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REPUBLIKA NG PILIPINAS
REPUBLIC OF THE PHILIPPINES
KAGAWARAN NG EDUKASYON
DEPARTMENT OF EDUCATION
DepEd Complex, Meralco Avenue, Pasig City, Philippines

Tanggapan ng Kalihim
Office of the Secretary

Trunkline: 632-1361 to 70
E-Mail: osec@deped.gov.ph
Website: <http://www.deped.gov.ph>

SEP 09 2003

DepED MEMORANDUM
No. 330, s. 2003

2003 SEARCH FOR UNITED NATIONS PUBLIC SERVICE AWARDS

To: Undersecretaries
Assistant Secretaries
Bureau Directors
Directors of Services/Centers and Heads of Units
Regional Directors
Schools Division/City Superintendents

1. For the information and guidance of all concerned, enclosed is a letter from the Office of United Nations and Other International Organizations, Department of Foreign Affairs (DFA), regarding the establishment of United Nations Public Service Awards for contributions made by public service organizations to enhance the role, professionalism and visibility of the public service.
2. These awards are given every year in the following four categories:
 - a. Improvement of public service results;
 - b. Improvement of the quality of the public service process;
 - c. Innovations in the public service; and
 - d. Application of Information and Communication Technology (ICT) in Local Government: Local e-Government
3. In this connection, nominations should be submitted to the UN Division for Public Administration and Development Management (DPADM) by fax, e-mail address or online or through UNPAN regional centers and relevant professional associations. Submission of nominations should be not later than October 31, 2003.
4. For more information, please contact the Office of United Nations and Other International Organizations at tel. no. 834-4000 or visit website at <http://www.unpan.org/dpepa/Psaward.asp>.
5. Immediate dissemination of this Memorandum is desired.


EDILBERTO C. DE JESUS
Secretary

Encl.:

As stated

Reference:

N o n e

Allotment: 1—(D.O. 50-97)

To be indicated in the Perpetual Index
under the following subjects:

ORGANIZATIONS
SEARCH
SERVICE

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Kagawaran ng Ugnayang Panlabas

Department of Foreign Affairs

OFFICE OF UNITED NATIONS AND OTHER INTERNATIONAL ORGANIZATIONS

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URGENT

29 July 2003

Sir:

I am pleased to inform you that the United Nations, pursuant to a decision adopted by the Economic and Social Council in July 2000, established the United Nations Public Service Awards. The awards serve as a recognition of the contributions made by public service organizations to enhance the role, professionalism and viability of public service.

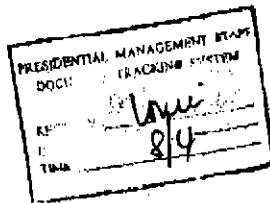
To qualify for the awards, contributions should include achievements attained in improving public service results, improving the quality of the public service process, innovation and application of information technology in the local government. The Selection Committee on Public Service Awards will determine the recipients of the award. The awardees will be given certificates of recognition at the United Nations Headquarters on 23 June 2004 during the United Nations Public Service Day celebration.

In this regard, we would appreciate it if the attached information could be disseminated to the members of the Cabinet. Please note that the submission of nomination forms should be no later than 30 October 2003. Enclosed is a copy of an information sheet on the awards and the nomination forms. You can also visit the website <http://www.unpan.org/dpepa/Psaward.asp> for any additional information that you may need.

Very truly yours,

For the Secretary of Foreign Affairs:

Maria Lourdes V. Ramiro Lopez
MARIA LOURDES V. RAMIRO LOPEZ
Assistant Secretary



HON. RICARDO L. SALUDO
Cabinet Secretary
Office of the Cabinet Secretary
PMS Building, Arlegui St.
San Miguel, Manila

UNITED NATIONS  NATIONS UNIES

Office of the Director
 Division for Public Administration and Development Management
 Department of Economic and Social Affairs
 United Nations, Two UN Plaza - DC2-1714, New York, NY 10017
 Tel: (212) 963-5761; Fax: (212) 963-9681; E-mail: bestsucel@un.org

10 July 2003

Reference #: DPADM/03/692

Excellency,

Decision 2000/231 of Economic and Social Council of July 2000 recommended the establishment of the United Nations Public Service Awards for contributions made by public service organizations to enhance the role, professionalism and visibility of the public service. The awards were subsequently founded as symbolic recognition of achievements attained in improving public service results, improving the quality of the public service process, innovation and application of information technology.

Award recipients will be selected by the Selection Committee on Public Service Awards. Certificates of recognition to the recipients of the United Nations Public Service Awards will be conferred for the first time at the United Nations Headquarters on 23 June 2003, the United Nations Public Service Day. The winners of the Public Service Awards for 2003 will receive certificates of recognition on 23 June 2004. I am kindly requesting your Permanent Mission to disseminate this call for nominations in your country with a view to identifying public organizations who could be nominated for the awards. Completed nomination forms should be forwarded no later than 31 October 2003 online at http://www.unpan.org/dpema_PSAward.asp or 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

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H.E. Mr. Enrique A. Manalo
 Deputy Permanent Representative of the
 Philippines to the United Nations
 556 Fifth Avenue, 5th Floor
 New York, NY 10036



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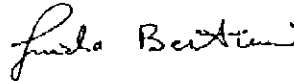
or

Ms. Elza Maharranova
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) 963-8389
Fax: (212) 963-2916
E-mail: maharranova@un.org

Please find attached an explanation of the process, nomination form to be filled out by nominators and list of winners of the United Nations Public Service Awards for 2002. They can be accessed through the website http://www.unpan.org/dpepa_PSaward.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,



Guido Bertucci
Director

Division for Public Administration and Development Management
Department of Economic and Social Affairs

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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 UNITED NATIONS PUBLIC SERVICE AWARDS for 2003. 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. Created to draw attention to best practices, the awards are given every year in the following four categories (detailed criteria below):

- Improvement of public service results
- Improvement of the quality of the public service process;
- Innovations in the public service; and
- Application of Information and Communication Technology (ICT) in Local Government; Local e-Government

Eligibility for nomination:

Public organizations/agencies at national and subnational levels 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.
- 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

Nominations should:

- Reach DPADM no later than 21 October 2003
- Include: cover letter, completed nomination form, including supporting documents and a maximum of five letters of reference
- Nominations must be sent to the Division website online or via fax or email

Selection of Awardees

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 will advise the Secretary-General concerning the winners of the Award.

Award for the Improvement of Public Service Results

- **Increases responsiveness to the needs of citizens.** This criterion involves opportunities for citizens to express needs, the empowerment of communities, and representativeness of the public service, as well as mechanisms to incorporate citizens' inputs into public decision-making, priority setting, programme implementation and evaluation.
- **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.
- **Delivers public services in a manner emphasizing timeliness, courtesy, and access.** This criterion involves effective uses of strategies such as streamlining of processes, reduction of red tape, coordination, and client-centred service delivery.

Award for the Improvement of the Quality of the Public Service Process

- **Promotes transparency.** This criterion involves the creation of mechanisms to increase the public's ability to observe and scrutinize 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.
- **Promotes accountability.** This criterion involves citizen access, monitoring and analysis of government decision-making in ways that involve feedback mechanisms to government institutions. Documentation in various forms can serve as evidence of 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.

Award for Innovations in Public Service

- **Represents a "radical departure".** This criterion involves transformative changes within a large framework, rather than incremental improvements. Innovative methods, tools and techniques are applied to micro and macro issues, such as technological modernization, administrative reforms or the overhaul of government service delivery procedures.
- **Has produced results.** This criterion involves evidence of having achieved a long-term impact on citizens' lives. This impact is measurable through qualitative and quantitative methods, including citizen surveys and benchmarking studies.
- **Reduces the cost of service delivery while maintaining the quality of services or their coverage.**

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

- **Enhanced service delivery.** This criterion means that local 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

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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 local 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.

Send nominations and requests for information to:

Division Website www.unpan.org/HP/ADM.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, 10017, USA

or

Ms. Elza Maharramova, Associate Public Administration Officer, Governance and Public Administration Branch, Division for Public Administration and Development Management, DESA at tel: 1-212-963-8389, fax: 1-212-963-2916, e-mail: maharramova@un.org, address: 2 United Nations Plaza, DC2-1741, New York, New York, 10017, USA

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United Nations Public Service Awards

1. For which award is the nomination being made?

- Improvement of public service results
- Improvement of the quality of the public service process
- Innovations in the public service
- Application of Information and Communication Technology (ICT) in Local Government: Local e-Government

2. Name of institution or person being nominated

Contact Name(s):

Postal address:

Telephone:

Fax:

e-mail:

3. Name of institution or person making the nomination

Contact Name(s):

Postal address:

Telephone:

Fax:

e-mail:

Name of representative of nominating institution:

Title:

Date:

Nominations Public Service Awards - Nomination Form

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- b. **Priorities and purposes**
c. **Strategies**
d. **Changes resulting from the achievement(s)**

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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.

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9. Lessons learned

No more than 300 words.

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10. Documentary evidence

- a. List no more than 10 articles or publications.

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- b. Include no more than 5 documents and send to Mr. John-Mary Kauzya or Ms. Elza Maharromova

- c. Include no more than 5 letters of reference and send to Mr. John-Mary Kauzya or Ms. Elza Maharromova

ations Public Service Awards - Nomination Form

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4. Check criteria relevant to the nomination**Award for Improvement of Public Service Results**

- Increases responsiveness to the needs of citizens
- Promotes equity
- Delivers public services in a manner emphasizing timeliness, courtesy and access

Award for Improvement of the Quality of the Public Service Process

- Promotes transparency
- Promotes accountability
- Promotes professionalism

Award for Innovation in the Public Service

- Represents a "radical departure"
- Has produced results
- Reduces the cost of service delivery

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

- Enhances service delivery
- Re-engineers government operations
- Promotes e-participation

5. Summary

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

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6. Timeframe

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

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7. Narrative

In no more than 2,000 words, use the following categories to describe achievement(s):

a. Initiatives

http://www.unpan.org/ps_cform.asp

7/28/03