750 – 300
Salvador – Bahia – Brasil
Fax: 5571 3115 3315
Email: sac@saeb.ba.gov.br
Category 2: Brazil

City Hall of Belo Horizonte
For "Participatory Budget of City Belo Horizonte"

Address: Mr. Rodrigo Fernandes Barroso
City Hall of Belo Horizonte
Av. Afonso Pena, 1212 sala 415 – 4 andar
Centro
Belo Horizonte – MG
Brasil
CEP: 30130-003
Fax: 0035 31 3277 4343
Email: rodrigob@pbh.gov.br