

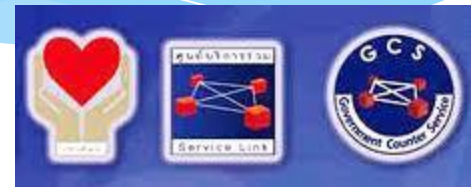


United Nations Public Service Awards: A Real Challenge for Public Service Improvement

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Dean, NIDA Business School

National Institute of Development Administration (NIDA)



Agenda

- I. Introduction of UNPSA
- II. Award Categories Details
- III. UNPSA-Thailand
- IV. How we prepare our government agency?
- V. Discussion?

Introduction

- * The United Nations Public Service Awards or UNPSA was established in year 2003 by the UN Economic and Social Council (ECOSOC) as part of celebration of the United Nations Public Service Day-June 23.

The award recognizes the contributions made to the cause of enhancing the role, prestige and visibility of public service.



UNPSA 2015

The United Nations Public Service Awards for 2015 will be given in the following four categories:

2015

- 1.Improving the Delivery of Public Services
- 2.Fostering Participation in Policy-making Decisions through Innovative Mechanisms
- 3.Promoting Whole-of-Government Approaches in the Information Age
- 4.Promoting Gender Responsive Delivery of Public Services

2014

- 1. Preventing and combating corruption in the public service**
2. Improving the Delivery of Public Services
- 3 .Fostering Participation in Policy-making Decisions through Innovative Mechanisms
- 4.Promoting Whole-of-Government Approaches in the Information Age
- 5.Promoting Gender Responsive Delivery of Public Services

UNPSA 2015

In order to ensure a level playing field for nominations from different countries, the winners are decided per region as follows

Regions

1. Africa;
2. Asia and the Pacific;
3. Europe and North America;
4. Latin America and the Caribbean;
5. Western Asia

2012 UNPSA Winners by Category		Africa	Asia and the Pacific	Europe and North America	Latin America and the Caribbean	Western Asia
1st Category Preventing and Combating Corruption in the Public Service	1 st Place Winners	Preventing and Combating Corruption in the Public Service Mauritius Independent Joint Commission against Corruption	The Integrity Assessment Anti-Corruption and Civil Rights Commission Republic of Korea	NPS311 City of New York 211 Customer Service Center United States	New Model of Control and Audit of Public Works Ministry of Public Service Mexico	SMS Information System Ministry of Justice Turkey
	2 nd Place Winners	Promoting Accountability for Procurement of Public Projects Building and Construction Authority Singapore	NPS311 City of New York 211 Customer Service Center United States	National Public Procurement System Ministry of Public Service Mexico	E-Government Procurement System State Procurement Agency of Georgia Georgia	
2nd Category Improving the Delivery of Public Services	1 st Place Winners	Electronic Single Window Processing of Foreign Trade and Customs Formalities SEI-GANDE 2000 Senegal	Aarogya District Health Society Uttar Pradesh India	NPS311 City of New York 211 Customer Service Center United States	Institutional Transformation Essential Drugs Program, Logistic Support Central (PHOMIS/SCAL) Dominican Republic	Simply Procedures and Improve Services Cooperative of Government Employees Lebanon
	2 nd Place Winners	E-Paper Group Plan for Retirement Allowance Morocco	MP Public Service Delivery Act 2008 Public Service Delivery Management, Government of Madhya Pradesh India	Public Service Electronic Access for Citizens General Directorate for Administrative Management, Innovation, Modernization and Promotion of Government Spain	Immigration and Passport Department Grenada	Democratic Reform Using ICT Ministry of State for Administrative Development (MSAD) Egypt
3rd Category Fostering Participation in Policy-Making Decisions through Innovative Mechanisms	1 st Place Winners	The Use of ICT in Improving Service Delivery in the DGEE Directorate General of Investigation and Emigration Rwanda	Helping to Empower Litigants in Person - The Subordinate Courts HELP Centre The Subordinate Courts of Singapore Singapore	Public Service Electronic Access for Citizens General Directorate for Administrative Management, Innovation, Modernization and Promotion of Government Spain	Financial Inclusion Project National Savings and Financial Services Mexico	Public Service Hall Ministry of Justice Georgia
	2 nd Place Winners	Integrated Budget Preparation and Management: The Max Royal Irrigation Department Thailand	South Australia's Strategic Plan Community Engagement Department of Premier and Cabinet Australia	Metro Vancouver's Public Outreach and Engagement Program Metro Vancouver Canada	Participatory Regional Structures Department of Planning and Management of Pernambuco Brazil	NPS311 City of New York 211 Customer Service Center United States
4th Category Advancing Knowledge Management in Government	1 st Place Winners	Youth Participation Committees Ministry of Gender Equality and Family Republic of Korea	IT-Supported Procedures for Drafting Legislation (EPUL) Ministry of Justice and Public Administration Slovenia	Housing - All Options Matter Department of Housing, Construction and Transport - the Basque Government Spain	NPS311 City of New York 211 Customer Service Center United States	Integrated Workflow Management System (IFMS) e-Government Authority - Ministry of Cabinet Affairs Bahrain
	2 nd Place Winners	e-Kaah Implementation Coordination Unit, Prime Minister's Department Malaysia	National Science and Technology Information Service (NITS) National Science Technology Commission (NSTC) Preventing Inebriate Blindness Rajawski Hospital Thailand	Territorial Information System for the Network of Open Spaces Barcelona Provincial Council Spain	e-Government Coordinating Agency for Federal Geographical Information Switzerland	UVP (National Justice Information System) Ministry of Justice Turkey
5th Category Promoting Gender-Responsive Delivery of Public Services	1 st Place Winners	Protecting the Future Small Projects Foundation South Africa	Gender Integration in the Water Sector Ministry of Water and Irrigation Kenya	Public Participation in Peace Processes 波斯尼亚和黑塞哥维那 Ministry of Security	Choques de Pólvora Portuguese State Secretariat for Women Brazil	Inclusion of Women in the Police Force Dubai Police General Headquarters United Arab Emirates
	2 nd Place Winners	Using One Stop Center Rwanda National Police Rwanda	e-Kaah Implementation Coordination Unit, Prime Minister's Department Malaysia	e-Kaah Implementation Coordination Unit, Prime Minister's Department Malaysia	Program to Support Mothers Ministry of Social Development Mexico	Reduce Childhood Mortality Rate: Infants and Children under 5 years of Age Ministry of Health Oman

UNPSA-Thailand

Government Agency


Year	1st Round	2rd Round	3th Round	Award
2007	7	3*	-	-
2008	15	6	4	1**
2009	21	9	6	1***
2010	16	6	-	-
2011	21	18	11	2****
2012	19	10	3	2
2013	39	26	13	1
2014	33	18	8	2

* *Two rounds consideration*

** *Yasothon Hospital-Finalist (2rd place winner) in Improving the delivery of services*

*** *Chiang Mai- 1st place winner Winner in Improving the delivery of services* 

**** *Depart of Revenue District 7- 1st Place Winner in Advancing knowledge management*

in government and Department of Royal Irrigation got-2nd Place Winner-Fostering participation in policy-making decisions through innovative management 

UNPSA-Thailand



Government Agency				
Year	1st Round	2nd Round	3th Round	Award
2007	7	3	-	-
2008	15	6	4	1
2009	21	9	6	1
2010	16	6	-	-
2011	21	18	11	2
2012	19	10	3	2*****
2013	39	26	13	1*****
2014	33	18	8	2

***** Department of Royal Irrigation-1st place winner in *Fostering participation in policy-making decisions through innovative management and Rajvithee Hospital got 2nd place winner in Advancing knowledge management in government* 

***** *Depart of Mental Health- 1st Place Winner in Improving the delivery of services* 

UNPSA-Thailand

Government Agency				
Year	1st Round	2rd Round	3th Round	Award
2007	7	3	-	-
2008	15	6	4	1
2009	21	9	6	1
2010	16	6	-	-
2011	21	18	11	2
2012	19	10	3	2
2013	39	26	13	1
2014	33	18	8	2*****

***** Department of Disease Control-1st place winner in *Fostering participation in policy-making decisions through innovative management and Khonkaen Hospital got 1st Promoting gender-responsive delivery of public services*  

UN Public Service Day



2011 United Nations and Africa Public Service Day

United Nations and Africa Public Service Forum

United Nations Public Service Awards Ceremony

Africa Public Service Day Exhibition and Awards

**"Transformative Leadership in Public Administration and
Innovation in Governance:
Creating a Better Life for All"**

Dar es Salaam, United Republic of Tanzania

20 – 23 June 2011



2012 United Nations Public Service Day

Awards Ceremony and Forum

"Innovation and Citizens Engagement for Effective Governance "

New York, USA

25 June 2012 – United Nations General Assembly Hall

26-27 June 2012 - Crowne Plaza Hotel, NY



2013 UNITED NATIONS PUBLIC SERVICE FORUM UN PUBLIC SERVICE DAY & AWARDS CEREMONY

*"Transformative e-Government and Innovation:
Creating a Better Future for All"*

MANAMA, KINGDOM OF BAHRAIN
24 - 27 JUNE 2013



2014 United Nations Public Service Forum, Day and Awards Ceremony

**"Innovating Governance for Sustainable Development
and Well-being of the People"**

**Korea International Exhibition Center (KINTEX)
Seoul, Republic of Korea
23 – 26 June 2014**

UN Public Service Day



2008 Yasothon Hospital



2009 Chiang Mai Hospital



2011 Royal Irrigation



2011 Revenue District 7



2012 Royal Irrigation



2012 Rajvithee Hospital



2013 Mental Health



2014 Khon Kaen



2014 Disease Control



UN Awards 2008, 2009

Institution	Award	Initiative	Category
Yasothon Hospital	Finalist (2rd place winner)	Out Patient Department Service	Improving the delivery of services

The United Nations (UN), New York, 23 June 2008

Institution	Award	Initiative	Category
Chiang Mai Hospital	Winner (1st place winner)	Improving Public Medical Care Service through Collaborative Networks	Improving the delivery of services

The United Nations (UN), New York, 23 June 2009

UN Awards 2011

Institution	Award	Initiative	Category
Department of Revenue-District 7	1st Place Winner	Integrated Learning Organization	Advancing knowledge management in government
Department of Royal Irrigation	2 rd Place Winner	Joint Water Management-Kraseaw Supanburi Provice	Fostering participation in policy-making decisions through innovative mechanisms

Dar es Salaam, United Republic of Tanzania 20-23 June 2011



UN Awards 2012

Institution	Award	Initiative	Category
Department of Royal Irrigation	1st Place Winner	Joint Water Management- MaeYoum Prae Provice	Fostering participation in policy-making decisions through innovative mechanisms
Rajvithee Hospital	2rd Place Winner	Prevention of Diabetic Retinopathy	Advancing knowledge management in government

The United Nations (UN), New York, 25-27 June 2012

UN Awards 2013

Institution	Award	Initiative	Category
Department of Mental Health- Rachanakarin Mental Hospital	1st Place Winner	Child First-Work Together (CF- WT)	Improving the delivery of services

Manama, Kingdom of Bahrain 24-27 June 2013



UN Awards 2014

Institution	Award	Initiative	Category
Department of Disease Control	1st Place Winner	Community Participation for Effective Malaria Management in Tha Song Yang, Tak Province	Fostering participation in policy-making decisions through innovative mechanisms
Khon Kaen Hospital	1st Place Winner	OSCC : One Stop Crisis Centre for Women and Children	Promoting gender-responsive delivery of public services

Seoul, South Korea,
23-26 June 2014



Steps in Applying for UNPSA

Step 1

Nominate online from third party via www.unpan.org (dateline October 31, 2014)

Fill up the nomination form by answering 12 questions as instructed

UN accept 6 languages: Arabic, English, French, Chinese, Russia, Spain

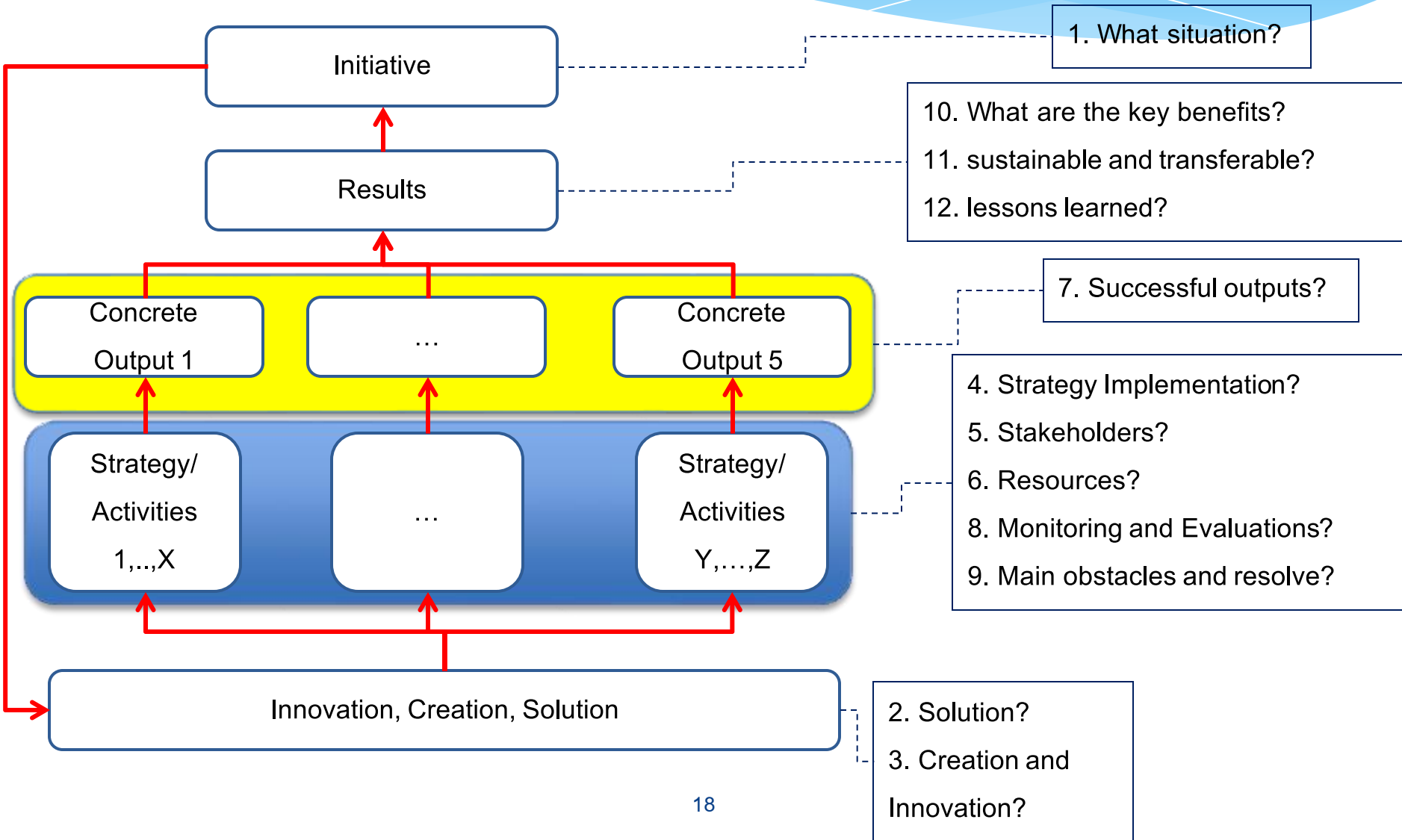
Step 2

- 1) Reports are sent to the DPADM (The Division for Public Administration and Development Management jointly with UN-WOMEN (United Nations Entity for Gender Equality and the Empowerment of Women) for 1st round evaluation (Friday, 19 December 2014)
- 2) Second round, the applicants has to submit two letters of reference and 2-5 supporting documents and all documents are sent to different reviewers from DPADM jointly with UN-WOMEN for making a short list candidates
- 3) Third round, the short list candidates is reviewed by subcommittee of The Committee of Experts on Public Administration, CEPA consists of seven public administration experts and make recommendations for UNPSA winners

Score for UNPSA 2015

A Problem Analysis	5%
Q 1	
B Strategic Approach	25%
Q2 Q3	
C Execution and Implementation	30%
Q4 Q5 Q6 Q7 Q8 Q9	
D Impact and Sustainability	40%
Q10 Q11 Q12	
Total	100%

Systematic Views



12 Questions

Question number	Details	Score
1.What was the situation before implementation of the initiative?	Describe in no more than 500, words the situation before the initiative began. What major problems and issues needed to be addressed? What social groups, e.g., the poor, illiterate, disabled, elderly, immigrants, women, youth, ethnic minorities, were affected and in what ways?	5%

12 Questions

Question number	Details	Score
2. Who proposed the solution and how did the initiative solve the problem?	In no more than 600 words, summarize what the initiative is about and how it solved the problem. This should include a description of the strategy including its main objectives and target audiences.	12.5%

12 Questions

Question number	Details	Score
3. In which ways is the initiative creative and innovative?	In no more than 200 words, illustrate what makes the initiative unique and how it addressed the problem in new and different ways. List the creative and innovative approaches that allowed for its success?	12.5%

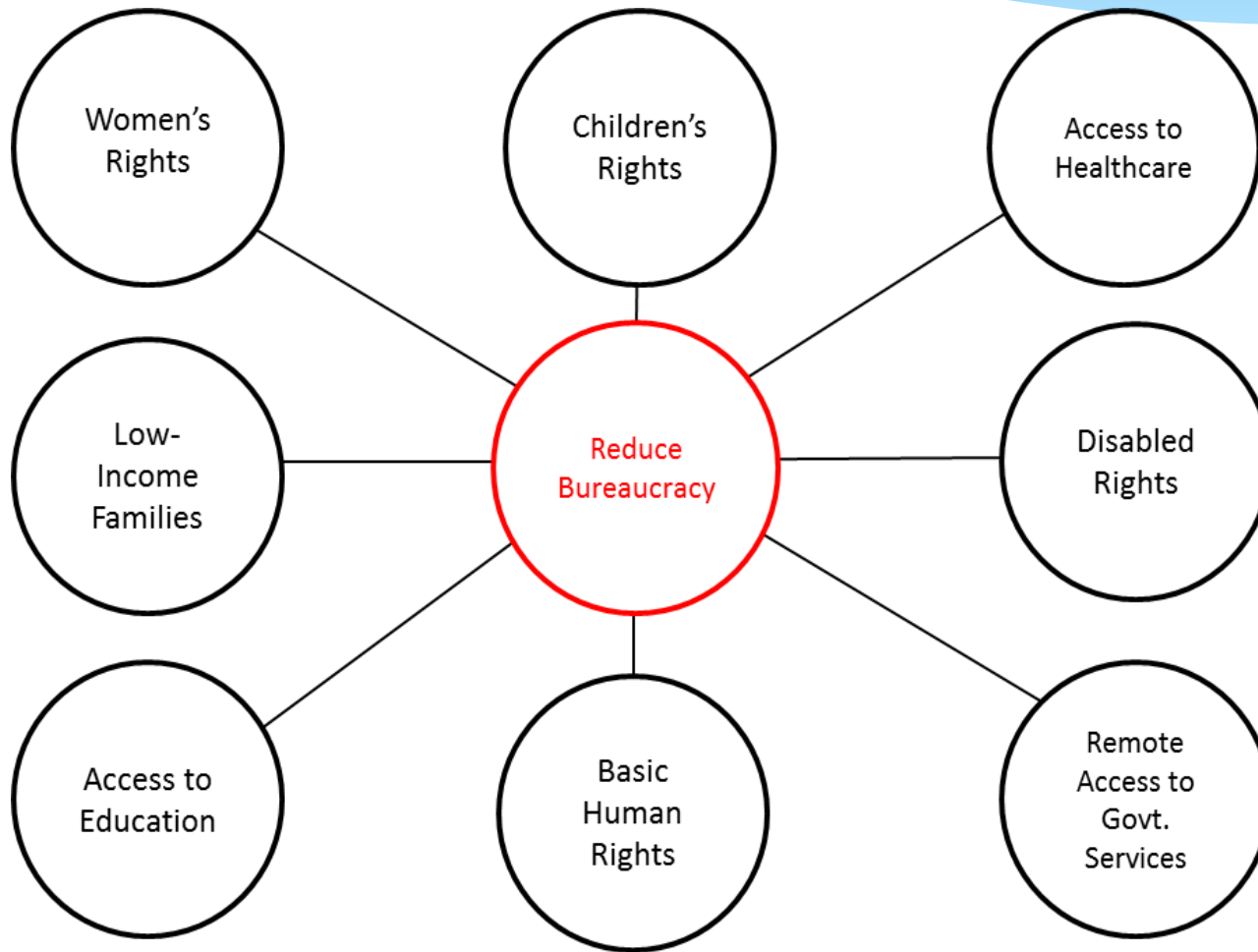
12 Questions

Question number	Details	Score
4. How was the strategy implemented?	In no more than 600 words, describe the elements of the action plan that was developed to implement the strategy including key developments and steps, main activities and the chronology. Upload your implementation plan (maximum file size 2MB or less than 5 pages)	5%

12 Questions

Question number	Details	Score
5. Who were the stakeholders involved in the implementation?	In no more than 300 words, specify who contributed to the design and/or implementation of the initiative, including relevant civil servants, public institutions, organizations, citizens, NGOs, private sector, etc.	5%

TARGET GROUPS



12 Questions

Question number	Details	Score
6. What resources were used for the initiative and how were they mobilized?	In no more than 500 words, specify what were the financial, technical and human resources' costs associated with this initiative. How was the project funded and who contributed to the financing	5%

12 Questions

Question number	Details	Score
7. What were the most successful outputs?	In no more than 400 words list no more than five concrete outputs that contributed to the success of the initiative.	5%

12 Questions

Question number	Details	Score
8. What systems were put in place to monitor progress and to evaluate the activities?	In no more than 400 words describe how you monitored and evaluated the implementation of the strategy.	5%

12 Questions

Question number	Details	Score
9. What were the main obstacles encountered and how were they overcome?	In no more than 300 words describe the main problems that were encountered during the implementation and how these were addressed and overcome.	5%

12 Questions

Question number	Details	Score
10. What were the key benefits resulting from this initiative?	In no more than 700 words describe the impact of the initiative. Provide concrete examples for how the initiative made a difference in the delivery of public services. Describe how the improved delivery of public services had a positive impact on the public. Provide information on how this impact was measured.	13.3%

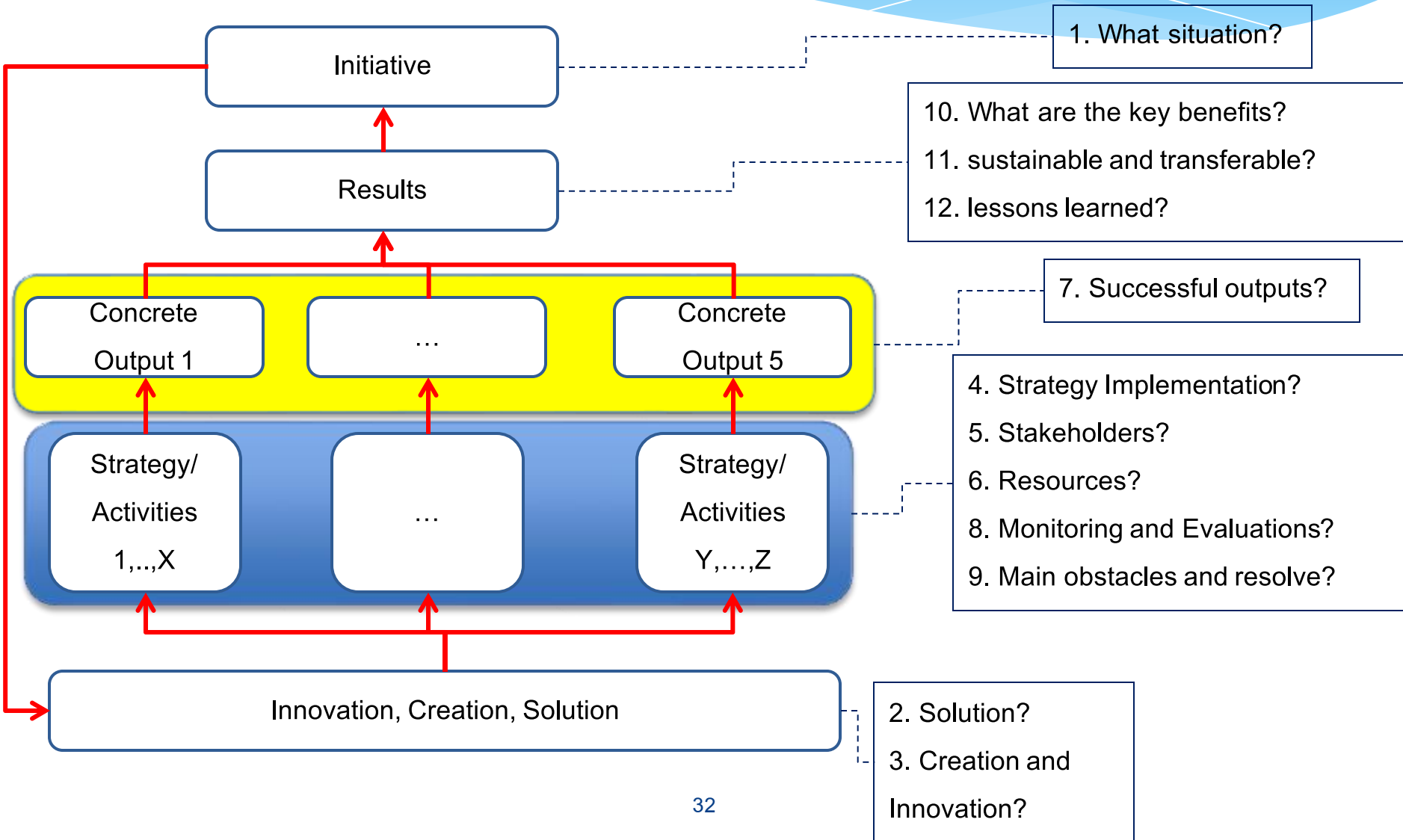
12 Questions

Question number	Details	Score
11. Is the initiative sustainable and transferable?	In no more than 500 words, describe how the initiative is being sustained (for example in terms of financial, social and economic, cultural, environmental, institutional and regulatory sustainability). Describe whether the initiative is being replicated or disseminated throughout the public service at the national and/or international levels and/or how it could be replicated.	13.3%

12 Questions

Question number	Details	Score
12. What are the lessons learned?	In no more than 500 words, describe your overall experience with the initiative, the lessons learned and any recommendations for the future.	13.3%

Systematic Views



Evaluation Agenda

Category 1 Improving the Delivery of Public Services

Increases Efficiency	Promotes Partnerships
Provides High-Quality Service Delivery	Transforms Administration
Incorporates Citizens' Feed-back	Introduces a New Concept
Improves Access and Promotes Equity	

Evaluation Agenda

Category 2 Fostering participation in policy-making decisions through innovative mechanisms

Promotes responsiveness	Transforms Administration
Promotes Participation through New Institutional Mechanisms	Introduces a New Concept
Facilitates e-Participation	

Evaluation Agenda

Category 3 Promoting Whole-of-Government Approaches in the Information Age

Promotes regulatory and institutional frameworks to harmonize policies, programs, and integrate services	Promotes social inclusiveness and collaboration among government agencies and citizen
Foster leadership, human resource capacities and a collaborative organizational culture	Transforms administration
Enhances organizational performance, interoperability, and open standards	Introduces a new concept

Evaluation Agenda

Category 4 Promoting Gender-Responsive Delivery of Public Services

Provides high quality service delivery for women	Promotes gender parity in public service delivery
Promotes accountability in service delivery to women	Transforms administration
Promotes transparency in service delivery to women	Introduces a new concept for women's participation in policy making
Promotes responsiveness to the needs of women	



Step for Nominate UN Public Service Award 2015

UN Public Service Award 2015

← → ↻

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UNITED NATIONS PUBLIC SERVICE AWARDS

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Application Deadline
31 October 2014

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20 August 2014

2016 International Student Design Competition - Integrated Communities: A Society for All Ages
We are pleased to inform you of the 2016 International Student Design Competition: "Integrated Communities: A Society for All Ages"

United Nations Public Service Awards

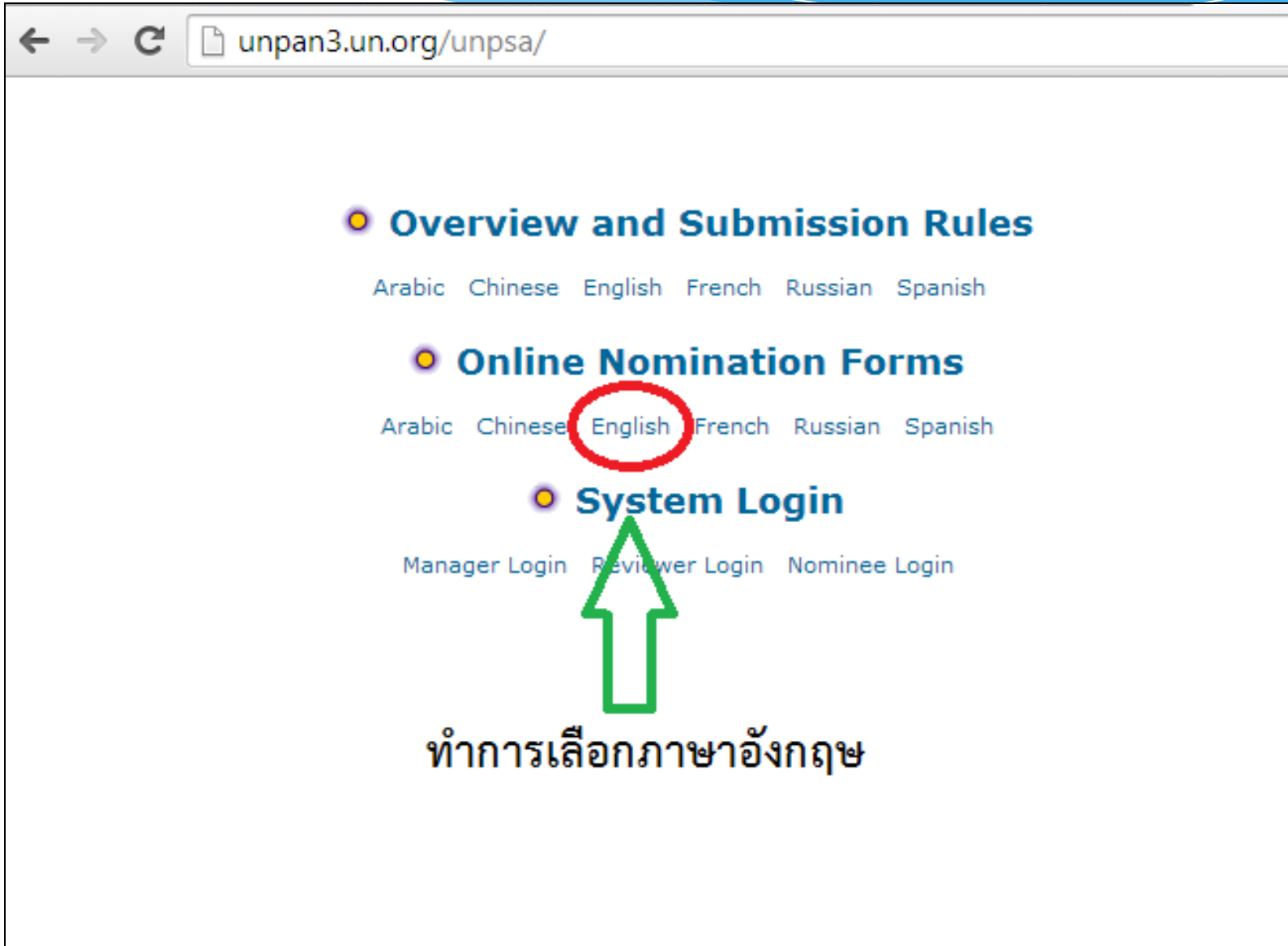
UNPSA Categories

View

1. Improving the delivery of services

กดปุ่มเพื่อ
ทำการสมัคร

ขั้นตอนการสมัคร UN Public Service Award 2015



The screenshot shows a web browser window with the address bar displaying `unpan3.un.org/unpsa/`. The page content includes three main sections:

- Overview and Submission Rules**
Arabic Chinese English French Russian Spanish
- Online Nomination Forms**
Arabic Chinese **English** French Russian Spanish
- System Login**
Manager Login Reviewer Login Nominee Login

A red circle highlights the word "English" in the "Online Nomination Forms" section. A green arrow points upwards from the Thai text below to the "English" link.

ทำการเลือกภาษาอังกฤษ

ขั้นตอนการสมัคร UN Public Service Award 2015

United Nations Public Service Awards
Nomination Form 2015

It is strongly recommended that applications are submitted as soon as possible and no later than 31 October 2014 Midnight Eastern Time (EST) Zone .

NOTE: You are greatly encouraged to prepare your answers first on a word document and then to copy them into the database fields as the system automatically logs out after a few minutes.

Pre-selected institutions will be notified and asked to provide additional documentation.

For which award is the nomination being made?

ทำการเลือกประเภทของผลงาน
ที่ต้องการสมัครเข้ารับรางวัล



- Category 1: Improving the delivery of services
- Category 2: Fostering participation in policy-making decisions through innovative mechanisms
- Category 3: Promoting Whole-of-Government Approaches in the Information Age
- Category 4: Promoting gender-responsive delivery of public services

Check criteria relevant to the nomination

- Improves Access and Promotes Equity: Promotes equity by extending service delivery to vulnerable groups (e.g. the poor, women, minorities, the youth, elderly, the disabled and others) and/or enables service delivery to a wider population, particularly through mechanisms that promote social inclusion. Has extended services to a

ขั้นตอนการสมัคร UN Public Service Award 2015

Improves Access and Promotes Equity: Promotes equity by extending service delivery to vulnerable groups (e.g. the poor, women, minorities, the youth, elderly, the disabled and others) and/or enables service delivery to a wider population, particularly through mechanisms that promote social inclusion. Has extended services to a wider population than before.


Incorporates Citizens' Feed-back: Actively incorporates citizens' inputs and feed-back regarding public service delivery satisfaction.


Increases efficiency: Streamlines processes, reduces red tape, and improves coordination and other measures resulting increased efficiency. The increase in efficiency must be supported by quantifiable indicators, surveys, questionnaires, etc.



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.


Promotes Partnerships: Promotes partnerships between the public sector, civil society and the private sector in public service design and implementation.


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, for example, speedy processing of applications or claims, reduction in the amount of paperwork and other activities citizens must perform in order to demonstrate compliance.


 สร้างการเข้าถึงบริการภาครัฐให้มากขึ้นเพื่อส่งเสริมความเสมอภาคในการให้บริการ โดยเฉพาะในกลุ่มผู้ด้อยโอกาส คนยากจน สตรี เยาวชน ผู้สูงอายุ และผู้พิการ ฯลฯ

 รับฟังความคิดเห็นของประชาชนเกี่ยวกับความพึงพอใจในการให้บริการของหน่วยงานภาครัฐ

 เพิ่มประสิทธิภาพในการให้บริการ เช่น ลดขั้นตอนลง
 ปรับปรุงการประสานงานระหว่างหน่วยงานภาครัฐเพื่อให้สามารถให้บริการได้อย่างมีประสิทธิภาพ

 เสนอแนวคิดใหม่ที่มีความตรงต่อประเด็น มีเอกลักษณ์เฉพาะตัวและสามารถนำไปสู่การแก้ไขปัญหาด้วยความโปร่งใส มีประสิทธิภาพ

 สร้างการมีส่วนร่วมระหว่างภาครัฐ ประชาชน และเอกชนในการร่วมหาแนวทางการแก้ไขปัญหา

 จัดให้มีการบริการอย่างเหมาะสม มีคุณภาพ สะดวกรวดเร็ว เช่น การลดขั้นตอนการทำงานบางอย่างลง หรือการลดปริมาณการใช้เอกสารในการติดต่อราชการ เพื่ออำนวยความสะดวกให้กับประชาชน

ขั้นตอนการสมัคร UN Public Service Award 2015

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.



พัฒนาการให้บริการประชาชนโดยใช้เครื่องมือ หรือ เทคนิคแนวทางใหม่ๆมาประยุกต์ใช้ให้เหมาะกับกับบริบทของประเทศ ในขณะที่เดียวกันก็ส่งเสริมให้มีการปรับเปลี่ยนวัฒนธรรมองค์การเพื่อสามารถให้บริการได้อย่างทันต่อเหตุการณ์และมีประสิทธิภาพ

Confidential (Click "yes" if you want the information below to be confidential, click "no" if you want it to be public.)

Yes No



เลือก **YES** ถ้าไม่ต้องการให้นำข้อมูลไปเผยแพร่
NO ถ้าอนุญาตให้นำข้อมูลไปเผยแพร่ได้

ขั้นตอนการสมัคร UN Public Service Award 2015

Information on institution being nominated

กรอกข้อมูลของ
หน่วยงานที่สมัคร
เพื่อขอรับรางวัล



Institution Name:

Institution Acronym:

Institution Type:

Specific initiative: Yes No

Name of initiative (Initiative acronym):

Contact's Position:

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:

Institution's / Project's website (if available):

Date of implementation/execution of initiative: dd/mmm/yyyy :

[Note: The programme requires a minimum of one year of implementation to qualify for evaluation.] :

E-mail:

E-mail Confirm:

ในข้อ * ต้องกรอกรายละเอียดให้ครบ ห้ามเว้นไว้

ขั้นตอนการสมัคร UN Public Service Award 2015

Information on institution making the nomination

สำหรับกรอกข้อมูลของ
สำนักงาน ก.พ.ร.



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 :

Institution's / Project's Website :

E-mail :

E-mail Confirm :

* Required field

ขั้นตอนการสมัคร UN Public Service Award 2015

A. PROBLEM ANALYSIS (5 percent of the overall rating)

1. What was the problem before the implementation of the initiative?

Describe in no more than 500, words the situation before the initiative began. What major problems and issues needed to be addressed? What social groups, e.g., the poor, illiterate, disabled, elderly, immigrants, women, youth, ethnic minorities, were affected and in what ways?

B. STRATEGIC APPROACH (25 percent of the overall rating)

2. Who proposed the solution and how did the initiative solve the problem?

In no more than 600 words, summarize what the initiative is about and how it solved the problem. This should include a description of the strategy including its main objectives and target audiences.

ส่วนนี้จะมีคำถามทั้งหมด 12 ข้อ ใหหน่วยงานกรอกข้อมูลตามความเป็นจริงและจำกัดความยาวตามโจทย์สั่ง

ขั้นตอนการสมัคร UN Public Service Award 2015

For questions, please contact:

Mr. John-Mary Kauzya
Chief of Governance and Public Administration Branch
Division of Public Administration and Development Management
Telephone: 1-212-963-1973
Fax: 1-212-963-2916
e-mail: kauzya@un.org

ในกรณีมีคำถามเกี่ยวกับการกรอกข้อมูล
หน่วยงานสามารถติดต่อสอบถามรายละเอียดเพิ่มเติมได้จากบุคคลนี้

Declaration

I hereby certify that:

- ~ I followed and will follow all provisions as stipulated in the submission rules.
- ~ I have duly completed all fields and that all information presented is accurate to the best of my knowledge.
- ~ I stand in no conflict of interest in relation to this nomination.
- ~ I am a third party and that I have no direct hierarchical relationship with the nominated institution.
- ~ I understand the rules for ethical behaviour and I will not put any undue pressure on any person involved in the evaluation and selection process.
- ~ I understand that an Award can be revoked in the event that any of the rules of the submission guidelines are violated.

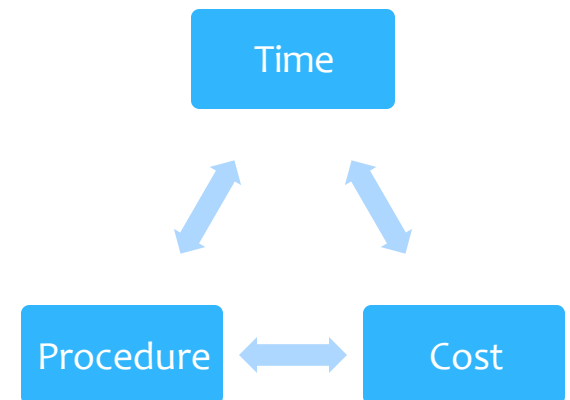
Submit

****กด Submit เพื่อทำการส่งใบสมัคร**

****การกด Submit ถือว่าหน่วยงานยอมรับเงื่อนไขและข้อกำหนดของ UN**

How we prepare our government agency?

- In year 2003, cabinet resolution mandated all public services from government agency shall reduce time and procedure by 30-50% picking 3-5 services as pilot in the first year. Then choose another 25% of the remaining services each year for four years, thus 100% of services.
- As part of positive reinforcements, OPDC created an award to recognized the government agency who successfully reduced red tape: time, procedure, cost.
- The award was called service quality award



2003-2011:Service Quality Award

4 Categories

- 1) Individual service process excellence-one service point
- 2) Total service process excellence-all service point
- 3) Integrated service excellence-across more than 3 departments
- 4) Innovation service excellence-new idea on: technology, characteristic, process, service



2012-present: Thailand Public Service Award

Change the evaluation criteria to the same as UN Public Service Award with 12 questions

- 1) Individual service process excellence-one service point**
- 2) Total service process excellence-all service point**
- 3) Integrated service excellence-across more than 3 departments**
- 4) Innovation service excellence-new idea on: technology, characteristic, process, service**



UNPSA-Process

- We select current winners from Thailand Public Service Award (Service Quality Award)
- We hold workshop to groom and shape the nomination report and documents
- Supporting documents(2-5 documents) are importance since the reviewers do not have a chance have site visit.
- We provide Video, Picture, Photo

Example of India Case

- Start with emotion impact-picture, video, etc
- Topping with number, statistics to enhance creditability
- Systematic steps and processes that can solve the problem
- Make processes and steps should be reliable sustainable
- Show concrete results

**SAMAJIK SUVIDHA
SANGAM**

MISSION CONVERGENCE

AN INNOVATION FOR

INCLUSIVE DEVELOPMENT

Example of India Case

- Start with emotion impact-picture, video, etc
- Topping with number, statistics to enhance credibility



THE GREAT DELHI DIVIDE

- **Only 23.7% live in planned colonies**
- **Over 80% work in the unorganized sector.**

Delhi Human Development Report, 2006 Revealed a Paradox



- Poor sex ratio - 865 against national average 927 (0-6 years)
- One of the highest infant mortality rates. (28)
- Sixty thousand homeless.



Despite...

- Per capita Health Expenditure being three times the national average.
- 21% of total plan allocation for Health, Education and Social Welfare



**200,000 Migrants
Annually**

Where to go????

Confusions Galore for the common person

Health

Labour

Urban Dev.

Social Welfare

Education

Food & Civil Supply

SC/ST

Women & Child Development



Example of India Case

- .
- .
- Systematic steps and processes that can solve the problem
- Make processes and steps should be reliable sustainable

Redefining Poverty



Delhi Defines its Poverty

- * In August 2008 Delhi adopts this set of measurable and verifiable proxy indicators of income to ensure that the poorest and weakest sections of society, who are otherwise in danger of being excluded, also benefit from various welfare schemes

The Vulnerability Criteria

SPATIAL

- Vulnerable living in slums / slum like locations

SOCIAL

- Old Age
- Widow/deserted women
- Women/Child Headed Households
- Differently abled
- Debilitating illnesses - HIV/AIDS, TB, Leprosy etc.

OCCUPATIONAL

- Unorganized/informal,
- Seasonal
- Hazardous

Such as:

Rag picker,
Rickshaw puller,
Daily wage laborers
etc.

Above Poverty Line Yet Vulnerable

Income in INR



Mission Convergence team in conversation with rag pickers

Income Vs Vulnerability Criteria

Income Criteria

- Not easy to verify
- High exclusion
- Wrong inclusion – (resourceful getting low income certificates based on non-verifiable testimony)

Vulnerability Criteria

- Serve as sound proxy indicator
- Right inclusion
- Lesser chance of wrongful inclusion or exclusion

Getting To Know The Poor

Through a community based survey

- 124 NGOs,
- 1601 Surveyors from the community,
- 9 survey months
- > 400 Street Plays
- > 40 Special Campaigners
- Numerous Community Meetings



Poverty

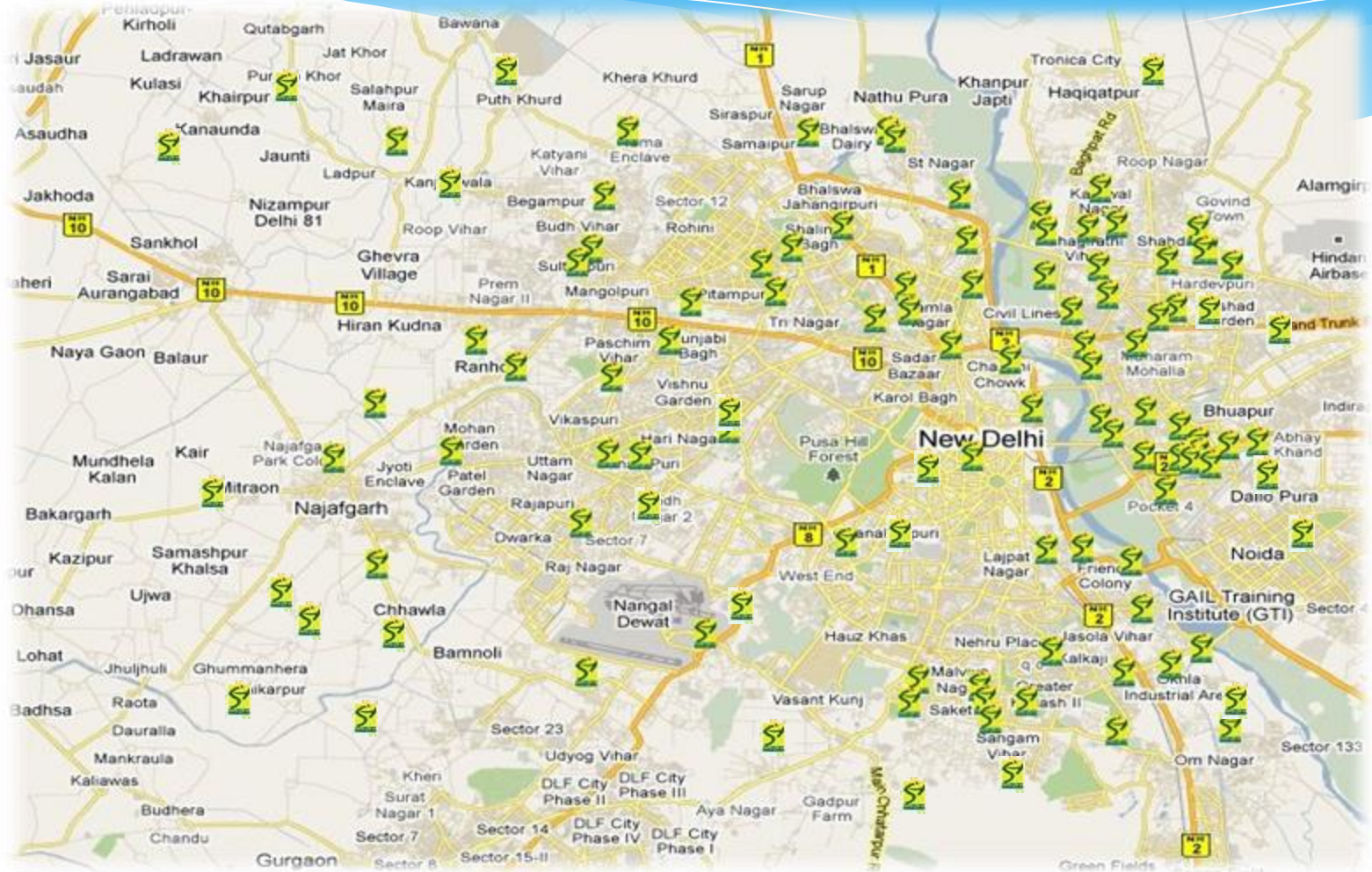


Poverty Mapping

- 2477 Clusters Mapped
 - Using Area Visits
 - GIS Mapping,
 - Secondary data etc.
- Street to Street Survey for Homeless
- House Hold Survey
- Camp Based Approach
- Centre based Registration



Extending Government's Reach



Bridging

Entitlement

E-entitlement Card

IDENTIFICATION

EDUCATION

HEALTH

SOCIAL
WELFARE

BANKING
SERVICES

Samajik Suvidha Sangam Card
Govt. of NCT of Delhi



Household No : 7684 6035 6359
Name : Vikram Singh
Address : House No 243
Yamuna Pushhta
East Delhi
Card Valid Upto : 27/01/10



LABOUR

URBAN
DEVELOPMENT

F & S

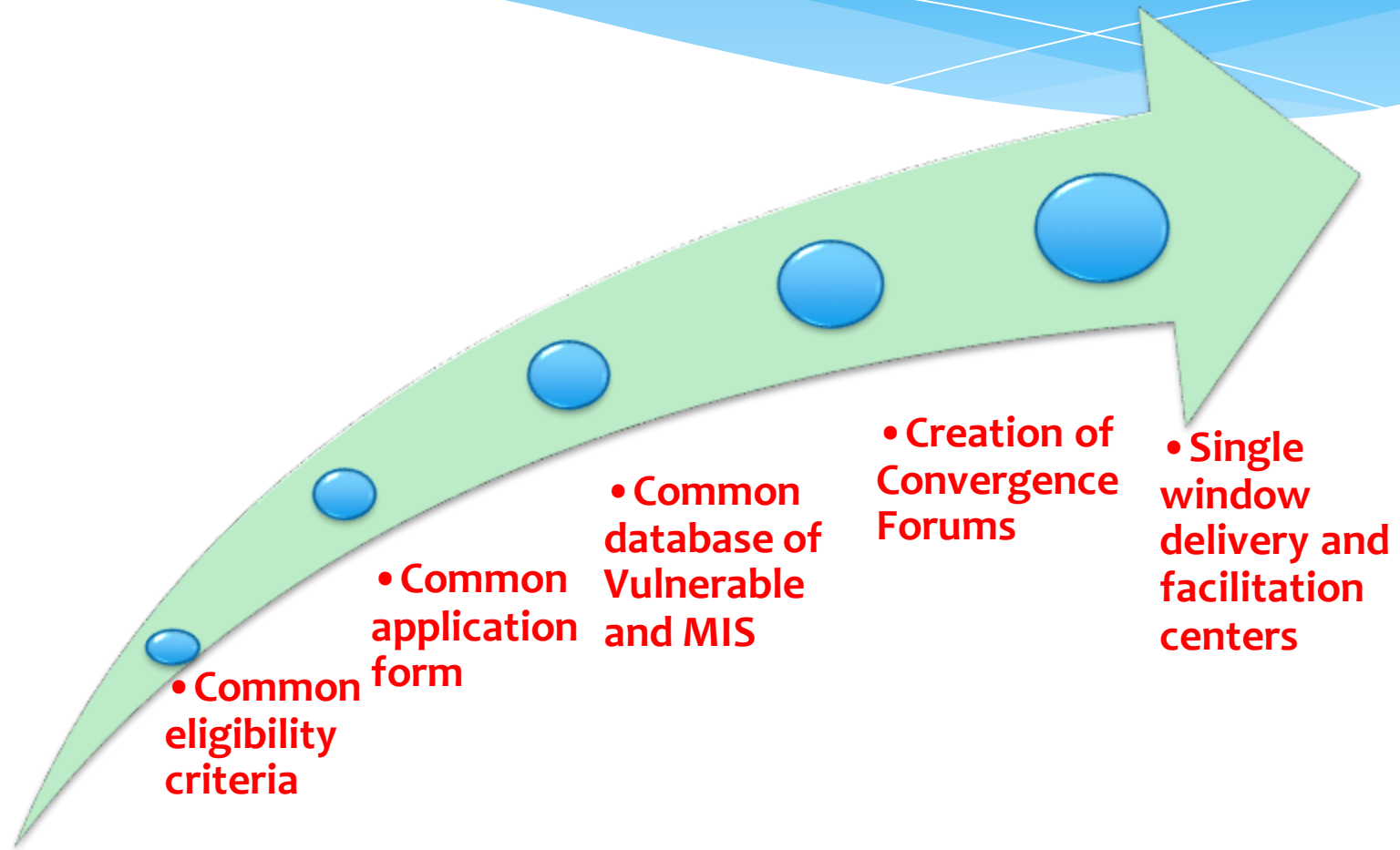
SC/ST WELFARE

WOMAN & CHILD

Signature of Issuing Authority

Back

The Innovative Strategies



Example of India Case

- .
- .
- .
- .
- Show concrete results

Facility Centres

- * Single Window Service Delivery
- * One stop information centre



Integrated Project For Homeless

* Homeless resource centre



Kitchen – Jan Ahar



A Homeless being given a Unique Identity Card



Promoting Health and Hygiene

- * Awareness for improving Menstrual Hygiene
- * Providing low cost sa
- * IEC Campaign



Environmentally Sustainable Livelihood Projects

* Organizing rag pickers into Co-operatives



ene



Achievements

- * Significant results that have broken the cycle of exclusion
- * More realistic and accurate estimates of poverty
- * Increased allocation and utilisation of budget across different schemes
- * Central Government
- * Civil Advocacy Groups



"I will give you a talisman. Whenever you are in doubt, or when the self becomes too much with you, apply the following test. Recall the face of the poorest and the weakest man [Woman] whom you may have seen, and ask yourself, if the step you contemplate is going to be of any use to him [her]. Will he [she] gain anything by it? Will it restore him [her] to a control over his [her] own life and destiny? In other words, will it lead to Swaraj [freedom] for the hungry and spiritually starving millions? Then you will find your doubts and your self melt away. ".....Mahatma Gandhi.

Public Service Innovation

- Khon Kean: Book Bike project



- Department of Land Transport



Parking Space



Example of registration

กพ. 937136 (11)
PC NO. 47 เลขที่ 48/0000321

สำเนาใบเสร็จรับเงิน
ในราชการกรมการขนส่งทางบก กระทรวงคมนาคม

ที่ทำการ กองคลัง(เงินและ สขง. บุคคล)

วันที่ 9 เดือน มิถุนายน พ.ศ. 2548

ได้รับเงินจาก: บริษัท พี ซี เอเวอร์เรสต์ จำกัด ดังนี้

ประเภท : 03 หมายเลขใบเสร็จ : ข-34111

มีจำนวน : 1,450 ก.ก. ความจุกระบอกสูบ : 0.00 C.C.

ค่าภาษีเงิน.03 ค่าสง. นก.เขตจังหวัด ปี 43	900.00 บาท
ค่าภาษีเงิน.03 ค่าสง. นก.เขตจังหวัด ปี 44	900.00 บาท
ค่าภาษีเงิน.03 ค่าสง. นก.เขตจังหวัด ปี 45	900.00 บาท
รวมเป็นเงินทั้งสิ้น	2,700.00 บาท

สองฝั่ง เจ้าชัยภูมิ พงษ์

ให้เป็นการถูกต้องแล้ว

นาง.สุ.บุญ คมสุวาทย์
ลงชื่อ: เจ้าชัยภูมิ พงษ์ 5 ผู้รับเงิน
ตำแหน่ง: _____

ใบเสร็จรับเงินฉบับนี้จะสมบูรณ์ต่อเมื่อเจ้าหน้าที่ได้ติดก๊อปกับเงินตามเช็คได้ครบถ้วนแล้ว



Example of registration



Example of registration



Example of registration

กรมการขนส่งทางบก

เลขทะเบียนรถยนต์
นว 6481

วันสิ้นอายุ
4 มี.ค. 2549

ยี่ห้อ
FORD. ส.อ.สุวิทย์ เจริญเลิศ
เจ้าหน้าที่ขนส่ง 5

นายทะเบียน
กรุงเทพมหานคร

กระทรวงคมนาคม

ถึตามรอบประจำปีค่านำรถที่ีสามารถประเมินได้คือเงิน (โปรดดูค่านำหน้าหลัง)

A00393176

NO. 41

เลขที่ 48/0070529
(11) PC NO. 87

ใบเสร็จรับเงิน
กรมการขนส่งทางบก กระทรวงคมนาคม 59

ที่ทำการ กองคลัง
วันที่ 4 มีนาคม 2548

ได้รับเงินจาก บริษัท เจริญผลทรัพย์ เอไอซี ฟิลิปปินส์

ประเภท : 01 เลขทะเบียน : นว 6481

น้ำหนัก : 1,000 ก.ก. ความจุ : 1,598.00 C.C.

ค่าขอ 5.00 บาท

ใบคู่มือจดทะเบียนรถ 100.00 บาท

ตรวจสอบสภาพรถ 50.00 บาท

ค่าภาษีรถยนต์ครึ่งส่วนบุคคลไม่เกิน 7 คน 1,797.00 บาท

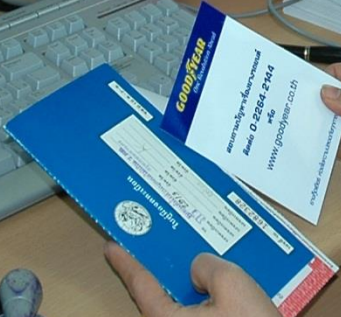
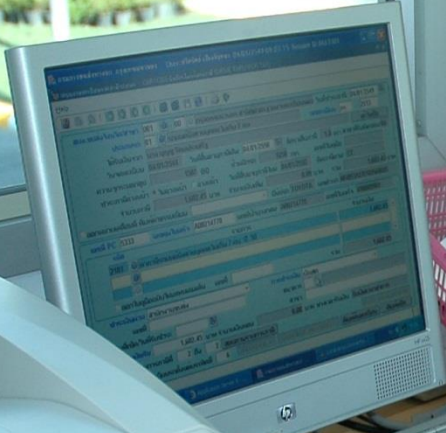
ค่าหนังสือทะเบียนรถออกใหม่ รับผิดชอบ 200.00 บาท

รวมเป็นเงินทั้งสิ้น 2,152.00 บาท
(สองพันหนึ่งร้อยห้าสิบสอง บาทถ้วน)

ไว้เป็นการถูกต้องแล้ว

ลงชื่อ นางจินตนา คงสมุทร ผู้รับเงิน
เจ้าพนักงานการเงินและบัญชี 5

วันสิ้นอายุภาษี 4/03/2549 ภาษีปีต่อไป 1,797.00 บาท







5

SONIC MAX

2549

HONDA

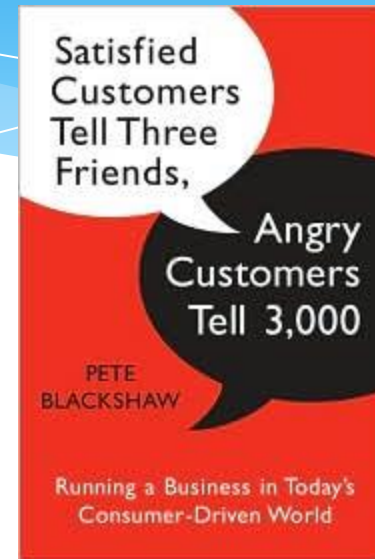
YAMAHA

YAMAHA

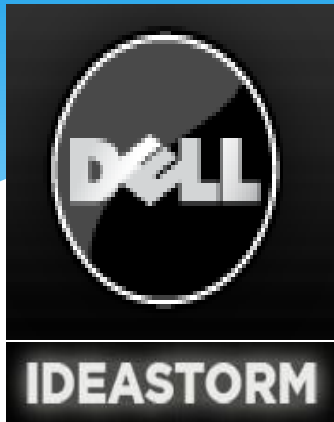
YAMAHA

Evaluation

* Angry customer tell 3,000



Dell Storm



Idea List

5040

Promote

↑

↓

Demote

A screenshot of the Dell IdeaStorm website. The browser address bar shows "http://www.ideastorm.com/". The page header includes the Dell logo, navigation links for "SHOP", "SUPPORT", and "PARTICIPATE", and a search bar. The main content area features a large banner with a lightbulb and the text "IDEASTORM WHERE YOUR IDEAS REIGN". Below the banner are four buttons: "VIEW all posted ideas by the community", "POST your idea for Dell products or services", "VOTE promote or demote ideas", and "SEE your ideas in action". The "Idea List" section shows a post titled "Option to Buy Computers without Windows / OS" by user "undoit" from February 9, 2009. The post has 5040 votes and includes a description of the user's frustration with Windows pre-installed on laptops. The right sidebar contains a login form, a video player, and general statistics for the Dell Community.

Comments: **173**

Categories: **Desktops and Laptops Software**

Status: **Partially Implemented**

Google- SUCKS index, Search results



batt 3K ห่วย

ค้นหา

[การค้นหาขั้นสูง](#)
[การตั้งค่า](#)

ค้นหา: เว็บ หน้าที่เป็นภาษาไทย เว็บจากประเทศไทย

เว็บ

ผลการค้นหา 1 - 10 จากประมาณ 20,900 รายการ สำหรับคำว่า batt 3K ห่วย (0.19 วินาที)



batt GS ห่วย

ค้นหา

[การค้นหาขั้นสูง](#)
[การตั้งค่า](#)

ค้นหา: เว็บ หน้าที่เป็นภาษาไทย เว็บจากประเทศไทย

เว็บ

ผลการค้นหา 1 - 10 จากประมาณ 9,140 รายการ สำหรับคำว่า batt GS ห่วย (0.40 วินาที)

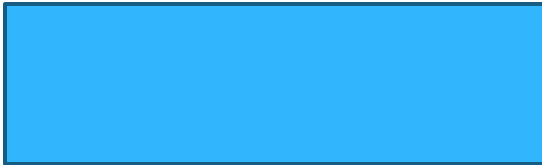
[พวกท่านใส่แบตเตอรี่อะไรบ้างกันอยู่ของ WJ NewGrand](#)

และฝากเตือนท่านสมาชิกท่านอื่นๆด้วยนะครับ ว่า**แบตเตอรี่GS Super Din75** มัน**ห่วย**ตามที่คุณpeeJ
คอมเมนต์ไว้จริงๆ. moonoiikk จาก Moonoiikk JUC504 222.123.14.10 พุธ, ...

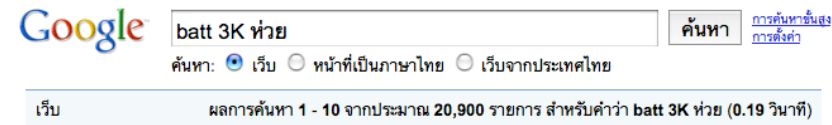
www.thailandoffroad.com/jeep/.../Question_backup2009.asp?... - [แคช](#) - [ใกล้เคียง](#)

Google- SUCKS index,
Search results

3K-batt



20,900

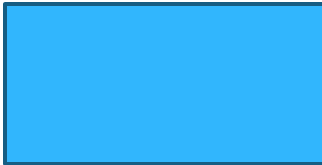


Google batt 3K ช่วยเหลือ ค้นหา การค้นหาขั้นสูง การตั้งค่า

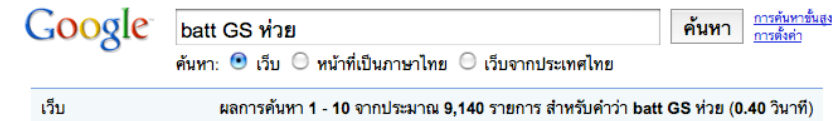
ค้นหา: เว็บ หน้าที่เป็นภาษาไทย เว็บจากประเทศไทย

เว็บ ผลการค้นหา 1 - 10 จากประมาณ 20,900 รายการ สำหรับคำว่า batt 3K ช่วยเหลือ (0.19 วินาที)

GS-batt



9,140

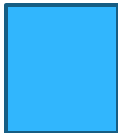


Google batt GS ช่วยเหลือ ค้นหา การค้นหาขั้นสูง การตั้งค่า

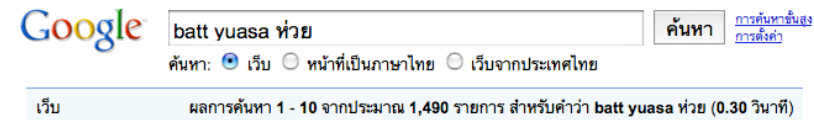
ค้นหา: เว็บ หน้าที่เป็นภาษาไทย เว็บจากประเทศไทย

เว็บ ผลการค้นหา 1 - 10 จากประมาณ 9,140 รายการ สำหรับคำว่า batt GS ช่วยเหลือ (0.40 วินาที)

Yuasa-batt



1,490



Google batt yuasa ช่วยเหลือ ค้นหา การค้นหาขั้นสูง การตั้งค่า

ค้นหา: เว็บ หน้าที่เป็นภาษาไทย เว็บจากประเทศไทย

เว็บ ผลการค้นหา 1 - 10 จากประมาณ 1,490 รายการ สำหรับคำว่า batt yuasa ช่วยเหลือ (0.30 วินาที)