



2013 UNITED NATIONS PUBLIC SERVICE FORUM DAY & AWARDS CEREMONY

24-27 JUNE 2013
MANAMA, KINGDOM OF BAHRAIN

*“Transformative eGovernment
and Innovation: Creating a Better
Future for All”*

Journal of the Event



United Nations



www.unpsforum.bh

Held under the patronage of
His Majesty King Hamad bin Isa Al Khalifa,
King of the Kingdom of Bahrain; the 2013 United Nations
Public Service Forum Day & Awards Ceremony took place
from 24th - 27th June 2013 in Manama.



**His Majesty King Hamad bin Isa Al Khalifa,
King of the Kingdom of Bahrain**

"Bahrain's history has witnessed many achievements in public service fields such as health, education and judicial system. The first hospital in Bahrain was established in 1893 and the first government boy's school started in 1919. The Kingdom was a pioneer in girls' education that began in 1920s."



**His Highness Shaikh Mohammed bin Mubarak Al Khalifa
Deputy Prime Minister, patronized the event on behalf of His Majesty
the King at both the opening and the closing ceremonies.**

"The inauguration of this vital forum is being held in the Kingdom of Bahrain for the first time in the Middle East since its launch, confirms the Kingdom's keenness to keep abreast with up-to-date developments in the field of public service and the application of laws and legislations that regulate governance and government performance. The public service sector in Bahrain has utilized all instruments and means to achieve its objectives. In this regard, the first and foremost is employing technology, enhancing transparency and responsibility, in addition to other programs that trigger productive work."



H.E. Mr. Wu Hongbo
Under Secretary General of the UN for Economic and Social Affairs

"I am delighted that almost 1,000 participants from over 100 UN Member States are taking part in this global forum on public governance. I am also very pleased that the Deputy Ministers of Ethiopia and Kyrgyzstan, as well as over 40 Ministers and Deputy Ministers are actively participating in this major event.

This event has helped us promote international and regional cooperation, providing government officials and other stakeholders a timely opportunity to exchange good practices, experiences and lessons learned.

DESA has worked over the years with the eGovernment Authority of Bahrain. This collaboration has enriched our common efforts to promote transformative eGovernment and innovation."



H.E. Mr. Maged Abdelfatah Abdelaziz
Special Advisor of Africa- United Nations Under Secretary General

"The 2013 United Nations Public Service Day, Awards Ceremony and Forum comes at a critical time, governments are being called upon to respond to a set of challenges and opportunities which require a holistic approach to innovation in public governance.

Governments around the globe need to adapt to the changing needs to their consequences particularly people want to participate more in government with better quality of services and meet better opportunities for economic growth and sustainable development."



H.E. Mr. Muktar Kedir, Minister of Federal Civil Service and Deputy Prime Minister of Ethiopia

"The event was very well-organised and Bahrain is certainly qualified to host several international events owing to the friendly and hospitable nature of Bahrainis. We are proud that Ethiopia took part in such an event."



H.E. Djoormat Otorbaev, First Deputy Prime Minister of Kyrgyzstan

"We live in 21st Century, in a world where citizens demand transparency, better governance from all of us, greater participation in public affairs as well as integrity and accountability of its leaders; and we cannot ignore these very clear signals."



H.E. Dr. Abdullatif bin Rashid Al Zayani, Secretary General of the Gulf Cooperation Council

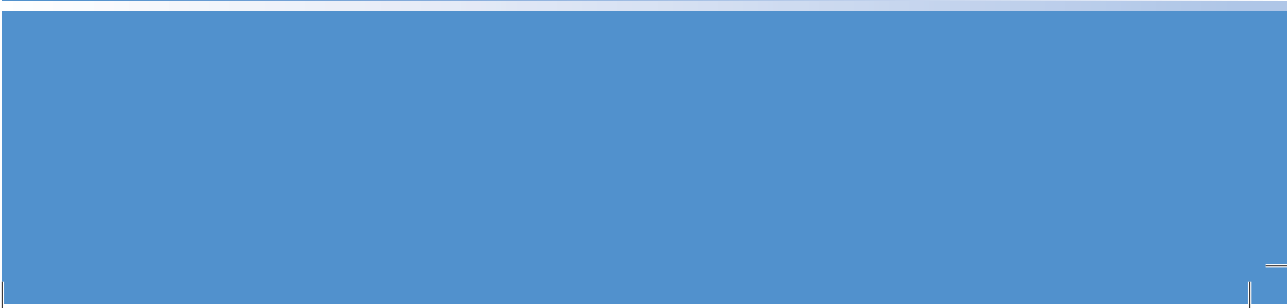
"Today, we witness a shift of public work from traditional to modern approaches within public administration. Such shift received considerable interest from governments which race to meet current curriculum objectives so order to achieve prosperity for its citizens."

Through my work as a Secretary General of the Gulf Cooperation Council, I strongly believe that public policies should serve the people and provide a better life for them. Part of the common GCC objectives is to implement and activate such policies through the integrated systems."



Mr. Oleg Petrov, Open Government Consultant at the World Bank

"The World Bank would unquestionably be ambitious to develop a good pattern of cooperation with the eGovernment Authority. The Kingdom of Bahrain has a leading experience - at an international scale - in the area of eGovernance and contributes in leading international initiatives to develop the delivery of public service."



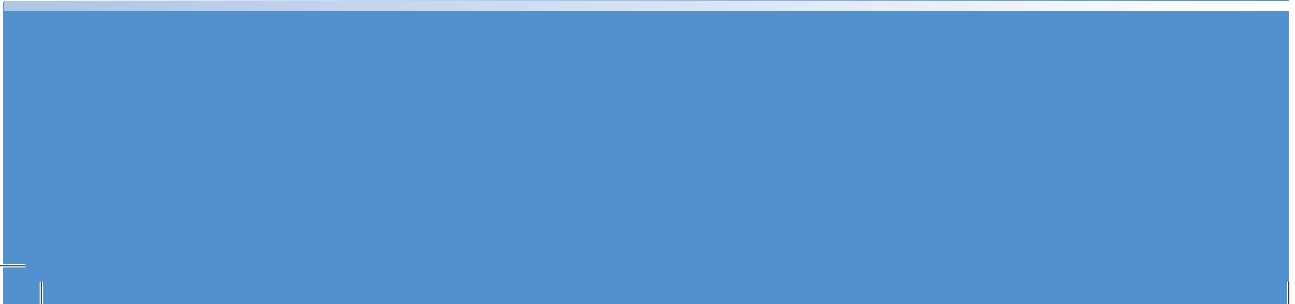


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INTRODUCTION

SEEN AS A NEW ACHIEVEMENT ADDED TO BAHRAIN'S PROVEN TRACK RECORD, THE eGOVERNMENT AUTHORITY IN THE KINGDOM OF BAHRAIN SIGNED AN AGREEMENT, IN DECEMBER 2012, WITH THE DIVISION FOR PUBLIC ADMINISTRATION AND DEVELOPMENT MANAGEMENT (DPADM) OF UN DESA; TO HOST THE UNITED NATIONS PUBLIC SERVICE FORUM DAY AND AWARDS CEREMONY 2013 IN MANAMA, KINGDOM OF BAHRAIN.

The Kingdom became the fourth country in the world and the first in the Middle East to host and organize such a forum outside the UN premises in New York since its launch in 2003. Bahrain was selected based on its high international achievements in the fields of public administration and eGovernment.

Under the theme “Transformative eGovernment and Innovation: Creating a Better Future for All”, the forum attracted almost 1,000 leading figures, policymakers, high-level official delegations, practitioners and innovators in governance, representatives on behalf of international and regional organisations, the academia, non-profit organisations as well as the private sector arriving from around 100 countries.

The event was organised by the United Nations Department of Economic and Social Affairs (UN DESA) in coordination with Bahrain's eGovernment Authority. Along with the co-organisation of Bahrain Economic Development Board (EDB), Ministry of Foreign Affairs, Ministry of Culture, Information Affairs Authority, Project Management Institute - Gulf Chapter, and Bahrain Innovation Society.

In addition to the Knowledge partners comprising United Nations Department of Economic and Social Affairs (UN DESA), Economic and Social Commission for Western Asia (ESCWA), United Nations Entity for Gender Equality and the Empowerment of Women (UN WOMEN), United Nations Industrial Development Organisation (UNIDO), and all eGovernment Programs in GCC countries and Bahrain Institute of Public Administration (BIPA).

The event is designed to celebrate the value and virtue of public service delivery in the community and reward such services. Also, its core focus is to shed light on the contributions of public services in the development process, assess the duties of public servants and encourage youth to pursue careers in the public sector.

With the various pre-designed workshops, countless outcomes were concluded and recommended so as to recognize, support and emphasis crucial areas of public service and eGovernance.



Kingdom of Bahrain eGovernment Authority CEO and Chairman of the Co-organising Committee Mr. Mohammed Ali Al Qaed and the late United Nations Economic and Social Council (ECOSOC) Director Ms. Haiyan Qian, during their meeting in New York City.

THE KINGDOM OF BAHRAIN

ONE OF THE GULF'S MOST FORWARD-LOOKING AND COSMOPOLITAN COUNTRIES, THE KINGDOM OF BAHRAIN IS SITUATED AT THE HEART OF THE GULF WITH A REPUTATION OF BEING THE MOST LIBERAL AND MODERN ARABIAN GULF STATE, WHICH MAKES IT THE MOST FAVOURABLE PLACE TO HOST MAJOR INTERNATIONAL GATHERINGS.

Although Bahrain is moving towards a more modernized lifestyle, its people - known for their hospitality and generosity - still hold on to and embrace their traditions. Bahrain takes serious responsibility in preserving its archeological digs and monuments. Traditional neighbourhoods and markets still exist.

Bahrain has developed substantially in terms of technology and information systems; organisations from all over the world have made Bahrain their home in the region. Such organisations have helped to turn the country into a service center for the Middle East and a leading financial hub.

Bahrain took interest in establishing societies that deal with pure technology as it took great strides in the areas of eGovernment, innovation, knowledge and technical advancements to utilize them in the development of many sectors such as health and education.

Area	An island nation with an area of 770sq. km (archipelago consisting of 33 islands)
Capital city	Manama
Population	1,248,348
Religion	Islam is the state religion; home to Christians, Hindus and Jews
Currency	Bahraini Dinar (BD) - USD 1 = 0.376 BD, fixed peg.
Time zone	Situated between east and west, three hours ahead of Greenwich Mean Time (GMT+3)
Languages	Arabic and English

Source: <http://www.bahrain.com>



Kingdom of Bahrain Map

UNITED NATIONS DEPARTMENT OF ECONOMY AND SOCIAL AFFAIRS (UN DESA)

LOCATED IN NEW YORK, USA; THE UNITED NATIONS DEPARTMENT OF ECONOMIC AND SOCIAL AFFAIRS (UN DESA) WORKS CLOSELY WITH GOVERNMENTS AND STAKEHOLDERS TO ASSIST COUNTRIES AROUND THE WORLD IN AGENDA-SETTING AND DECISION-MAKING WITH THE GOAL OF MEETING THEIR ECONOMIC, SOCIAL AND ENVIRONMENTAL CHALLENGES AS WELL AS PROMOTING DEVELOPMENT FOR ALL.

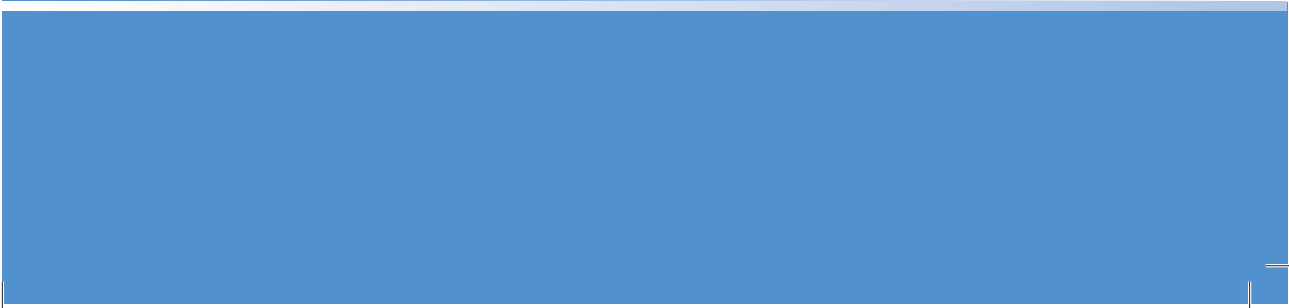
UN DESA, which seeks concrete solutions, works on issues ranging from poverty reduction, population, gender equality and indigenous rights to macro-economic policy, development finance, public sector innovation, forest policy, climate change and sustainable development.

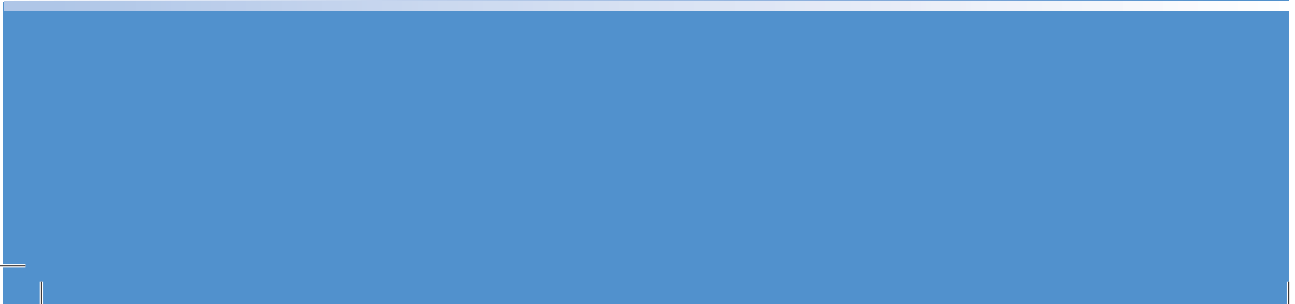
UN DESA's work is about human progress for all, especially the most vulnerable. It is guided by the United Nations development agenda, which is rooted in the values of equality, solidarity, tolerance, respect for nature and mutual responsibility.

www.un.org



Kingdom of Bahrain eGovernment Authority CEO Mr. Mohammed Ali Al Qaed and the late United Nations Economic and Social Council (ECOSOC) Director Ms. Haiyan Qian, along with representatives from United Nations and Bahrain's eGovernment Authority.





THE eGOVERNMENT AUTHORITY KINGDOM OF BAHRAIN

SINCE ITS INCEPTION, BAHRAIN'S eGOVERNMENT HAS PROVIDED THE COUNTRY WITH PUBLIC AND PRIVATE eSERVICES, DIFFERENT DELIVERY CHANNELS, ePAYMENT SERVICES, UNLIMITED GOVERNMENT TRANSPARENCY, CITIZEN PARTICIPATION AND ENGAGEMENT, FOCUSING ON IMPROVING IT LITERACY ALONG WITH MAINTAINING CUSTOMER SATISFACTION OF GOVERNMENT SERVICES.

Governmental entities began to spend less on human resources, facilities and archiving documents. Furthermore, users began to grasp and perform government transactions electronically which resulted in decreasing paper printing - creating a positive impact on the environment. Additionally, the government benefited from shortened transaction processes to their clients, employees and citizens allowing them to receive easy access to services.

Currently the eGovernment Authority offers over 280 end-to-end eServices to citizens, residents, visitors and businesses via various communication channels such as the eGovernment National Portal **www.bahrain.bh**, the Mobile Portal **www.bahrain.bh/mobile**, Mobile Applications, eServices Centers, eKiosks and the National Contact Centre (**8000 8001**).

Bahrain eGovernment Authority paved its way to occupy the first place regionally in eServices Delivery and situate itself in the 7th position worldwide within the recently issued UN eGovernment Readiness Index 2012. Such achievement was a result of the eGovernment strategy which is based on providing integrated services to citizens. The report highlighted Bahrain among the few countries which devoted special attention to expanding and consolidating online services in the last few years.

bahrain.bh



Kingdom of Bahrain
eGovernment Authority

THE EVENT

United Nations Public Service Day (UNPSD) is a unique global event on public governance, organised on a yearly basis that provides a platform to explore, share knowledge, discuss and learn about:

- Emerging issues and trends
- Innovative practices (concrete examples)
- Strategies, approaches and tools (how to move forward)

Each year the forum focuses on a specific critical area of public governance, which is linked to the work of the United Nations, particularly to the achievement of the UN development agenda.

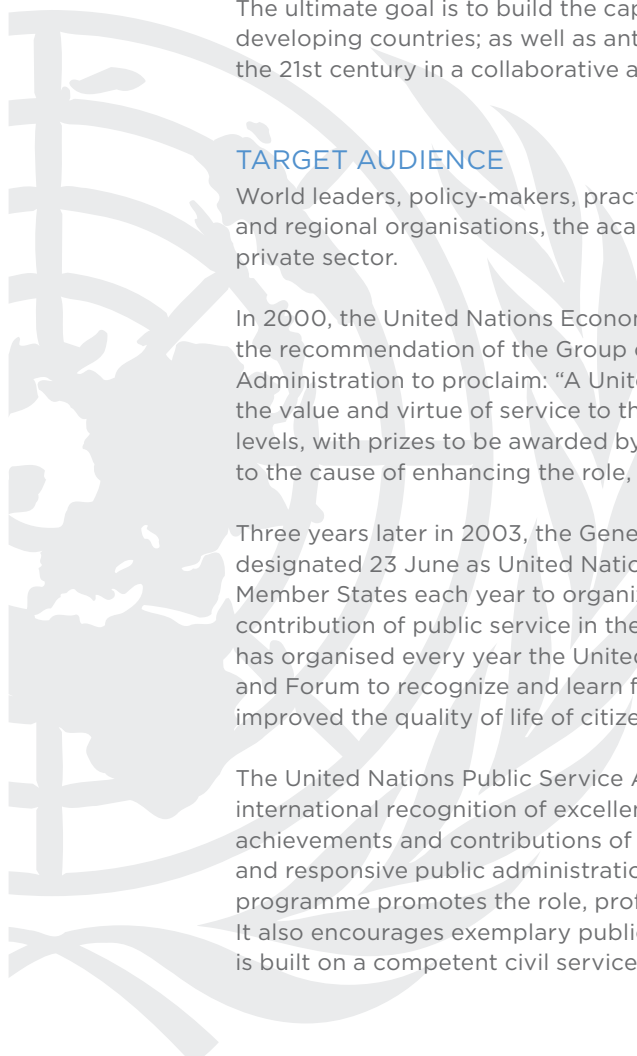
This year's forum highlighted the process of transforming governments by leveraging the potential of ICT and by promoting innovative solutions to governance challenges was a timely theme and a priority concern of many countries from around the globe.

UNPSD was announced after finalizing the official agreement between eGovernment Authority Chief Executive Officer Mohammed Ali Al Qaed and the United Nations Economic and Social Council (ECOSOC) Director Haiyan Qian, during a meeting held in December 2012 in New York City.

www.unpsforum.bh



The official opening of the 2013 United Nations Public Service Forum, Day, and Awards Ceremony



ULTIMATE GOAL

The ultimate goal is to build the capacity of governments, in developed and developing countries; as well as anticipate and respond to the many challenges of the 21st century in a collaborative and innovative way.

TARGET AUDIENCE

World leaders, policy-makers, practitioners, representatives of international and regional organisations, the academia, non-profit organisations and the private sector.

In 2000, the United Nations Economic and Social Council (ECOSOC) endorsed the recommendation of the Group of Experts on the UN Programme in Public Administration to proclaim: "A United Nations Public Service Day to celebrate the value and virtue of service to the community at the local, national and global levels, with prizes to be awarded by the Secretary-General for contributions made to the cause of enhancing the role, prestige and visibility of the public service."

Three years later in 2003, the General Assembly, in its resolution 57/277, designated 23 June as United Nations Public Service Day and encouraged Member States each year to organize special events on that day to highlight the contribution of public service in the development process. Since 2003, DPADM has organised every year the United Nations Public Service Awards Ceremony and Forum to recognize and learn from worldwide public organisations that have improved the quality of life of citizens through innovative practices.

The United Nations Public Service Awards (UNPSA) is the most prestigious international recognition of excellence in public service. It rewards the creative achievements and contributions of public service institutions to a more effective and responsive public administration in countries worldwide. The awards programme promotes the role, professionalism and visibility of public service. It also encourages exemplary public service and recognizes that good governance is built on a competent civil service.



The 1st Ministerial Roundtable chaired by CEO of the Kingdom of Bahrain eGovernment Authority, Mr. Mohammed Ali Al Qaed.

Initiated in 2003, the United Nations has sought to celebrate in various parts of the world.

- 2003 – New York, USA
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- 2006 – New York, USA
- 2007 – Vienna, Austria
- 2008 – New York, USA
- 2009 – New York, USA
- 2010 – Barcelona, Spain
- 2011 – Dar es Salaam, Tanzania
- 2012 – New York, USA
- **2013 – Manama, Kingdom of Bahrain**



UNPSA 2013 KINGDOM OF BAHRAIN EXPERIENCE

The 2013 United Nations Public Service Day, Award and Forum was the largest event held in terms of the number of participants & calibre. Almost 1000 dignitaries representing 97 countries, including deputy prime ministers, ministers and CEOs attended the high-level event, in addition to a large number of media representatives, journalists, reporters, and photographers from all over the world.

Activities	Number
Capacity building workshops	8
Participating delegates	950
Participating countries	97
Participating DPM's, Ministers, and Vice Ministers	Over 40
High-level of UN Officials	2

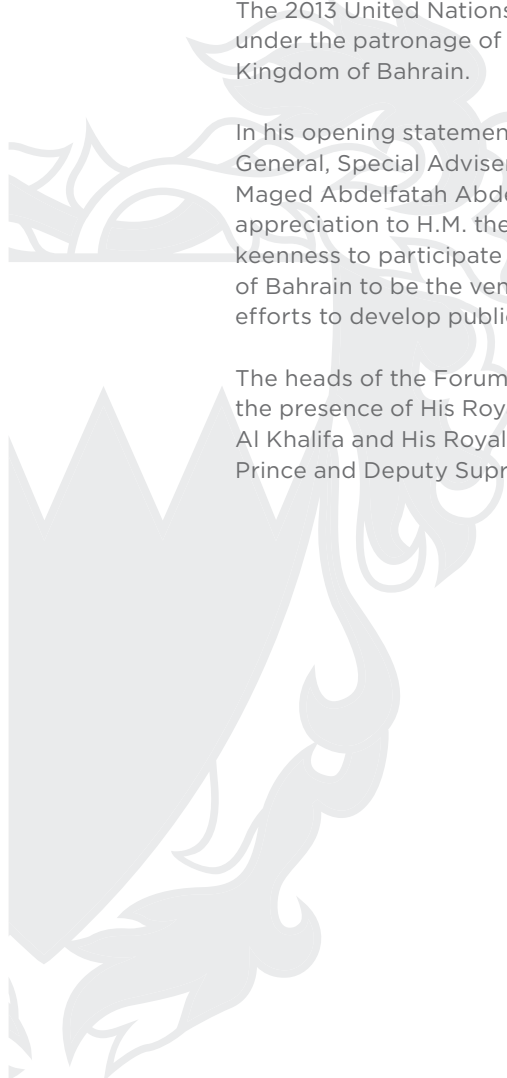
Table 1: 2013 United Nations Public Service Forum in numbers

EVENT OBJECTIVES

The 2013 forum comes at a time when citizens around the world are demanding better governance, greater participation in public affairs, enhanced integrity and accountability of public leaders. It is a time when it is critical that governments take stock of how efficiently and equitably they deliver services to citizens, and reflect on what can be done better to ensure that citizens have access to quality services and can enjoy a good standard of living.

The objectives of the forum were to provide a platform to explore, discuss and learn about:

- Emerging challenges, issues and trends - what are the major challenges and issues governments are facing at present and what is their vision for the future?
- Innovative practices to address these challenges - what are the governance solutions that are being spearheaded in different parts of the world?
- Capacity development strategies, approaches and tools - how can we learn from these practices and what tools are available or can be developed to move forward?
- Network with government officials, experts, and practitioners from around the world during and beyond the event;
- Leave the Forum with renewed commitment and inspiration to serve better communities and work together to co-create a better future for all.



HOSTING THE EVENT

The 2013 United Nations Public Service Forum, held 24-27 June 2013, was held under the patronage of His Majesty King Hamad bin Isa Al Khalifa, King of the Kingdom of Bahrain.

In his opening statement of the Forum; the United Nations Under-Secretary-General, Special Adviser on Africa and Special Envoy to the Forum H.E. Mr. Maged Abdelfatah Abdelaziz expressed the UN Secretary-General Ban Ki-moon appreciation to H.M. the King for patronizing the event and for the Kingdom's keenness to participate effectively in all UN programmes. He noted that the choice of Bahrain to be the venue for the UN Public Service Forum is in recognition of its efforts to develop public services and great success in the field of eGovernment.

The heads of the Forum delegations were received by His Majesty King Hamad, in the presence of His Royal Highness Prime Minister Prince Khalifa bin Salman Al Khalifa and His Royal Highness Prince Salman bin Hamad Al Khalifa, Crown Prince and Deputy Supreme Commander and First Deputy Premier.

VENUES

The Kingdom of Bahrain is the perfect venue for international events owing to its distinctive features and huge potentials in this regard. The country enjoys excellent and unique cultural, sports facilities and landmarks to host such mega gatherings. The government of Bahrain selected the best locations to host the 2013 United Nations Public Service Forum; the iconic Bahrain National Theatre and state-of-the-art Bahrain International Circuit.

BAHRAIN NATIONAL THEATRE



The Bahrain National Theatre is already hailed as the third biggest in the Arab World. The main auditorium seats 1,001 spectators. Additionally, a flexible auditorium holds 150 seats as well as an exhibition area.

BAHRAIN INTERNATIONAL CIRCUIT



Since its inception in 2004, the Bahrain International Circuit (BIC) hosts the annual Bahrain Grand Prix, a round of the FIA Formula One World Championship. The landmark enjoys an eight-storey Sakhir Tower, luxury VIP lounges, hi-tech conference facilities and five-star catering. For more information, visit **www.bahraingp.com**



EVENT ACTIVITIES

The Forum consisted of various activities - including ministerial roundtables, experts plenary sessions, capacity development workshops, exhibition, awards ceremony, as well as social and cultural activities - as outlined below:

DAY 1: OPENING CEREMONY, 1ST MINISTERIAL ROUNDTABLE, AND PLENARY SESSIONS:

- Opening Statement by H.H. Shaikh Mohammed bin Mubarak Al Khalifa, Deputy Prime Minister, patronized the event on behalf of His Majesty the King at both the opening and the closing ceremonies
- Opening Statement of United Nations Secretary-General Mr. Ban Ki-moon delivered by H.E. Mr. Maged Abdelfatah Abdelaziz, United Nations Under-Secretary-General Special Adviser on Africa representing the Secretary General
- Statements by High Officials
- 1st Ministerial Roundtable and Interactive Industry Dialogues
- Plenary Sessions

DAY 2 & 3: CAPACITY DEVELOPMENT WORKSHOPS:

- **Workshop 1:** Promoting Collaborative eGovernance through Innovation and ICTs
- **Workshop 2:** Transfer and Adaptation of Innovative Practices for Improved Public Service Delivery in Least Developed Countries (LDCs)
- **Workshop 3:** Fostering Participation in the Context of the Post-2015 Development Agenda
- **Workshop 4:** Transforming Public Service Delivery to Advance Gender Equality
- **Workshop 5:** Creating an Enabling Environment for Entrepreneurship and Economic Development through Innovation and eGovernment
- **Workshop 6:** Leadership for Transformational Government
- **Workshop 7:** GCC Initiatives Towards eGovernment & Sustainable Public Services
- **Expert Group Meeting:** Transformative eGovernment and Innovation: Creating a Better Future for All
- Innovation in Public Service Expo
- Gala Dinner and Social Activities

DAY 4: WORKSHOP OUTCOMES DECLARATION, 2ND MINISTERIAL ROUNDTABLE AND 2013 UNPSA CEREMONY

- Workshop Outcomes and Recommendations
- 2nd Ministerial Roundtable
- 2013 UN Public Service Awarding Ceremony
- The Magic Lute at the National Theatre



FORUM STRUCTURE AND OUTCOMES:

1st Ministerial Roundtable

The first Ministerial Roundtable was held under the title “How to Promote Innovation in Public Governance to Create a Better Future for All”, witnessed the participation of 16 ministers from across the globe.

The main outcomes of the session:

- a) The participants agreed that governments around the world are encouraged to promote eGovernment and the use of online public services in order to reduce corruption, increase transparency and to make governments more cost-effective, efficient and participatory. Expectations of citizens around the world are increasingly high and in order to meet these expectations, governments need to listen to people better and to use innovative means to deliver through eServices.
- b) A culture of innovation from the leader is essential in cultivating eGovernment, online services, transparency and participation as well as transforming these into practical programmes that will result in sustainable development and a better future for all.
- c) It was agreed that sharing of best practices and transfer of knowledge are an effective methods of promoting innovation in governance around the world.



The first Ministerial Roundtable.

2nd Ministerial Roundtable

The second Ministerial Roundtable “Transfer and Adaptation of Innovative Practices for Improved Public Service Delivery in Least Developed Countries” brought together senior government officials from Least Developed Countries (LDCs) who have already been successful in the implementation of good practices that resulted in considerable improvements in public service delivery in their countries.

The outcomes of the session are summarized as follows:

- a) Establishing immediate connections between innovators and adaptors in LDCs that can be built on to promote, in a concrete way, peer-to-peer exchange programmes and field visits planned for the next phase of the project;
 - b) Identifying and strengthening cooperative relationships between actors from the public sector, civil society, and the private sector, already engaged in the development frameworks of LDCs (such as regional and country networks for cross-country and cross-continental learning about innovations in public administration);
 - c) Instigating opportunities for collaboration and mobilization of required resources with local and regional actors in the public and private sectors as well as civil society (to promote collaborative governance approach) and with innovator countries;
- Source: <http://workspace.unpan.org/sites/Internet/Documents/Aide%20Memoire%20Bahrain%209%20April%2013%20FINAL.pdf>
- d) Elucidating the benefits of innovation sharing and adaptation for innovator countries as well as for adaptor least developed countries (LDCs)
 - e) Boosting engagement of regional networks, civil society and other potential institutional partners in the implementation of the project for effective achievement of its goals.
 - f) Contributing to the development of existing UN DESA methods and techniques for promoting innovation in public service into resources that can support the equitable delivery of quality service sector in LDCs and promote collaboration on an ongoing basis.



The second Ministerial Roundtable.

Plenary Session: Interactive Governance Dialogues - The Critical Role of Innovation in Public Governance for the Promotion of Social Inclusive Development.

The session discussed the required steps to achieve innovation in public sector including; leverage community potential for development; engage all actors & secure support, energies & resources; align local development plans with national, regional & global development strategies; develop political, management, admin, technical, & community's capabilities; ensure mobilization and frugal use of resources; rely on local capacities & report results to ensure sustainability; state shortfalls & develop strategies for addressing them; hold people's interest & livelihood as focus for plans & operations; insist on professionalism, accountability, integrity, and ethics; and put emphasis on satisfying the needs of future generations.

The outcomes of the session are summarized as follows:

- a. Develop capacities for professionalism in the public service
- b. Focus on individual Public Servants, and public sector institutional leaders, knowledge, skills, attitude, networks, motivation, self-management, norms, values of service, etc
- c. Develop Leadership and Institutional capacity
- d. Focus on aligning leadership and institutional norms with those being promoted as societal norms and values
- e. Develop a new anti-corruption citizenry: civic education, education system (families and communities, from kindergarten, to universities and tertiary institutions)

Plenary Session: Interactive Governance Dialogues - Transformative eGovernment and Innovation: Empowering People for Inclusive Economic Growth and Environmental

<http://www.unpan.org/DPADM/UNPSDayAwards/UNPublicServiceDay/2013UNPSA/tabid/1725/language/en-US/Default.aspx>

CAPACITY DEVELOPMENT WORKSHOPS

On the course of the 2013 United Nations Public Service Forum Day and Awards, eight parallel workshops were conducted during the second and third days of the forum. Topics addressed at the workshops comprised of subjects covering issues related to governance in public service, eGovernment initiatives and innovation.

Workshop 1:

Promoting Collaborative eGovernance through Innovation and ICTs

Organised by UN DESA/DPADM, to address the importance of adopting the open data platforms, new generation of social networking spaces and smart government methods to improve the transparency in public service.

The main objectives of the workshop were to share experiences and lessons learned, debate emerging issues of eGovernment development as defined in the UN eGovernment Survey 2012 focus on whole of government approaches, discuss the institutional framework models, and provide recommendations on institutional capacity building for eGovernment officials to respond to an ever changing and challenging environment of innovations in technology. In this regard, the workshop focused on two inter-linking issues: (i) the challenges and opportunities of whole of government collaborative approaches and (ii) the challenges of public administration across the world to increase their level of interoperability by leveraging on new technologies and innovation.

The workshop recommended mobilizing the capabilities of the private sector to play a better role in improving the public service.



'Promoting Collaborative eGovernance through Innovation and ICTs' Workshop.

OUTCOMES OF WORKSHOP 1:

- Recommended that collaborative and open government are the way to the future and the next trend in overall eGovernment development ensuring inclusive public policies that would provide for all stakeholder participation. However, attention was reiterated on the importance and the need (i) to have a generally universal accepted definition on what constitutes open government data; (ii) to formulate global and national strategies on how and for what the data should be open, (iii) to prepare and adopt legal frameworks that would provide for ethical and constructive use of public data and (iv) to ensure that public institutions have established procedures on how the social stakeholders such as civil society, media, businesses can add value to public policies and public debate by utilizing such data.
- Recognized that the role of leadership and institutional frameworks remain crucial for eGovernment progress across the world, it was consensually agreed that the social and economic context does matter when it comes to institutional frameworks and no one model fits it all. The eLeaders and institutions might face similar challenges, however, they are at different points in their eGovernment development, requiring therefore different models of institutional set-up. Consequently, there is a continuous need for capacity building of eLeaders and their national institutions to respond to an ever changing and challenging political, social, economic and technological environment through the promotion of knowledge and establishment of regional and global networks of eLeaders. They requested that UN DESA through DPADM/eGB takes a proactive role in responding to such needs by establishing partnerships with UN Regional Commissions and other development partners to ensure coherence and coordination while providing as One UN.



'Promoting Collaborative eGovernance through Innovation and ICTs' Workshop.

Workshop 2: Transfer and Adaptation of Innovative Practices for Improved Public Service Delivery in Least Developed Countries (LDCs)

Also organised by UN DESA/DPADM, the second workshop focused on the concept of transferring innovations for improved public service delivery in Least Developed Countries. The workshop urged stakeholders of public service, civil service and private sector to initiate established relationships between providers of innovative solutions and users in LDC through field visits and exchange of information.

The main objective of the workshop was to facilitate the transfer of innovations, identified by LDCs that use collaborative governance methods at any level of government to deliver government services that help achieve MDGs. The workshop provided a platform for participating public sectors to increase awareness of the innovations available for important areas of service delivery to facilitate the interested LDCs in choosing their country specific priority for public service delivery. Additionally, the workshop served as a working space for networking and exchanging ideas, knowledge and strategies on the ways to design and implement efficient, equitable and responsive delivery systems.

OUTCOMES OF WORKSHOP 2:

- Calls on the international development partners including the United Nations to facilitate the United Nations Public Service Awards program to become a hub for innovators and adaptors to engage and share innovations and processes for innovation;
- Requests UN DESA to continue supporting the development of leadership in innovation at all relevant levels including ministers, public administration managers and practitioners;
- In promoting culture of innovations in least developed countries, to pay particular attention to innovative practices that have potential to be fulfilled with low investment, require minimal infrastructure, are simple, transferable and can be sustained through cross-sectorial collaboration and are initiated and operated at the local level.



'Transfer and Adaption of Innovative Practices for Improved Public Service Delivery in LDCs' Workshop.

Workshop 3: Fostering Participation in the Context of the Post-2015 Development Agenda

Organised by the United Nations Economic and Social Commission for Western Asia (ESCWA), in partnership with the Development Branch of DPADM/ UN DESA, the workshop discussed the Millennium Development Goals and post-2015 Development Agenda and ESCAW's previously issued reports. Additionally, the workshop discussed the concepts of governance, citizenship and the best ways of public engagement and interaction with government administrations.

The underlying objective of the workshop was to attain a more participatory, transparent and accountable governance to make development more dynamic, inclusive, equitable and sustainable.

The following are the specific objectives of the workshop:

- Provide a forum where practitioners and other participants can exchange ideas, experiences and lessons learned on fostering participation for the achievement of the MDGs and beyond
- Provide guidance on the implementation of CESAQ as basis for furthering public participation
- Contribute to effective assessment practices focusing participants' attention on the various steps and requirements of this assessment.



'Fostering Participation in the context of the Post-2015 Development Agenda' Workshop.



'Fostering Participation in the context of the Post-2015 Development Agenda' Workshop.

OUTCOMES OF WORKSHOP 3:

- In the context of the renewed emphasis on good governance as part of the Post-2015 Development Agenda, it is critical to undertake self-assessment of the existence of measures and/or institutional arrangements linking citizens more directly into the national decision-making processes. The assessment should include each of the three building blocks of government-citizen relations: provision and access to public information; engagement in consultation; and active participation of citizens in decision-making processes.
- Participants in the workshop on Fostering Participation in the Context of the Post-2015 Development Agenda, recommended that UNESCWA and UN DESA should continue their collaboration on the citizen engagement self-assessment questionnaire. Some selected governments should be invited to pilot this tool with support provided by regional and national United Nations offices.

Workshop 4: Transforming Public Service Delivery to Advance Gender Equality

The UN-Women organised the fourth workshop communicating the international practices; Dr. Najat Zarrouk Governor, Director of Training for Administrative and Technical Staff at the Ministry of Interior in Morocco in promoting Gender-Responsive Delivery of Public Services (UNPSA 2013 winner) as a model of gender integrity and confirmed that the workshop aims to exchange insights and jointly coordinate between participating countries to empower women.

The main objective of the workshop was to provide a platform for dialogue and experience sharing among civil servants on transforming public service delivery to make it more responsive to gender equality concerns.

Specifically, the workshop aimed to achieve the following objectives:

- Discuss measures and initiatives improving women's access to public services (at national, sectorial and local level) in stable and post-conflict countries and how they can be replicated;
- Share knowledge about capacity development and accountability measures that strengthens financing for gender equality and women's access to public services (gender-sensitive costing, planning, budgeting and public expenditures tracking);
- Build practical skills for gender responsive planning, budgeting and performance monitoring;
- Identify a set of recommendations for transforming public service delivery and strengthening gender responsive governance and financing for gender equality.



'Transforming Public Service Delivery to Advance Gender Equality' Workshop.



'Transforming Public Service Delivery to Advance Gender Equality' Workshop.

OUTCOMES OF WORKSHOP 4:

- Achieving gender equality should be one of the key performance indicators for assessing the effectiveness of public service delivery. To this aim, fiscal, budgetary and social policies should fully integrate commitments made under international human rights instruments.
- eGovernment and innovation hold great potential to improve women's access to public services; women should participate in decision-making around its design and implementation. Furthermore, resources must be allocated to guarantee access, affordability and skills for the effective delivery of public services to all citizens through eGovernment.

Workshop 5: Creating an Enabling Environment for Entrepreneurship and Economic Development through Innovation and eGovernment

The sixth workshop was organised by UNIDO/ARCEIT and attended by representatives from 18 countries. The regional director of the United Nations Industrial Development Organisation (UNIDO), Dr. Hisham Hussein stated that the United Nations considers entrepreneurship as a crucial tool for development and the workshop announced “Manama Declaration for Entrepreneurs” to be submitted to the UN General Secretariat.

OUTCOMES OF WORKSHOP 5:

- In order to better enhance the eco-system for the start-up and growth of entrepreneurs and MSMEs; the participation of entrepreneurs directly in the process of decision-making and policy advocacy has to be facilitated. In addition to that, financial and non-financial service providers to entrepreneurs have to adopt E-based platforms for rendering their services.
- To further promote investment among entrepreneurs, there is a pressing need to develop networks that would foster joint investments and trade facilitation in new innovative sectors namely Green Growth through facilitating investment into health and wellness – green lifestyle and renewable energy business ideas and opportunities.



'Creating an enabling environment for entrepreneurship and economic development through innovation and eGovernment' Workshop.



'Creating an enabling environment for entrepreneurship and economic development through innovation and eGovernment' Workshop.

- Develop and improve the role of support institutions for entrepreneurs in the areas of finance, marketing, mentoring, business counselling and incubation for the start-up and growth of MSMEs.
- Stimulate and unleash the spirit of entrepreneurship amongst women and youth; through introducing special educational curriculums at schools, universities, training institutes and NGOs.
- Promote joint investments and collaborations within entrepreneurs. Facilitating technology transfer between technology suppliers and entrepreneurs, through organising specialized forums, conferences, workshops and exhibitions for sharing best practices and facilitating linkages between local, regional and international organisations.
- Institutionalize innovative marketing access programs (export promotion tools) such as franchising, clusters, export development centers, social media market place and export consortia.

Workshop 6: Leadership for Transformational Government

Focused on “Leadership for Transformational Government” the seventh workshop was organised by the Bahrain Institute of Public Administration (BIPA) and attended by delegates from the region and other parts of the world. Dr. Raed Mohammed bin Shams BIPA’s Director General stated that the workshop was focused on leadership and that the session was an opportunity to exchange views and experiences to meet the challenges through out-of-the-box solutions. The main objective of the workshop was to identify the essential key leadership capacities needed to promote effective government transformation and to build partnerships with civil society and private sector, as well as networks at the global, national and local levels to better address socio-economic and environmental challenges, particularly for developing countries.

OUTCOMES OF WORKSHOP 6:

- The session had an in-depth look at T-Government which goes beyond eGovernment. This rupture in Traditional eGovernment models provision from E to T requires leadership in both sides (eGovernment and government departments).
- Transformational Government encompasses stakeholders, institutions and processes by which policy reforms are negotiated and reflected at all stages from formulation to implementation and monitoring of impact. As such, it takes into consideration the contextual analysis before setting any intervention – the analysis of the socio-economic and political environment which is required for strategic or developmental processes carried out by engaging stakeholders; incentive mechanisms, institutional interests, risks and opportunities.



'Leadership for Transformational Government' Workshop.



'Leadership for Transformational Government' Workshop.

- Leadership is critical to actualize the connected government, yet the roles and skills of leadership go beyond the traditional leadership styles to include more democratic and inclusive/ engagement features, in interfacing with staff and citizens broadly.
- The traditional leadership training programmes need to be overhauled to prepare leaders to enact the tGovernment. In making this successful reality, leadership needs to be prepared on how to facilitate this process, how to address arising challenges and mitigate crises, how to put in place effective adaptation strategies and flexible cultures, including the use of people-centered social media.
- Public policy/ administration research networks are necessary to enhance evidence-based policymaking and enable efficient and effective public service provisioning. The Middle East Public Administration Network (MEPAR) launched by BIPA creates an opportunity to leverage networking with individuals, groups, and institutions to help deliver a research agenda that furthers comparative analysis, sharing of experiences and relevant practices as well as create a bridge between the theory and practice of public administration.

Workshop 7: Gulf Cooperation Council (GCC) Initiatives Towards eGovernment and Sustainable Public Services

Organised by the eGovernment Authority in the Kingdom of Bahrain, the workshop highlighted the region's best practices and projects in the fields of eGovernment and innovation. Delegates from various GCC countries presented valuable papers to shed lights on strategic GCC projects and unique experiences within GCC countries such as initiatives aiming at establishing an integrated GCC portal and a unified domain.

The workshop presented papers on the most successful experiences in eGovernment arena to various attendees comprising experts in eGovernance and public services from all over the world; it included a plenary discussion for the heads of the GCC eGovernments to discuss the Guided Strategy for integrated eGovernment in the GCC countries which was adopted in the second GCC eGovernment Ministerial Meeting held on 31st of March 2013 in the Kingdom of Bahrain, in the presence of Dr. Abdul Latif bin Rashid al Zayani Secretary General of the Gulf Cooperation Council and other concerned ministers.

During the sessions 20 GCC initiatives in public service were shared with the aim to exchange experiences and success stories in different domains, including the GCC integrated eGovernment platform, smart government applications, complaints Systems, in addition to other systems relating to monitoring performance, information security and protecting users' information.

OUTCOMES OF WORKSHOP 7:

With regard to transferring the GCC bloc experience to other countries worldwide and strengthening ties with international organisations the following outcomes have been reached:

- Emphasizing the importance of conducting international conferences and transferring the GCC countries' pioneering initiatives to various countries worldwide, especially those striving to promote electronic services.
- Building solid partnerships with regional and international organisations in order to exchange knowledge and strengthen cooperation, drawing on the fact that the GCC experience is rich and through such partnerships support can be extended to member countries.
- Establishing an integrated GCC election platform to include the region's projects and success stories that won regional awards to be available for various countries to take advantage of the experiences of the GCC countries.
- Stressing the need to take advantage of international standards and policies applicable in the fields of public service and eServices.

With regard to the GCC countries role in a adopting the best international practices and experiences, participants recommended to:

- Expand the activation of innovative electronic channels to promote public service for all segments of society, taking into account the complaints and proposals from users.
- Emphasize the importance of building partnerships with the private sector in the provision and convenient delivery of eGovernment services , particularly those common and shared services between the GCC.
- Build the knowledge economy through the exchange of success stories among the GCC countries for sustainable cognitive development.
- Focus on knowledge transfer processes of national experiences and support the national human resources in this field to trigger the spirit of leadership, innovation and excellence.
- Focus on cooperation in the field of information security to protect the information and infrastructure from cybercrime.
- Adopt joint initiatives that can bring short-term successes, including GCC network-governmental, and the GCC joint domain.
- Expand public services provision for people with special needs through different means of communication policy which enhances access to all segments of society in line with the international standards



'GCC Initiatives Towards eGovernment and Sustainable Public Services' Workshop.



GCC eGovernment CEOs addressing the media during a press conference and announcing the outcomes of the workshop.

SUMMARY OF RECOMMENDATIONS:

Activity Title	Recommendations
1st Ministerial Roundtable	- The participants agreed that governments around the world are encouraged to promote eGovernment and the use of online public services in order to reduce corruption, increase transparency and to make governments more cost-effective, efficient and participatory. - A culture of innovation from leader is essential in cultivating eGovernment, online services, transparency and participation and transforming these into practical programmes that will result in sustainable development and a better future for all. - It was agreed that sharing of best practices and transfer of knowledge are an effective method of promoting innovation in governance around the world.
2nd Ministerial Roundtable	- Establishing immediate connections between innovators and adaptors in LDCs that can be built on to promote, in a concrete way, peer-to-peer exchange programmes and field visits planned for the next phase of the project; - Identifying and strengthening cooperative relationships between actors from the public sector, civil society, and the private sector, already engaged in the development frameworks of LDCs; - Instigating opportunities for collaboration and mobilization of required resources with local and regional actors in the public and private sectors as well as civil society (to promote collaborative governance approach) and with innovator countries; - Elucidating the benefits of innovation sharing and adaptation for innovator countries as well as for adaptor LDCs; - Contributing to the development of existing UN DESA methods and techniques for promoting innovation in public service into resources that can support the equitable delivery of quality services sector in LDCs and promote collaboration on an ongoing basis.
Plenary Session: Interactive Governance Dialogues-The Critical Role of Innovation in Public Governance for the Promotion of Social Inclusive Development.	- Develop capacities for professionalism in the Public Service - Focus on individual public servants, and public sector institutional leaders, knowledge, skills, attitude, networks, motivation, self-management, norms, values of service, etc - Develop leadership and institutional capacity - Focus on aligning leadership and institutional norms with those being promoted as societal norms and values - Develop a new anti-corruption citizenry: civic education, education system (families, communities, from kindergarten, to universities and tertiary institutions)

Activity Title	Recommendations
Workshop 1: Promoting Collaborative eGovernment through Innovations and ICTs	- Recommended that collaborative and open government are the way to the future and the next trend in overall eGovernment development ensuring inclusive public policies that would provide for all stakeholders participation. However attention was reiterated on the importance and the need (i) to have a universally general accepted definition on what constitute open government data; (ii) to formulate global and national strategies on how and for what the data should be open,(iii) to prepare and adopt legal frameworks that would provide for ethical and constructive use of public data and (iv) to ensure that public institutions have established procedures on how the social stakeholders such as civil society, media, businesses can add value to the public policies and public debate by utilizing such data. - Recognized that the role of leadership and institutional frameworks remain crucial for eGovernment progress across the world, it was consensually agreed that the social and economic context does matter when it comes to institutional frameworks and no one model fits it all. The eLeaders and institutions might face similar challenges, however, they are at different points in their eGovernment development, requiring therefore different models of institutional set-up. Consequently, there is a continuous need for capacity building of eLeaders and their national institutions to respond to an ever changing and challenging political, social, economic and technological environment through the promotion of knowledge and establishment of regional and global networks of eLeaders. They requested that UN DESA through DPADM/eGB takes a proactive role in responding to such needs by establishing partnerships with UN Regional Commissions and other development partners to ensure coherence and coordination while providing as One UN.
Workshop 2: Transfer and Adaptation of Innovative Practices for Improved Public Service Delivery in Least Developed Countries	- Calls on the international development partners including the United Nations to facilitate the United Nations Public Service Awards program becoming a hub for innovators and adaptors to engage and share innovations and processes for innovation; - Requests UN DESA to continue supporting the development of leadership in innovation at all relevant levels including ministers and public administration managers and practitioners; - In promoting culture of innovations in the Least Developed Countries, to pay particular attention to innovative practices that have potential to be fulfilled with low investment, require minimal infrastructure, are simple, transferable and can be sustained through cross-sectorial collaboration and are initiated and operate at the local level.

Activity Title	Recommendations
Workshop 3: Fostering Participation in the context of the Post 2015 Development Agenda	• In the context of the renewed emphasis on good governance as part of the post-2015 development agenda, it is critical to undertake self- assessment of the existence of measures and/or institutional arrangements linking citizens more directly into the national decision-making processes. The assessment should include each of the three building blocks of government-citizen relations: provision and access to public information; engagement in consultation; and active participation of citizens in decision-making processes. • Participants in the Workshop recommended that UNESCWA and UN DESA should continue their collaboration on the citizen engagement self-assessment questionnaire. Some selected governments should be invited to pilot this tool with support provided by regional and national United Nations offices.
Workshop 4: Transforming Public Service Delivery to Advance Gender Equality.	• Achieving gender equality should be one of the key performance indicators for assessing the effectiveness of public service delivery. To this aim, fiscal, budgetary and social policies should fully integrate commitments made under international human rights instruments. • eGovernment and innovation hold great potential to improve women's access to public services; women should participate in decision-making around its design and implementation. Furthermore resources must be allocated to guarantee access, affordability and skills for the effective delivery of public services to all citizens through E-government.
Workshop 5: Creating an Enabling Environment for Entrepreneurship and Economic Development through Innovation and eGovernment	• The participation of Entrepreneurs directly in the process of decision making and policy advocacy has to be facilitated. In addition to that financial and non-financial service providers to entrepreneurs have to adopt E-based platforms for rendering their services. • There is a pressing need to develop networks that would foster joint investments and trade facilitation in new innovative sectors namely Green Growth through facilitating investment into Health & Wellness – Green Lifestyle and renewable energy business ideas and opportunities. • Develop and improve the role of support institutions for entrepreneurs in the area of access to finance, marketing, mentoring, business counselling and incubation for the start-up and growth of MSMEs • Stimulate and unleash the spirit of Entrepreneurship among women and youth; through introducing special educational curriculums at schools, universities, training institutes and NGOs. • Promote joint investments and collaborations within entrepreneurs. • Institutionalize innovative marketing access programs (export promotion tools) as franchising, clusters, export development centers, social media market place and export consortia.

Activity Title	Recommendations
Workshop 6: Transformative Leadership	• Leadership is critical to actualize the connected government, yet the roles and skills of leadership go beyond the traditional leadership styles to include more democratic and inclusive/engagement features, in interfacing with staff and citizens broadly. • The traditional leadership training programmes need to be overhauled to prepare leaders to enact the tGovernment. In making this successful reality, leadership needs to be prepared on how to facilitate this process, how to address arising challenges and mitigate crises, and how to put in place effective adaptation strategies and flexible cultures, including the use of people-centered social media. • Public policy /administration research networks are necessary to enhance evidence-based policymaking and enable efficient and effective public service provisioning. The Middle East Public Administration Network (MEPAR) launched by BIPA creates an opportunity to leverage networking with individuals, groups, and institutions to help deliver a research agenda that furthers comparative analysis, sharing of experiences and relevant practices and create a bridge between theory and practice of public administration.
Workshop 7: GCC Initiatives Towards eGovernment & Sustainable Public Service	• GCC countries stressed on the importance of communicating and sharing their eGovernment experience and success stories worldwide as and to further strengthen partnerships with International organisations to foster knowledge and experience sharing. • GCC countries agreed to build a knowledge platform, which will showcase the most significant and successful e-Government projects to be available to all countries to allow them to benefit from those experiences.
Final Communique	A final communication message and conclusion of the forum is being prepared by the United Nations Department for Economic and Social Affairs (UN DESA) to be shared with all participated countries accordingly.

UNITED NATIONS PUBLIC SERVICE AWARDS CEREMONY 2013

IN THE PRESENCE OF BAHRAIN DEPUTY PRIME MINISTER H.H. SHAIKH MOHAMMED BIN MUBARAK AL KHALIFA, MR. WU HONGBO UNITED NATIONS UNDER-SECRETARY-GENERAL FOR ECONOMIC AND SOCIAL AFFAIRS AWARDED THE 2013 UNITED NATIONS PUBLIC SERVICE AWARDS WINNERS. A TOTAL OF 47 WINNING PROJECTS FROM 28 COUNTRIES COMPETED ON FIVE CATEGORIES:

- Preventing and Combating Corruption in the Public Service
- Improving the Delivery of Public Services
- Fostering Participation in Public Policy Decision Making through Innovative Mechanisms
- Promoting Whole-of-Government Approaches in the Information Age
- Promoting Gender-Responsive Delivery of Public Services.

With the two top to qualify from each category; notably, the GCC countries won six awards.





THE WINNERS

Mr. Wu Hongbo honored the winners of the first place in various categories, namely: Brazil, Ecuador, Egypt, Germany, India, Italy, Morocco, Nigeria, Oman, Pakistan, Peru, Republic of Korea, Moldova, Slovenia, South Africa, Spain, Thailand, Trinidad and Tobago, and United Arab Emirates.

He also honored the second place winning countries states in various categories, namely: Bahrain, Botswana, Brazil, Ethiopia, Georgia, India, Jordan, Kenya, Mexico, Morocco, Nigeria, Republic of Korea, Singapore, Slovenia, Spain, United Arab Emirates, United States of America.

Below are the names of the winners for each category:

CATEGORY 1: PREVENTING AND COMBATING CORRUPTION IN THE PUBLIC SERVICE

REGION	WINNER	COUNTRY	INSTITUTION	INITIATIVE
AFRICA	First Place	Morocco	Régime collectif d'allocation de retraite (Groupe Caisse de Dépôt et de Gestion)	Integrity Reinforcement
ASIA and the PACIFIC	First Place	India	Chief Minister's Office – Kerala State	Mass Contact Programme (MCP)
	Second Place	Republic of Korea	Seoul Metropolitan Infrastructure Headquarters	Anti-Corruption Clean Construction System
EUROPE and NORTH AMERICA	First Place	Italy	National Institute of Social Security, Apulia, Bari	INPS: Our fight and synergy against corruption
	Second Place	Slovenia	Commission for the Prevention of Corruption	Supervisor
LATIN AMERICA and the CARIBBEAN	No Winner Selected from Nominated Projects			
WESTERN ASIA	First Place	Oman	State Audit Institution	Complaints Window
	Second Place	Georgia	Civil Service Bureau	Online Asset Declaration System (OADS)

CATEGORY 2:
IMPROVING THE DELIVERY OF PUBLIC SERVICES

REGION	WINNER	COUNTRY	INSTITUTION	INITIATIVE
AFRICA	First Place	South Africa	E'Thekweni Metropolitan Municipality Water and Sanitation Services	Communal Ablution Blocks for Informal Settlements
	Second Place	Nigeria	Federal Capital Territory Administration, Abuja, Nigeria	Federal Capital Territory Administration Mobile Integrated Primary Health Care Service Delivery "MAILAFIYA"
ASIA and the PACIFIC	First Place	Thailand	Rajanagarindra Institute of Child Development - Ministry of Public Health	Child First - Work Together (CF-WT)
	Second Place	India	District Administration, Dhanbad	SWAVALAMBAN
EUROPE and NORTH AMERICA	First Place	Spain	AENA (Aena Aeropuertos Españoles y Navegación Aérea)	Servicio de atención a Personas con Movilidad Reducida - PMR- en los aeropuertos de la red
	Second Place	Spain	Fundación BiscayTIK	Modernización de la administración local a través del uso de las Nuevas Tecnologías
	Second Place	United States of America	Philadelphia Department of Human Services	Improving Outcomes for Children
LATIN AMERICA and the CARIBBEAN	First Place	Peru	Registro Nacional de Identificación y Estado Civil (RENIEC)	Documento Nacional de Identidad (DNI) De Menores Y Su impacto En El Ejercicio De Los Derechos Humanos
	Second Place	Brazil	Government of the State of Pernambuco	Pacto Pela Vida-PPV
	Second Place	Mexico	Procuraduría Agraria	Fomento a la Inversión en la Propiedad Rural / FIPP
WESTERN ASIA	First Place	Oman	Ministry of Regional Municipalities and Water Resources	INJAZ Hall
	Second Place	United Arab Emirates	Dubai Police General Headquarters	Customer Service Department

CATEGORY 3:
FOSTERING PARTICIPATION IN PUBLIC POLICY DECISION MAKING THROUGH
INNOVATIVE MECHANISMS

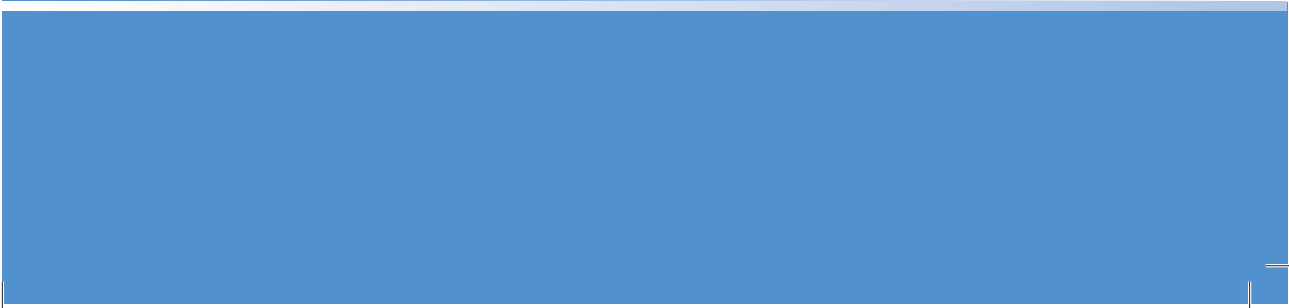
REGION	WINNER	COUNTRY	INSTITUTION	INITIATIVE
AFRICA	No Winner Selected from Nominated Projects			
ASIA and the PACIFIC	First Place	Republic of Korea	Seoul Metropolitan Government	The Universal Welfare Standards enabled by and for the Citizens of Seoul (Seoul Welfare Standards)
	Second Place	Republic of Korea	Seoul Metropolitan Government	Eco-mileage, a program to engage citizens in GHG reduction
EUROPE and NORTH AMERICA	First Place	Moldova	State Chancellery of the Republic of Moldova	Increased transparency in the decision-making process
LATIN AMERICA and the CARIBBEAN	First Place	Brazil	Governo do Estado do Rio Grande do Sul	Sistema Estadual de Participação Popular e Cidadã / SISPARCI
WESTERN ASIA	First Place	Egypt	Information Center	Egypt's ICT Indicators Portal

CATEGORY 4:
PROMOTING WHOLE-OF-GOVERNMENT APPROACHES IN THE INFORMATION AGE

REGION	WINNER	COUNTRY	INSTITUTION	INITIATIVE
AFRICA	First Place	Nigeria	Galaxy Backbone	1-GOV.net
	Second Place	Botswana	Ministry of Local Government and Rural Development	Food Coupon System
	Second Place	Morocco	Agence Urbaine D'essaouira	QR Codes
ASIA and the PACIFIC	First Place	Republic of Korea	Ministry of Strategy and Finance	DBAS: Korea's Integrated Financial Management Information System
	Second Place	Republic of Korea	Ministry of Security and Public Administration	Government Wide Enterprise Architecture in Korea (GEA)
	Second Place	Singapore	National Environment Agency	Co-creation of creative solutions through eGov initiatives
EUROPE and NORTH AMERICA	First Place	Slovenia	Ministry of the Interior and Public Administration	Reusable IT building blocks for electronic data exchange - implementation for e-Social Security
	Second Place	Spain	Instituto Geográfico Nacional	Plan Nacional de Obsevación del Territorio (PNOT)
LATIN AMERICA and the CARIBBEAN	First Place	Trinidad and Tobago	Ministry of Trade, Industry and Investment	TTBIZLink
WESTERN ASIA	First Place	United Arab Emirates	Abu Dhabi Systems & Information Centre	Abu Dhabi Government Contact Centre
	Second Place	Bahrain	eGovernment Authority	Integrated Service Delivery Platform (ISDP)
	Second Place	United Arab Emirates	Dubai eGovernment	Dubai eGovernment Electronic Shared Services (ESS)

CATEGORY 5:
PROMOTING GENDER-RESPONSIVE DELIVERY OF PUBLIC SERVICES

REGION	WINNER	COUNTRY	INSTITUTION	INITIATIVE
AFRICA	First Place	Morocco	La DFCAT du Ministère de l'Intérieur	L'Intégration de l'Approche Genre dans le Plan Stratégique de Formation, de Renforcement des Capacités, de Développement des Compétences et de Mise en Réseau au profit des Collectivités Territoriales du Maroc
	Second Place	Ethiopia	Ethiopian Civil Service University	Creating Access to Education for Disadvantaged Female Civil Servants (AEDFCS, ASSNFS, and IPFA)
	Second Place	Kenya	Nikumbuke-Health by Motorbike	Gender and Health
ASIA and the PACIFIC	First Place	Pakistan	Gender Unit Department of Labour Punjab	GRLI
	Second Place	India	Deptt.of Cottage and Rural Industries	GRAAMIN HAAT
	Second Place	Republic of Korea	Seoul Metropolitan Government	Initiative for Women of Single-Person Household
EUROPE and NORTH AMERICA	First Place	Germany	Bundesministerium für Familie, Senioren, Frauen und Jugend	Aktionsprogramm Perspektive Wiedereinstieg (PWE)
	Second Place	Italy	Ministry of Economy and Finance	Mini*Midi*Mef (MMM)
LATIN AMERICA and the CARIBBEAN	First Place	Ecuador	Ministerio de Finanzas Ecuador	Catalogo Orientador de Gastos Politicas de Equidad de Genero
WESTERN ASIA	First Place	Egypt	Ministry of Health	Multidisciplinary Breast Cancer Clinic - Women's Health Outreach Program
	Second Place	Jordan	Center for Integrated Services Against Family Violence	(Integrated Services Center against Domestic Violence/ Family Reconciliation)

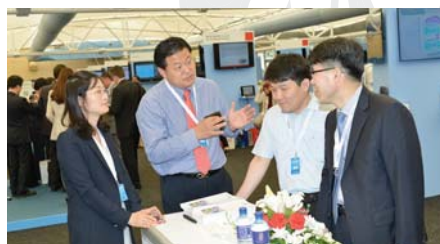


SIDE EVENTS & ACTIVITIES

1. INNOVATION IN PUBLIC SERVICE EXPO

An Innovation in Public Service Expo was organised in conjunction with 2013 United Nations Public Service Forum at Bahrain International Circuit (BIC). The expo highlighted and displayed key innovations and best practices provided by leading private and public organisations. It consisted of a number of exhibitors and ongoing activities on the exhibition floor. It also encompassed the stands for the 47 winners of the United Nations Public Service Award 2013.

In addition, the exhibition included a number of open flat stands for the main sponsors of the event, providing them the opportunity to showcase the latest technology in the public sector accomplishments. The exhibition floor also included Bahraini Non-Governmental Organisations (NGOs), where they showcased their achievements, accomplishments and benefits towards the citizens of Bahrain and a selective number of companies which have remarkable record of company highlights to present their projects, businesses and accomplishments.



2. CHINESE ART EXHIBITION

A Chinese craft exhibition was inaugurated on the sidelines of the Forum. It was organised as part of the activities of the United Nations Public Service Forum at the Bahrain International Circuit. The Chinese Art Exhibition included various masterpieces of creative arts, paintings, drawings, etc. derived from the rich culture of People's Republic of China.



3. GALA DINNER & CULTURE NIGHT

The participants of the Forum enjoyed an evening that introduced them to Bahraini cultural heritage and music in addition to a gala dinner, all within an authentic local atmosphere at Bahrain International Circuit.



4. SIGHT SEEING

Alongside the Forum, the participants enjoyed a chance to explore the Kingdom and became acquainted with its history by visiting the main attractions; came to be exposed to the rich history, culture, and lifestyle of Bahrain; watched one of the most thrilling sport activities as well as participated in some unique musical performance.

The guests and participants toured some landmarks which portrays Bahrain's ancient history and modern development - including Riffa Fort, Bahrain National Museum, Bab Al-Bahrain, Bahrain Fort and other tourist-attractions. Furthermore, they attended the Caterham Race Show at the international circuit and enjoyed a thrilling experience.



5. "THE MAGIC LUTE" - FINALE ENTERTAINMENT WITH GLOBAL THEME:

This concert was a journey celebrating the story of the Lute: a story spanning almost 5000 years, travelling from Arabia to Morocco, Spain, and through the Middle East to India and Central Asia.

The concert was conducted by Hughes de Courson, a famous French composer who sold 1 million copies of his "Mozart in Egypt", and made many golden records of his other works.



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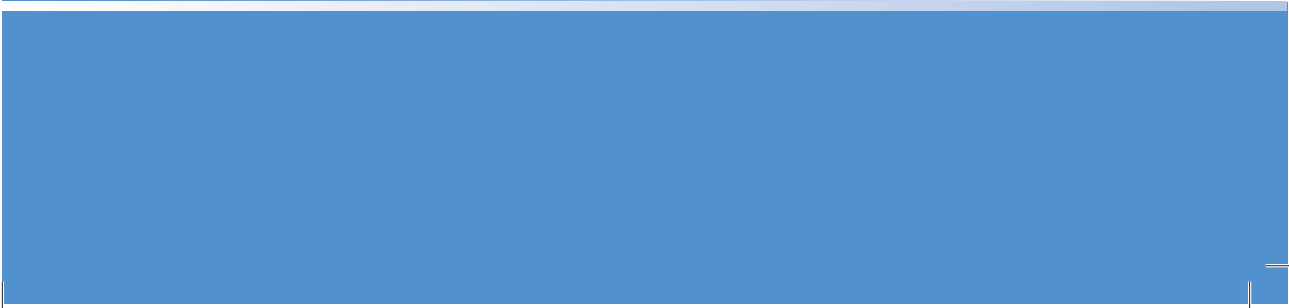


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