Ministry of Civil Service and Administrative Reforms

12 October 2005

Ministry of Civil Service and Administrative Reforms
Circular letter No 44 of 2005

E/60/28/19 V2

From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

To: Supervising Officers in charge of Ministries/Departments

United Nations Public Service Awards 2006

Please refer to this Ministry's Circular letter No 59 dated 09 November 2004 with regard to the United Nations Public Service Awards 2005.

2.   The United Nations Public Service Awards were established as a result of the recommendation of Decision 2000/231 of the Economic and Social Council of July 2000, to recognize contributions made by institutions in enhancing the role, professionalism and visibility of the Public Service. Awards have been given annually since 2003 and they have proven a very effective tool in drawing attention to best practices and innovations in the Public Service all over the world. You may wish to note that the 2005 Award for Africa was won by Morocco.
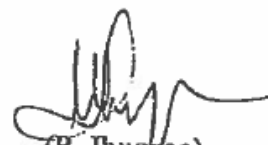
3.   Once again we are pleased, on behalf of the Division for Public Administration and Development Management of the UN Department of Economic and Social Affairs, to disseminate a call for nominations for the United National Public Service Awards 2006 to all public sector organizations.

4.   The Awards for 2006 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).

/2....

5.   Award recipients will be selected by the United Nations Committee of Experts on Public Administration and the winners of the 2006 award will receive the award on 23 June 2006, which is also commemorated annually and officially as the *United Nations Public Service Day*. All entries for nominations will be screened by this Ministry before onward transmission to the United Nations. A copy of the correspondence from the United Nations and the Nomination Form is herewith enclosed. You may wish to consult the website http.//www.unpan.org/dpepa-Psaward.asp for additional information.

6.   You are hereby invited to submit your nomination and all supporting documents in an electronic format to the Administrative Reforms Unit of this Ministry by **30 October 2005** at the email address civser@mail.gov.mu.

7.   It would be appreciated if you could also disseminate the contents of this circular to the parastatal organizations falling under the aegis of your organization and associated NGOs.

(P. Jhugroo)
Supervising Officer

Copy to: Secretary to Cabinet and Head of the Civil Service

UNITED NATIONS PUBLIC SERVICE AWARDS

The Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs invites nominations for the 2006 United Nations Public Service Awards.

Decision 2000/231 of the Economic and Social Council (27 July 2000) recommended the establishment of awards to recognize contributions made by *institutions* to enhance the role, professionalism and visibility of the public service. Awards have been given annually since 2003 and they have proven a very effective tool in drawing attention to best practices and innovations in the Public Service all over the world. In 2006, 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.

Eligible nominations

Public sector organizations, agencies or equivalent at all levels, as well as public/private partnerships and organizations performing outsourced public service functions, are eligible for nomination in all three categories.

Nominations have to be made by another entity than the institution being nominated, i.e. self-nominations will not be accepted. Eligible nominators include: Government departments and agencies; universities, non-governmental organizations, professional associations, etc.

Purely scientific innovations, e.g. in medical or environmental science, do not qualify for the United Nations Public Service Awards.

Application process

The application process consists of two stages. First, an application form has to be completed online. The form is available from www.unpan.org/dpepa_PSaward.asp and only online nominations will be allowed to enter the competition. It is strongly recommended that applications are submitted as soon as possible and no later than *15 November 2005.*

DPADM will review each application upon reception, and pre-selected nominations will be asked to submit documentation consisting of letters of reference and supporting documents by e-mail, fax or letter. The deadline for the second stage will be 31 December 2005.

Only applications in one of the six official United Nations languages (Arabic, Chinese, English, French, Russian or Spanish) will be accepted.

Selection process

DPADM will screen incoming applications on a continuous basis. Pre-selected nominations will enter the main competition, and in the beginning of 2006 DPADM will shortlist candidates.

Short-listed candidates will subsequently be considered by a Public Service Awards Selection Committee in April consisting of members of the United Nations Committee of Experts on Public Administration. After due consideration, the Selection Committee will advise the Secretary-General concerning their selection of winners.

Award categories

Category 1	
Improving transparency, accountability, and responsiveness in the Public Service	
Criteria	Description
Promotes transparency	Creates 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.
Promotes accountability	Utilizes documentation in various forms which can serve as evidence of a government's conformity to legal, procedural and fiscal requirements, and improves processing of complaints and handling of grievances.
Promotes responsiveness	Enhances the monitoring and filtering of public opinion and the views of concerned sections of the community, and includes an obligation to share information and demonstrate openness through consultative mechanisms with the public.
Promotes equity	Extends 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.

Transforms administration	Involves transformation within a large framework rather than ' incremental improvements. Innovative methods, tools and techniques, in the context of a given country or region, are applied to themes such as modernization, change of organizational culture, administrative reforms or the overhaul of government service delivery procedures.
Introduces a new concept	Introduces a unique idea, distinctively new approach to problem solution, or unique policy or implementation design, in the context of a given country or region, for transparency, accountability and responsiveness in the Public Service.

Category 2	
Improving the delivery of services	
Criteria	Description
Increases efficiency	Streamlines processes, reduces red tape, and improves coordination and other measures increasing efficiency. An increase in efficiency must be supported by quantifiable indicators, surveys, questionnaires, etc.
Provides high-quality service delivery	Provides timeliness, courtesy, access and client-orientation in public service delivery. Includes 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.
Transforms administration	Involves transformation within a large framework rather than incremental improvements. Innovative methods, tools and techniques, in the context of a given country or region, are applied to themes such as modernization, change of organizational culture, administrative reforms or the overhaul of government service delivery procedures.
Introduces a new concept	Introduces a unique idea, distinctively new approach to problem solution, or unique policy or implementation design, in the context of a given country or region, for transparency, accountability and responsiveness in the Public Service.

Category 3	
Applying Information and Communication Technology (ICT) in Government: e-Government	
Criteria	Description
Enhances service delivery	Upgrades service delivery due to the application of ICT measured in terms of, for instance, wider access to services, enhanced efficiency and timeliness, a more "citizen-centred" approach to services, and greater effectiveness, relevance and quality of services.
Re-engineers government operations	Implements processes that re-engineer government applications. This may include decision-support systems, government networking, and geographic information system (GIS), and lead to more effective policy-making and implementation as well as holistic and "horizontal" approaches to public service delivery and management.
Facilitates e-Participation	Enables governments – policy makers and public officials – to better interact with the public, particularly individual citizens, and allows citizens, for instance, 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.

Online Nomination Form

United Nations Public Service Awards
Nomination Form 2006

It is strongly recommended that applications are submitted as soon as possible and no later than 15 November 2005.

Pending review pre-selected institutions will be notified and asked to provide documentation no later than 31 December 2005 (see 10. Documentary evidence).

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 Government: e-Government

2. Information on institution being nominated

Institution Name(s)*:	
Institution Acronym:	
Institution Type*:	
This nomination concerns a specific intiative*:	○ Yes ○ No
If yes, fill in the name of initative:	
If yes, fill in initiative acronym:	
Contact's Function Title*:	
Contact's First Name(s)*:	
Contact's Last Name(s)*:	
Contact's Gender:	○ Female ○ Male
Address:	
Postal Code:	

City: _____

State/Province: _____

Country*: _____

Telephone: _____

Fax*: _____

e-mail*: _____

3. Information on institution making the nomination

Institution Name*: _____

Institution Acronym: _____

Institution Type*: _____

Contact's Function Title*: _____

Contact's First Name(s)*: _____

Contact's Last Name(s)*: _____

Contact's Gender: ◯ Female ◯ Male

Address: _____

Postal Code: _____

City: _____

State/Province: _____

Country*: _____

Telephone: _____

Fax*: _____

e-mail*: _____

4. Check criteria relevant to the nomination

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

☐ Promotes transparency

☐ Promotes accountability

- ☐ Promotes responsiveness
- ☐ Promotes equity
- ☐ Transforms administration
- ☐ Introduces a new concept

Award for improving the delivery of services

- ☐ Increases efficiency
- ☐ Provides high quality service delivery
- ☐ Transforms administration
- ☐ Introduces a new concept

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

- ☐ Enhances service delivery
- ☐ Re-engineers government operations
- ☐ Facilitating e-participation

When answering Questions 5 to 9 please make sure to follow the directions for each question.

5. Summary

In no more than 500 words, summarize the achievement(s). Please note that the summary should
be in narrative, not point form.

6. Timeframe

Provide key dates of activities relevant to the achievement(s).

7. Narrative

In no more than 2,000 words, use the following categories to describe achievement(s):
a.   Background
b.   Priorities and purposes
c.   Strategies
d.   Changes resulting from the achievement(s)

8. Sustainability and transferability

In no more than 500 words, describe how the actions are being sustained, replicated or disseminated throughout the public service.
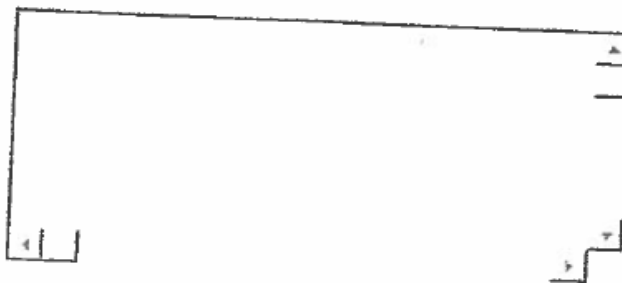
9. Lessons learned

In no more than 500 words, describe what difficulties and obstacles were overcome. Also, consider including information on what could have been done differently.
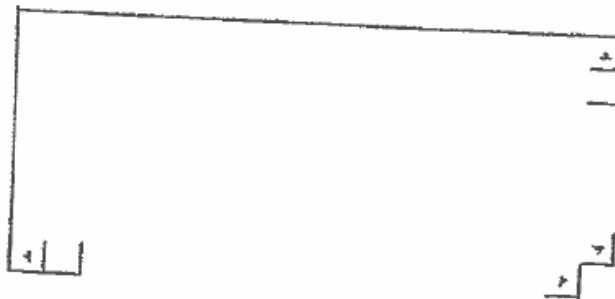
10. Documentary evidence

Once the online application form is successfully submitted you will receive an acknowledgement from DPADM. Pending review you will then be notified of whether the nomination has been pre-selected to enter the second round. If selected, further information will be provided and additional documentation will be required:

a. *No more than five letters of reference*

Letters of reference can be from other government agencies, non-governmental organizations, private corporations and similar entities.

Letters of reference should describe the excellence and uniqueness of the achievement(s). Also, if possible, they should elaborate on the collaboration between the issuer and the nominated institution.

b. *No more than five pieces of supporting documentation*

Supporting documentation can be anything from books, brochures, pamphlets over audit reports, evaluations, newspaper and magazine articles to websites, presentations and process documentation or other related material.

For questions, please contact:

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