



WINNERS OF UNITED NATIONS PUBLIC SERVICE AWARDS

on Innovations and Quality in Government

Wednesday, 5th November, 13:45-15:10

The purpose of the United Nations Public Service Awards (UNPSA), which were conferred for the first time in June 2003, is to promote enhanced performance professionalism, innovation, integrity, creativity and visibility of the public service around the world. The accomplishments of the UNPSA winners represent real life cases of innovative approaches in public sector management. This special event will give the Global Forum participants an opportunity to learn from tested practices in public sector management in four different countries.

13:45 – 13:50 Introduction

Mr. Guido Bertucci, Director, Division for Public Administration and Development Management, United Nations Department of Economic and Social Affairs

PRESENTATIONS BY 2002 WINNERS:

13:50 – 14:05 Call Centre, Ministry of Interior, Public Administration and Decentralization, Greece – Example of responsiveness, timeliness and cost-effectiveness, Mr. Nikos Bistis, Deputy Minister (brief introduction), Mrs. Thalia Katsioti-Fotinopoulou, Administrative Modernisation General Director of the Greek Ministry for Interior, Public Administration and Decentralisation

The Ministry of Interior, Public Administration and Decentralization of Greece won the award in the category "Improvement of Public Service Results" (the region of Europe and North America) for the introduction of a Call Centre where to citizens can apply for 53 certificates and other administrative documents by telephone. The Call Centre was first launched in February 1998 and by the end of 2001 more than 870,000 applications were submitted at the rate of more than 608 applications a day. The Call Centre increases government's responsiveness to citizens needs, as well as promotes access to public services by disadvantaged groups: people living in remote areas of Greece, senior citizens and disabled persons. This method of public service delivery contributes to the reduction of red tape, emphasizes timeliness and decreases the cost of public service delivery.

14:05 – 14:20 Institutional Reform in the Customs Service of Bolivia - Five Point Agenda for Change, Mr. José Gutierrez, Director of Reform and Modernization Programme, Aduana Nacional de Bolivia

The Customs Service of Bolivia (CSB) won the award for the category "Improvement of Public Service Results" (the region of Latin America and the Caribbean). The CBS undertook comprehensive institutional reforms aimed at increasing the efficiency of customs collections, halting the traffic in contraband goods and facilitating external trade. The key elements of the reform programme include the review of human resources policy and practices, the application of modern technology, the streamlining of custom tariffs, and the adoption of new customer-service initiatives.

14:20 – 14:35 E-Procurement in the Public Procurement Service, Republic of Korea – Enhancing Efficiency and Transparency, Mr. Kim-Kyung Sup, Administrator, Public Procurement Service, Republic of Korea

The Public Procurement Service (PPS) of the Republic of Korea won the award in the category “Innovations in the Public Service” (the region of Asia and the Pacific). The PPS has converted procurement operations in the public sector to an e-commerce platform. At the same time, the organization has transformed itself from an “administration-centered” (“rules-bound”) to a “customer-oriented” agency. The PPS has also eliminated corruption and irregularities at the source by posting procurement-related information on the Internet, thus opening the information to the public and cutting cost by an estimated 3.2 trillion won (US\$2.9 billion) every year.

14:35 – 14:50 Neighbourhood Integrated Service Teams in the City of Vancouver - Local Problems Have Local Solutions, Ms. Judy Rogers, City Manager, Vancouver, Canada

The City of Vancouver won the award for the category “Innovations in the Public Service” (Europe and North America region). The Neighbourhood Integrated Service Teams (NISTs) were established to help Vancouver residents solve wide-ranging problems in their respective communities. The NISTs programme has proved a unique and very effective model of service delivery in Vancouver. Not only has it resolved numerous difficult problems for residents in the several years of its existence, the NISTs have also succeeded in breaking down barriers between city departments, fostering better communication and cooperation among them, as well as empowering citizens to take part in the process of public problem solving.

14:50 – 15:10 Discussion - Transferability of Successful Practices

Participants will be invited to ask questions to the presenters and to discuss the possible applicability of these innovative practices in their respective countries.