



2020 UNITED NATIONS
PUBLIC SERVICE DAY

Virtual Celebration
23 JUNE | 9 A.M. EST



ON THE FRONTLINES

Honouring public servants in the
COVID-19 pandemic response

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**United
Nations**

Department of
Economic and
Social Affairs

Report of the 2020 UN Public Service Day Event

*'On the frontlines: honouring public
servants / the COVID-19 pandemic
response'*

and the 2020 UN Public Service Awards

Background

United Nations Public Service Day, celebrated on 23 June each year, recognizes the value and virtue of public service to the community; highlights the contribution of public service in the development process; recognizes the work of public servants, and encourages young people to pursue careers in the public sector. The Day also provides an opportunity to recognize the work of public service innovation through the annual UN Public Service Awards Programme.

Originally planned to take place from 23-26 June in Busan, the Republic of Korea, the UN Public Service Forum, organized annually to celebrate UN Public Service Day and to Award the winners of the annual UN Public Service Awards, was postponed due to the COVID-19 pandemic.

The COVID-19 pandemic has highlighted the necessity of robust, responsive and effective public service delivery and the critical role of public servants, particularly frontline public servants, such as health care workers, law enforcement, educators, transit workers and others. It has also shone a spotlight on the necessity of reliable and timely data in making informed policy choices, as well as the increasingly critical role of technology in times of crisis, including in education and healthcare, working from home, tracking of information and provision of information.

The global nature of the pandemic has highlighted the immense challenges all public institutions and services have in responding quickly and effectively to crisis, even the most developed countries. It has also underscored the critical and often precarious role public servants have in ensuring delivery, particularly frontline healthcare workers.

In order to celebrate UN Public Service Day and to acknowledge the critical role that public servants have been playing in addressing the COVID-19 pandemic, the UN Department of Economic and Social Affairs (UN DESA) together with the Ministry of Interior and Safety of the Government of the Republic of Korea organized a virtual event and media activities to honor public servants on UN Public Service Day. This report is divided into three parts and provides an overview of the 1) virtual event, 2) media activities and, 3) an overview of the 2020 UN Public Service Award winners.

UN Public Service Day 2020 Virtual Event:

ON THE FRONTLINES: Honouring public servants in the COVID-19 pandemic response

UN DESA's Division of Public Institutions and Digital Government (DPIDG) together with the government of the Republic of Korea, hosted a virtual event on 23 June, under the theme '*On the Frontlines: Honouring public servants in the COVID-19 pandemic response*'. The event was live streamed on UN Web TV, UN DESA social media channels and through a designated webpage created by the government of the republic of Korea¹. The event has received over 21,700 views on YouTube (23 Nov 2020). The full event can be viewed here: <https://www.youtube.com/watch?v=ZQmfPPz3Mv4&feature=youtu.be>

The event focused on the critical role of public service delivery and public services in times of pandemic and paid homage to public servants globally. In doing so, it examined the various approaches and challenges countries had taken during the crisis while looking at what measures they are undertaking to better mitigate such challenges going forward, including through enhancing public service provision in key areas such as health care, social welfare provision and education, and the role of technology and e-government.

The event included both a high level segment and a panel discussion, bringing together a variety of leaders and experts in the area. It was moderated by Ms. Odette Ramsingh, Executive Director: Human Resources at Sefako Makgatho Health Sciences University, South Africa. Biographies for all speakers can be found in Annex A of this report.

High-level segment

The event brought together high-level UN officials to discuss the vital role of public servants and public service delivery during the COVID-19 pandemic. Notably, the importance of resilient and readied public institutions was highlighted.

The following speakers gave opening and keynote addresses:

- H.E. Mr. Tijjani Muhammad-Bande, President of the United Nations General Assembly
- Mr. António Guterres, Secretary-General of the United Nations (video message)
- H.E. Ms. Sahle-Work Zewde, President of Ethiopia
- Dr. Tedros Adhanom Ghebreyesus, Director-General of the World Health Organization (WHO)
- H.E. Mr. Chin Young, Minister of the Interior and Safety, Republic of Korea
- Mr. Liu Zhenmin, United Nations Under-Secretary-General for Economic and Social Affairs

¹ www.2020unpublicservice.org

Opening the event, **H.E. Mr. Tijjani Muhammad-Bande, President of the United Nations General Assembly** noted that the event offered an ‘opportunity to discuss how to reposition governments and the public service for effective containment of the current and future threats to public safety’. He also noted that the ‘public sector must constantly be guided by the finest principles of public administration, notably, altruism, loyalty, dedication, excellence, integrity, responsiveness, and accountability’.

The Secretary-General António Guterres provided a video address for the event, stressing the critical role of supporting public servants carrying out lifesaving work. He in particular noted the “nurses, doctors and paramedics who provide life-saving care”; the sanitation workers “who disinfect and clean public spaces”; the transportation workers who have kept transit running; the teachers who have continued to provide education both on and offline, and the “public health officials, data managers and statisticians who provide vital and reliable information on the transmission and prevention of the disease”. The Secretary-General recognized that many of these public servants continue to work in often “dangerous conditions, with high human interaction and without access to personal protective equipment”. His full remarks can be accessed here: <https://youtu.be/2fgolTbs7ik>

H.E. Ms. Sahle-Work Zewde, President of Ethiopia, recognized the vital role of public servants during the COVID-19 pandemic and stressed the importance of finding ways to better protect them as they carry out their life saving work. She also stressed the importance of better investing in both public service institutions and public servants so as to build stronger and more resilient systems, institutions and communities so as to mitigate such challenges in the future.

Throughout the opening segment, the necessity of robust, responsive and effective public service delivery was stressed. **Mr. Tedros Adhanom Ghebreyesus, Director-General of the World Health Organization** noted that the “capacity and resilience of public servants, especially the millions of essential workers who keep systems and services functioning” was vital to the world's success in overcoming COVID-19, stressing that as the pandemic continues to grow and “the number of cases and deaths continues to rise”. He stressed too that the pandemic was “not just about survival. It is about building back better”.

H.E. Mr. Chin Young, Minister of the Interior and Safety, Republic of Korea, outlined the key ways in which both local and national government in the Republic of Korea have been dealing with the COVID-19 pandemic, including through technology and innovation. Drive-thru testing, contact tracing and other such technologies have been key in efforts to stop its spread. The role of research and data has also been critical in learning more about the virus and how it spreads.

Mr. Liu Zhenmin, United Nations Under-Secretary-General for Economic and Social Affairs, noted that the response to the crisis has seen innovative and adaptive action by institutions and public servants at all levels, “incredible strain has put on our healthcare systems and on frontline

public servants.” He further noted that the pandemic has provided an “important moment to reflect on two key issues: How to better support public servants in their work and how to build institutional resilience in the public sector so that we can better meet such challenges in the future.”

Panel Discussion

After the high level opening the event moved to a substantive panel discussion bringing together Ministers, public servants and WHO experts to examine the critical role of public servants at local and national level in the COVID-19 response.

Dr. In-Jae Lee, Assistant Minister for Planning and Coordination, Ministry of the Interior and Safety, Republic of Korea spoke about the role of technology in helping combat the COVID-19 pandemic in the Republic of Korea.

Ms. K.K. Shailaja Teacher, Minister of Health and Social Justice, Kerala State, India, discussed how the State of Kerala had learned from its recent experience in dealing with the NIPAH virus in 2018 in helping quickly address COVID-19 from the outset, through rapid employment of social distancing and tracking measures.

Ms. Annette Kennedy, President, International Council of Nurses, stressed the urgent need for better investment personal protective equipment (PPE) for nurses in many countries, highlighting a lack of equipment and testing as a real danger to the well-being of nurses. In addition, she brought attention to the need for systematic tracking and reporting of infection rates and deaths amongst healthcare workers as well as the issue of increasing levels of violence against nurses.

Mr. Jim Campbell, Director, Health Workforce Department, World Health Organization, provided an overview of the various approaches being utilized to manage the pandemic globally, including the role of multilateralism in sharing data, research and information to expedite a possible vaccine and solutions to controlling the pandemic. He also echoed Ms. Kennedy’s call and stressed the need for better investment in health systems, including in ensuring adequate protective equipment.

Ms. Rosa Pavanelli, General Secretary, Public Services International, focused on the impact COVID-19 has had on both labour conditions and labour relations for public servants across a wide range of professions. She noted that the COVID-19 pandemic has made visible the work of many public servants who have often been invisible, such as those in transit, education, sanitation etc. The pandemic provides an opportunity to better recognize their roles and improve the conditions for public servants.

UN Public Service Day Media Activities

Video dedication: “On the Frontlines: Public Servants in the COVID-19 pandemic response” - Created by UN DESA to honour public servants working during the COVID-19 pandemic.

In the lead up to UN Public Service Day UN DESA put out a call online and to its networks for public servants and public institutions to share short videos of public servants in action responding to the COVID-19 pandemic. Over 100 videos were received from roughly 50 countries worldwide, showcasing public servants working across a range of areas, including healthcare and education, transport and sanitation, postal and correction facilities and more. Submissions were used to prepare a compilation video which was showcased during the UN Public Service Day virtual event, which can be viewed here:

<https://youtu.be/WcAPe6uHrD0>

UNSRC Symphony Orchestra performance for UN Public Service Day

The UN Staff and Recreation Council (UNSRC) Symphony Orchestra arranged, performed and recorded “Farandolle”, by Georges Bizet, from his suite “Arlesienne” No. 2 especially for the UN Public Service Day. The piece was showcased during the virtual event and dedicated to public servants globally working on the frontlines of the COVID-19 response. The performance can be viewed here: <https://youtu.be/FD9BbkY-c80>

United Nations Public Service Awards

The United Nations General Assembly Resolution, A/RES/57/277, designated 23 June as the United Nations Public Service Day (UNPSD). The UNPSD celebrates the value and virtue of public service to the community and highlights the contribution of public service in the development process. It recognizes the work of public servants and encourages young people to pursue a career in the public sector.

Subsequently, the United Nations Public Service Awards (UNPSA) programme was established in 2003 to promote and reward innovation and excellence in public services. It rewards the creative achievements and contributions of public institutions that lead to a more effective and responsive public administration in countries worldwide in support of sustainable development.

2020 UN Public Service Awards

Categories and Regions

For the 2020 cycle, submissions to the United Nations Public Service Awards Programme were invited in five categories:

- Category 1: Delivering inclusive and equitable services to leave no one behind
- Category 2: Ensuring integrated mechanisms for sustainable development
- Category 3: Developing transparent and accountable public institutions
- Category 4: Promoting digital transformation in the public sector
- Category 5: Promoting gender-responsive public services to achieve the SDGs

Initiatives under each of the 5 categories were evaluated based on regional groupings as follows:

- Africa
- Asia and the Pacific
- Eastern Europe
- Latin America and the Caribbean
- Western Europe and other Groups

For the 2020 cycle, a total of seven winners, coming from seven countries across 5 regions were selected for an Award. In some categories, some regions had no winning initiatives. Further details on the categories and regional groups can be found in Annex A.

Criteria and Evaluation Process

A total of 403 eligible submissions were evaluated. Submissions were evaluated based on established submission and selection criteria, as set out in Annex A.

Winning initiatives went through multiple rounds of evaluation, first carried out by UN DESA and UN Women, with a final round being carried out by a committee comprised of members of the UN Committee of Experts of Public Administration (CEPA). After final selection a validation process in cooperation with UNDP country offices took place before winners were announced.

2020 Winning Initiatives

For the 2020 cycle, a total of seven winners, coming from seven countries across 5 regions were selected for an Award. Below is a summary of the winning initiatives, outlining the problem, solution and impact of each initiative. No winner was selected under Category 5 on Promoting gender-responsive public services to achieve the SDGs.

Due to the ongoing COVID-19 pandemic the 2020 UN Public Service Awards Ceremony, usually held during the UN Public Service Forum in June each year, was cancelled. It is hoped that the 2020 winners will be given their Awards in a ceremony at the next UN Public Service Forum once the COVID-19 pandemic is over.

Category 1: Delivering inclusive and equitable services to leave no one behind

Region: Asia and Pacific

Country: Republic of Korea

Initiative: Seongdong District's HYO Policy

Institution: Seongdong District Office

Related SDGs:



Problem: Korea has an ageing society. In 2019, older people (65 and up) accounted for 14.9 per cent of Korea’s population, a figure that is expected to exceed 46.5 per cent by 2067. In Seongdong District in Seoul the number of older persons aged 65 or older stands at 14.4% and those aged 75 or older (the “old-old”) at 5.8%. The ‘old-old’, often face a range of issues including economic poverty, healthcare, mental health issues, accessibility barriers, and social isolation. At the same time Korea is witnessing a shift in responsibility for older person care from the family to the government, presenting challenges on how to ensure care.

Solution: Seongdong District introduced its older person friendly healthcare programme, the “HYO Policy” in a bid to make healthcare services more accessible to ‘old-old’ persons suffering from serious economic poverty, frailty, and social isolation. The ‘HYO Team’, composed of doctors and nurses, provides home health visits to the old-old in five areas: health checkups,

chronic disease management, depression and dementia management, and financial support for medical bills. In 2018, the healthcare management programme for the intensive management of the old-old with frailty issues was created which included socialization programmes to combat isolation and depression and increased the physical accessibility of welfare services through the building of a medical welfare network, including through partnerships with private clinics, welfare services and care providers at various services points.

Impact: To date, 24.2% of old-old have registered with the programme, and 6.8% are in the intensive programme group. Of those registered, 75 per cent of old-old persons with diabetes have controlled the disease, and their social relationship rating has risen from 23.9 to 31.6, while their depression rating has fallen from 19.6 to 17.7. In addition, unmet medical treatment stood at only 8.7 per cent, with over 90,023 cases benefitting from the partnership between the HYO Team and private clinics, welfare services, and care service providers.

Region: Western Europe and Other

Country: Portugal

Initiative: ASET - Automatic Social Energy Tariff

Institution: Administrative Modernisation Agency and the Directorate-General of Energy and Geology

Related SDGs:



Problem: Since 2010 the Portuguese government has operated a ‘Social Energy Tariff’ programme which aims to ease the burden of energy bills for low-income families by allowing for reduced fees for the most in need. However, uptake of the programme remained low with consumers either unaware of the entitlement or deterred by the administrative burden that came with putting in a request for tariff reductions.

Solution: To address the low uptake rate, the Automatic Social Energy Tariff (ASET), a national interoperability platform, was developed in 2016. The platform automates the tariff application process, cross checking data from several government entities to identify the consumers who are entitled to the “Social Energy Tariff”. Through the service, the Government proactively checks for eligibility and automatically attributes a social tariff allowed to bridge the gap and ensure all families in need now have financial support for their energy services. In such a way, the onus has shifted from the individual to the government to ensure that low income families have access to the reduction.

Impact: According to evaluations provided, automating the Social Energy Tariff saw an improvement in the number of beneficiaries from 4 per cent to about 20 per cent of all the households in Portugal, representing an overall discount of over 85 million euros on their invoices. The Automated Social Energy Tariff platform was launched for piped natural gas only, however a pilot project for a “Bottled Liquefied Petroleum Gas” social tariff is under development in order to benefit vulnerable consumers who do not have access to natural gas.

Region: Latin America and the Caribbean

Country: Brazil

Initiative: Jaboatão Prepara

Institution: Prefeitura Do Jaboatão Dos Guararapes

Related SDGs:



Problem: Evidence had shown that there was a very low approval rate for district middle school students into secondary level technical schools. Professional technical schools have a highly competitive admission criteria, and district students, who tended to be from vulnerable backgrounds or/and have low educational achievement levels, were at a notable disadvantage experiencing very low acceptance rates. Not gaining a place in such technical schools had the potential to have lifelong negative impacts on their continuing education and future job opportunities. In addition, there was a high dropout rate of school students after completion of middle school.

Solution: In 2015 the Jaboatão Prepara Programme was established to encourage middle school students’ access to and attendance in secondary level technical schools, by offering professional guidance and a free preparatory course for low-income students with extra classes on Saturdays, including with online options for learning. The programme targets students in their last year of middle school and offers didactic-pedagogical support to navigate the selection and federal processes to access technical schools that are otherwise out of reach. It particularly targets students who live in situations of social vulnerability, coming from extremely poor families with low education levels.

Impact: The initiative has significantly boosted the number of district students selected by technical schools (more than 1,500 between 2015 and 2018). In 2018, of the 2,000 students enrolled in Prepara, 781 submitted applications to the vestibular test, where 88% were approved, 631 being approvals to State Technical Schools and 60 to Federal Technical Institutes. In addition,

the drop-out rate of young people after middle school fell by 27% to be now below Brazil's national average.

Category 2: Ensuring integrated mechanisms for sustainable development

Region: Latin America and the Caribbean

Country: Mexico

Initiative: Consejo Nuevo León para la Planeación Estratégica

Institution: Consejo Nuevo León para la Planeación Estratégica

Related SDG:



Problem: In the past state planning was often tied to the political parties in office, meaning frequently shifting priorities often not based on the most pressing needs of the population. The State of Nuevo León realized that in order to meet the need of its citizens, state policy priorities needed to transcend politics and be based on assessed needs, stakeholder engagement and the principles of human, sustainable and economic development, justice and security, transparent and efficient government.

Solution: A council was established through the Strategic Planning Law of the State in 2014 to formulate long-term public policy for Nuevo León. A 15-year strategic plan was designed that considered the current economic, social and political situation of the state and came up with long-term objectives to foster sustainable development and general well-being of the citizens of Nuevo León by integrating the experience and knowledge of people from civil society, academia, businesses and government. The Strategic Plan works in six key areas: human development, sustainable development, economic development, security and justice, effective government, and public finance. Through these six areas, Consejo seeks to ensure the well-being of the citizens of Nuevo León with focus on the most vulnerable populations.

Impact: After five years of lessons learned and successful collaboration activities, the council has continued to work on the design of public policy for the state of Nuevo León as a bridge between applied research and public policy recommendations. It also facilitates cross-sector collaboration between key stakeholders to solve the state's most pressing problems. Activities include a knowledge network created to enable multi-sector contribution to initiatives such as on zero

hunger, eradication of violence against women, water planning, local transportation, capacity building on information and intelligence analysis, promoting citizen participation on anti-corruption initiatives, investment, and better administration of public servants' pension funds, among many others.

Category 3: Developing transparent and accountable public institutions

Region: Asia and the Pacific

Country: Bangladesh

Initiative: e-Mutation

Institution: Ministry of Land

Related SDGs:



Problem: Bangladesh, one of the most densely populated countries in the world, has a both a land scarcity problem and a complex property transfer system. The mutation of land (the method of changing the title of ownership from one person to another when the property is inherited, transferred or sold) has long been a lengthy, expensive and complex process rife with corruption and a lack of transparency which affected the rights of women, the poor and the vulnerable to access land. The manual mutation process often took up to 60 days, requiring 3 to 4 in person meetings and could often include the added expense of 'middlemen' who helped with application submission.

Solution: The e-Mutation initiative established a digital mechanism for mutation applications, which allowed for more efficient application, tracking of the process, and delivery of timely services. It's aim is to ensure transparency and accountability in the process, increase efficiency, and ensure a system that is fair to all citizens, particularly the most vulnerable including the illiterate, women, older persons and the poor. The initiative also recently developed a hotline service for land-related issues and grievances. The e-Mutation service has helped increase the credibility and trustworthiness of the public administration in charge of land services.

Impact: The time for land and property mutation was reduced from 60 to 28 days with only one visit (instead of 3 or 4 prior to the initiative). According to reports provided, it served 1.5 million beneficiaries, especially women and people with disabilities.

Category 4: Promoting digital transformation in public-sector

Region: Africa

Country: Botswana

Initiative: ICT Integration into Teaching and Learning

Institution: Ministry of Basic Education

Related SDG:



Problem: The northeast region of Botswana was faced with the challenges of implementing the government ICT policy in its education system. The Policy aims to enhance connectivity, promote a culture of lifelong learning and accelerate innovation to develop knowledge-based systems while delivering government services electronically. However, the education and school system in the northeast was lagging, with data being processed and stored manually and a low uptake of schools and teachers using ICT for learning and administrative purposes.

Solution: The region introduced ICT Integration into teaching and learning by developing a web-based interactive platform (e-Thuto) consisting of e-learning and data management modules. The e-learning module targets teachers and learners with parental participation. The data management module manages the regional data of staff and student information. The initiative resulted in the creation of one virtual office where all regional data is managed and stored and where information, including individual learning performance can be accessed. The system also gives access to all school data to the school principal/head and similarly the Regional Director can access all school information for the region.

Impact: The project has provided a platform for both learners and teachers to use and enhance ICT skills, while also offering enhanced data management of student and school performance. It has provided an effective learning environment that ensures inclusive and equitable quality education and promotes lifelong learning opportunities for all.

Region: Western Europe

Country: Spain

Initiative: Justicia Digital: La visión 360º de la Seguridad

Institution: Ministerio de Justicia de España

Related SDG:



Problem: Traditional forms of accessing, using and sharing judicial information, through physical access to documentation, was slow, cumbersome, difficult to access and prone to security challenges. The Ministry of Justice has worked to streamline and digitize judicial procedures to benefit both professionals working in the area and citizens using it, with the aim of enhancing accessibility, transparency, efficiency and fairness. Doing so requires addressing cyber security challenges to ensure confidentiality of information while maintaining accessibility, integrity, authenticity, traceability and usability.

Solution: The Ministry of Justice developed the Justicia Digital: La visión 360º de la Seguridad (Digital Justice: 360 vision of security) quality plan in 2016 to improve the administrative management of all existing judicial offices in its field through enhanced ICT and training to professionals using it. The strategy is supported by a set of organizational and technological measures, integrating legislative compliance, security, awareness, prevention and surveillance. The processing of a judicial procedure is carried out electronically for the duration of the life-cycle of a judicial procedure, from the presentation of the initial demand to its final resolution, including any appeals, in an efficient, orderly and safe manner. It offers a platform for accessing electronic legal proceedings including online participation, e-information exchange with third parties, access to case information online, recordings of trials and transmission of procedures between judicial bodies. The Cybersecurity Operations Center constitutes the central axis of the security management of the infrastructures and services provided.

Impact: The Ministry of Justice has established an effective, efficient and secure system for accessing online judicial information and undertaking procedures. Since the implementation, complete electronic processing of judicial files has been achieved, with greater security through elements such as secure electronic signatures and secure VPNs being used to ensure confidentiality of information.

Annex A: UN Public Service Day Virtual Event speaker biographies [in order of appearance]

Moderator

Ms. Odette Ramsingh, Executive Director: Human Resources at Sefako Makgatho Health Sciences University, South Africa

Ms. Odette Ramsingh is the Executive Director: Human Resources at Sefako Makgatho Health Sciences University in South Africa. Prior, she served as Director General of the South African Public Service Commission, overseeing the performance of the South African Public Service. She has authored a number of papers and has had the privilege of presenting her research both locally and internationally. She is an attorney of the Supreme Court of South Africa. Ms. Ramsingh was the first head of the Interim Secretariat of the Association of African Public Services Commissions and served as Chair of the Department of Economic and Social Affairs-sponsored working group on the Africa Public Sector Human Resources Management Network and was elected a Deputy President of the Network. She was also a Member of the Committee of Experts on Public Administration (CEPA) at the United Nations, serving two terms. In 2009, she made a successful transition to the corporate sector when she joined Metropolitan Health as Group Human Resources executive, and later was the Executive for Stakeholder Relations and Head: Public Service Initiatives of the parent company, MMI Holdings. She has recently joined the academic sector.

She holds a Bachelor of Arts, Bachelor of Law and Master of Business Administration and was awarded the prestigious Nelson Mandela Scholarship, through which she obtained her Master of Arts degree in governance and development.

Opening and Keynote Speakers

His Excellency Mr. Tijjani Muhammad-Bande, 74th President of the United Nations General Assembly

His Excellency Mr. Tijjani Muhammad-Bande serves as President to the 74th session of the General Assembly. Prior to this role he served as Nigeria's Permanent Representative to the United Nations (2018-2019) and as Vice-President of the 71st session of the General Assembly (2017). He has been active in several forums, including as Chair of the Special Committee on Peacekeeping Operations (C34), Member of the Advisory Board of the United Nations Counter-Terrorism Centre, and Chair of the Economic Community of West African States (ECOWAS) Group.

Prior to his functions with the UN, Tijjani Muhammad-Bande had an academic career at Usmanu Danfodiyo University, Nigeria, rising from Graduate Assistant in 1980 to full Professor in 1998, and ultimately to Vice-Chancellor, in 2004, a position he held for five years. Between 2000 and 2004, Professor Muhammad-Bande served as Director-General of Le Centre Africain de Formation et de Recherche Administratives pour le Développement (CAFRAD), in Tangiers, Morocco. Under his stewardship, the Centre improved much-needed training for senior African public servants, conducted specialized research on African governance issues, and worked with a variety of partners, in particular the Department of Economic and Social Affairs of the United Nations.

Her Excellency Ms. Sahle-Work Zewde, President of the Federal Democratic Republic of Ethiopia

Her Excellency Ms. Sahle-Work Zewde was appointed as President of Ethiopia in 2018, the first woman to serve in the role. The President has over three decades of experience from the national, regional and international levels. In June 2018, UN Secretary-General Antonio Guterres appointed Ms. Zewde as his Special Representative to the African Union (AU) and Head of the UN Office to the African Union (UNOAU) at the level of Under-Secretary-General. Zewde, who was the Director-General of the UN Office at Nairobi (UNON) during her appointment by Guterres, was the first woman appointed to the position. Ms. Zewde also served as the Special Representative and Head of the UN Integrated Peace-building Office in the Central African Republic (BINUCA) as well as permanent envoy of Ethiopia to the AU and the UN Economic Commission for Africa (ECA).

At the Ethiopian Ministry of Foreign Affairs she acted as Director-General for African Affairs under the ministry, and as Ethiopia's Ambassador to France, Permanent Representative to the UN Educational, Scientific and Cultural Organization (UNESCO). She also served as Ethiopia's Ambassador to Djibouti and Permanent Representative to IGAD from 1993 to 2002, Ethiopia's Ambassador to Senegal, with accreditation to Mali, Cape Verde, Guinea-Bissau, Gambia and Guinea from 1989-1993. Born in the capital Addis Ababa, Zewde she is fluent in English and French as well as Amharic, Ethiopia's official working language.

Dr. Tedros Adhanom Ghebreyesus, Director General of the World Health Organization

Dr. Tedros Adhanom Ghebreyesus was elected as WHO Director-General in 2017. He is the first person from the WHO African Region to serve in the role. Prior to this, Dr Tedros served as Ethiopia's Minister of Foreign Affairs from 2012–2016. In this role he led efforts to negotiate the Addis Ababa Action Agenda, in which 193 countries committed to the financing necessary to achieve the Sustainable Development Goals. Dr Tedros served as Ethiopia's Minister of Health from 2005–2012, where he led a comprehensive reform of the country's health system.

Born in the city of Asmara, Eritrea, Dr Tedros holds a Doctorate of Philosophy (PhD) in Community Health from the University of Nottingham and a Master of Science (MSc) in Immunology of Infectious Diseases from the University of London. Dr Tedros is globally recognised as a health scholar, researcher, and diplomat with first-hand experience in research, operations, and leadership in emergency responses to epidemics.

His Excellency Mr. Chin Young, Minister of the Interior and Safety, Republic of Korea

His Excellency Mr. Chin Young is the Minister of the Interior and Safety (MOIS), Republic of Korea. He formerly served as the Minister of Health and Welfare in 2013. Before joining the Korean government, he was a member of the National Assembly, serving in a number of Committees including the Foreign Affairs and Unification Committee, and the Security and Public Administration Committee. Beforehand, he worked as a judge at the Seoul Southern District Court. He was granted Korea Exemplary Parliamentarian Awards in 2015, and Korea Outstanding Parliamentarian Awards in 2014. He holds an LL.M. from University of Washington, U.S. and an LL.B. from Seoul National University, Korea.

Mr. Liu Zhenmin, United Nations Under-Secretary-General for Economic and Social Affairs

Mr. Zhenmin has served as United Nations Under-Secretary-General for Economic and Social Affairs since 2017. Prior to his appointment, Mr. Liu was Vice-Minister for Foreign Affairs of China since 2013. Among his various diplomatic assignments, he served as Ambassador and Permanent Representative, Permanent Mission of the People's Republic of China to the United Nations Office at Geneva and Other International Organizations in Switzerland (2011-2013).

Mr. Liu has over 30 years of experience in the diplomatic service, with a strong focus on the promotion of bilateral, regional and global issues. He was deeply involved for 10 years in climate change negotiations including the conclusion of the Kyoto Protocol and the Paris Agreement. He also widely participated in the international activities on the protection of our planet including Antarctica and the oceans. Over the last several years, in various capacities, he has been consistently highlighting and advocating for sustainable development issues.

Panelists

Dr. In-jae Lee, Assistant Minister for Planning and Coordination of the Ministry of the Interior and Safety, Republic of Korea

Dr. In-jae Lee is the Assistant Minister for Planning and Coordination of the Ministry of the Interior and Safety (MOIS), Republic of Korea. He has served in various leadership positions in the Korean government. Prior to his current position, he served as the Executive Director at the Office of Presidential Committee on Autonomy and Decentralization. He previously held several Director-General level positions at MOIS in the fields of e-Government, Local Administration Policy and Regional Development Policy, to name a few. He holds a PhD in Public Administration from the University of Southern California, United States.

Ms. K. K. Shailaja Teacher, Minister for Health, Social Justice, Women and Child Development, Kerala State, India

Ms. K.K. Shailaja Teacher is Minister for Health, Social Justice, Women and Child Development for Kerala State. She entered politics through Students Federation of India (SFI) activities and later become a member of CPI (M) Central Committee. She is the State Secretary of All India Democratic Women's Association and Joint Secretary of its Central Committee. She has authored two books- "Indian Varthamanavum Sthreesamoohavum" and "China- Rashtram, Rashtreeyam, Kazhchakal". She has also served as Chief Editor of "Sthree Sabdam", a monthly publication and the official organ of the Kerala State Unit of AIDWA (All India Democratic Women's Association). She was previously elected to Kerala Legislative Assembly from Kuthuparamba in 1996 and from Peravoor in 2006. Prior to her life in politics she worked in Sivapuram High School in Kannur as Science Teacher.

Ms. Annette Kennedy, President of the International Council of Nurses

Annette Kennedy was elected 28th President of the International Council of Nurses (ICN) in June 2017 after serving four years as Vice President. Annette was a Commissioner on the WHO Independent High –Level Commission on NCD's (2017- 2019).

Annette is a board member of the Nursing Now Campaign Board. Annette is also a Ministerial appointment to Slaintecare Advisory Implementation Committee, 2018-2021 (Irish Health & Social Care 10-year Strategy). Previously, she held the position of President of the European Federation of Nurses and was active in lobbying the European Parliament, Commission and Council. A Registered Nurse and Midwife with a BA in Nursing Studies, an MSc in Public Sector Analysis and a Honorary Fellowship from the Royal College of Surgeons in Ireland (RCSI). Annette

was the Director of Professional Development for the Irish Nurses and Midwives Organisation for 19 years and established the INMO's very successful Education, Research and Resource Centre.

Mr. Jim Campbell, Director of the Health Workforce department at the World Health Organization.

Jim Campbell is the director of the Health Workforce department at the World Health Organization. He oversees the development and implementation of global public goods, evidence and tools to inform national and international investments in the education, development and retention of the health and social sector workforce in pursuit of global health security, universal health coverage and the Sustainable Development Goals. The department's work includes the State of the World's Nursing Report, WHO's Global Strategy on Human Resources for Health: Workforce 2030, the report of the High-level Commission on Health Employment and Economic Growth and the subsequent adoption of the ILO, OECD, WHO action plan on *Working for Health* to implement the Commission's recommendations. He coordinates the Global Health Workforce Network engaging member states and relevant partners in WHO's work.

Prior to joining WHO and GHWA he spent eight years as the founder/Director of a not-for-profit research institute. His publications include *A Universal Truth: No Health Without a Workforce* (2013), and the *State of the World's Midwifery* reports (2011 and 2014). He is a Board member of the International Institute for Educational Planning.

Ms. Rosa Pavanelli, General Secretary of Public Services International

Rosa Pavanelli is General Secretary of the global union federation Public Services International. She was elected at PSI's World Congress in November 2012 and was re-elected for a second mandate in November 2017.

In March 2016, Rosa was nominated as Commissioner on the UN Secretary-General's High-Level Commission on Health Employment and Economic Growth representing the trade union movement, health workers and public services. Rosa is also a member of the United Nations High-level Experts and Leaders Panel on Water and Disasters and of the Cornell University International Labour Relations Worker Institute Advisory Council. She also collaborates closely with the Independent Commission for the Reform of International Corporate Taxation.

In 2002, she was elected to the Funzione Pubblica – Confederazione Generale Italiana del Lavoro National Secretariat and led the European and International Department from 2005 to 2012. Prior to that, she was responsible for the municipal and healthcare sector and was FP-CGIL General Secretary of the Lombardy region.

Annex B: 2020 UNPSA Submission Rules

The **United Nations Public Service Awards (UNPSA)** recognizes excellence in public service at the global level. It was launched in 2003 in order to promote and support innovations in public service delivery worldwide. With the adoption of the 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDGs)², [the UNPSA continues to promote creativity and innovations in public services in support](#) of the 2030 Agenda.

The UNPSA process is managed by the United Nations Department of Economic and Social Affairs (UNDESA), through its Division for Public Institutions and Digital Government (DPIDG), in collaboration with the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women).

THE PURPOSE

The purpose of the UNPSA is to promote and reward innovation and excellence in public services in support of the realization of the SDGs and the principle to leave no one behind, which is at the core of the 2030 Agenda. It takes into account the various levels of development of countries while reflecting the universal nature of the SDGs.

Through a global competition that promotes the **role, professionalism** and **visibility of public service**, the UNPSA aims to:

- **Highlight** innovations in governance;
- **Reward** excellence in the public sector;
- **Motivate** public servants to further promote innovation;
- **Enhance** professionalism in the public service;
- **Raise** the image of public service; and
- **Collect** and **disseminate** successful practices for possible replication.

THE MANDATE

The UNPSA was created pursuant to the United Nations Economic and Social Council (ECOSOC) resolution of 2002, which endorsed a recommendation of the Group of Experts on the United Nations Programme on Public Administration and Finance (ECOSOC resolution, E/RES/2001/45). ECOSOC called for “the proclamation of a United Nations Public Service Day to celebrate the value and the 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 public service”.

The importance of the Awards was subsequently reiterated in 2015 by the General Assembly in its resolution A/RES/69/327, which requested “the Secretary-General to continue to provide assistance, in particular to developing countries, at their request, in their efforts to strengthen

² The 2030 Agenda for Sustainable Development was adopted by all countries members of the United Nations in September 2015. It has 17 Sustainable Development Goals at its core <https://sustainabledevelopment.un.org/post2015/transformingourworld> (See Annex III)

public institutions and public services for sustainable development ... including through the United Nations Public Service Day, the United Nations Public Service Awards and the United Nations Public Administration Network...". In 2016, ECOSOC further requested the Secretary-General to continue to promote and support innovation and excellence in public services for sustainable development through the United Nations Public Service Awards (ECOSOC resolution, E/Res/2016/26).

THE AWARDS

The Awards are usually given out on 23 June, day designated by the General Assembly as the United Nations Public Service Day to “celebrate the value and virtue of public service to the community” (A/RES/57/277). The General Assembly, in its resolution 57/277, encourages Member States to organize special events on that Day to highlight the contribution of public service in the development process.

The UNPSA Ceremony is part of a United Nations Public Service Forum, which takes place in different regions of the world. For further information about the past events, please visit DPIDG website at <https://publicadministration.un.org>

The winners are decided according to the UN regional groups³ as follows:

- Africa
- Asia and the Pacific
- Eastern Europe
- Latin America and the Caribbean
- Western Europe and other Groups

CATEGORIES

The 2020 UNPSA will be given to those public institutions that have distinguished themselves in one of the following categories:

- Category 1: Delivering inclusive and equitable services to leave no one behind
- Category 2: Ensuring integrated mechanisms for sustainable development
- Category 3: Developing transparent and accountable public institutions
- Category 4: Promoting digital transformation in the public sector
- Category 5: Promoting gender-responsive public services to achieve the SDGs

ELIGIBILITY CRITERIA

³ The UNPSA Regional Groups are listed in Annex I

- The Award is open to all public-sector institutions at the national, state and local levels from all UN member states. In the case of innovative partnerships (including civil society, private sector, academia etc.), the nominee must be a public-sector institution;
- Both self-nominations and nominations by third parties are accepted. Nominations should be made by an organization;
- The initiative must be innovative and relevant to one of the UN Public Service Awards categories⁴;
- The initiative must have been implemented for a minimum of two years, with demonstrated and documented impact;
- The application must be duly filled out;
- The submission must include all the required supporting documents;
- The initiative must not have already received a UNPS Award;
- To avoid conflict of interest, the initiative must not be implemented by the United Nations System.

SELECTION CRITERIA

- **Alignment with the 2030 Agenda.** The initiative should aim to improve people’s lives and respond to their needs and rights. It should enhance the contribution of public service to the realization of the SDGs.
- **Significance.** The initiative must impact positively a group of the population and address a significant issue of public concern within the context of a given country or region.
- **Innovation.** The initiative must present an innovative idea, a distinctively new approach, or a unique policy implemented in order to realise the SDGs or solve a problem of public concern, in the context of a given country or region.
- **Transferability.** The initiative appears to be adaptable to other contexts (e.g. cities, countries or regions). There should ideally be evidence that it has inspired similar innovations in other public-sector institutions within a given country, region or at the global level.
- **Sustainability.** The initiative should be able to be sustained and have positive impact on the future generations.

⁴ Once the nomination is submitted, the category cannot be changed even if it was found later that it was submitted to the wrong category. Nominators are therefore requested to pay special attention to the criteria of the various categories when choosing a category under which a nomination should be submitted.

- **Impact.** The initiative has had a formal evaluation, showing some evidence of impact on improving people’s lives.
- **Stakeholders.** The initiative must demonstrate that it has engaged stakeholders.

HOW TO APPLY

Who can nominate? Public sector institutions (e.g., ministries, Government departments, authorities and agencies; local governments, etc.), schools of public administration; UN agencies (only for initiatives which they have not supported); universities; non-governmental organizations and private sector.

Who can be nominated? All public institutions at the national, regional/provincial/state, local/municipal/city level from all UN member states are eligible for nomination. In the case of public-private partnerships, the lead nominee must be a public-sector institution.

How can nominations be made? A Nomination can only be submitted through the Online Nomination Form of the UNDESA/DPIDG website. Before accessing the online nomination form you are required to complete screening questions to ensure that eligibility criteria are met. In case you require technical assistance in the process of online submission, please contact the United Nations by email at: UNPSA@un.org or phone +1 (917) 367 3004.

The Online Nomination Form must be fully completed: all fields must contain the requested information. In the event that any field used to describe the initiative (“summary”, “timeframe”, “narrative”, etc.) is left blank, or if the answer does not directly correspond to the question asked, the initiative will not be evaluated. Each field should not exceed the character limit indicated for each respective question, as per the nomination form. Any character beyond the limit will not be assessed by evaluators.

The nominations can be made only in one of the six UN official languages (Arabic, Chinese, English, French, Russian, and Spanish). However, it would be preferable, if possible, that nominations be submitted in one of the working languages of the United Nations Secretariat, which are English and French. Nominations in a language other than one of the six UN official languages will not be accepted.

What supporting documents are needed?

(1) A maximum of three supporting documents which include one evaluation report related to the initiative must be submitted. An internal or external evaluation/audit report of the initiative is required. The institution may submit other supporting documents of any kind (implementation plans, results of client/citizen surveys, books, links to videos, newspaper articles, etc.) to demonstrate and highlight the initiative’s impact and outcome. Initiatives with no supporting documentation will not be reviewed.

(2) Two letters of reference: In addition to the above, two letters of reference, written by a third party (i.e., not by the institution being nominated nor by the nominator) are required. It should highlight the achievements resulting from the implementation of the initiative submitted, and underlines the reason why this initiative and/or institution is worthy of being awarded.

EVALUATION PROCESS

The evaluation process consists of several rounds of evaluation. In the first round, the UNPSA Evaluation Team in UNDESA pre-screens online nominations vis-a-vis the selection criteria (see Annex II). Each initiative is evaluated taking into consideration the context of a given country or region. In the second round, a working group of the United Nations Committee of Experts on Public Administration (CEPA)⁵ reviews the pre-screened nominations and recommends a short-list of the most innovative and impactful initiatives to the UN Secretary-General. Short-listed initiatives then undergo a process of validation to ensure congruence between the nomination documents and substantiated findings. Final selection of the winners from among the validated short-listed initiatives is made by the UN Secretary-General.

The evaluation process is strictly based on the activities and impact made by the specific initiative being awarded and not on other initiatives undertaken by the nominated institution. If the preliminary validation for a specific case reveals misconduct, the case is disqualified.

WHO RECEIVES THE AWARD?

Awards can only be conferred to public sector institutions that have ownership of the nominated initiatives. Implementing agencies working on a consultancy basis are not eligible for UNPSA.

The award goes to the initiative and the institution that is responsible for implementing it, not to the individual that initiated or implemented it, nor to the country as such. An individual cannot be awarded.

In the case of public-private partnerships, the recognition goes to the public-sector institution.

Multiple initiatives can be submitted from each country.

DISQUALIFICATION OF NOMINATIONS

⁵ CEPA is a subsidiary advisory body of the United Nations Economic and Social Council comprising 24 experts acting in a personal capacity who meet annually at UN Headquarters in New York. The Committee is responsible for supporting the work of ECOSOC concerning the promotion and development of public administration and governance among Member States notably in relation to the 2030 Agenda for Sustainable Development and in support of the implementation and progress reviews of the Sustainable Development Goals.

Institutions will be disqualified from any further evaluation for the following reasons:

1. Failure to observe the submission rules for the nomination
2. Any conflict of interest and non-adherence to the process by those concerned
3. Presenting misleading and false information and supporting documents
4. Inability to provide sufficient documentation to review the initiative
5. Unethical behaviour, including undue pressure on any person involved in the evaluation and selection process

REVOCACTION OF AWARD

An award can be revoked at any point, if it has been established that an institution has failed to observe the UNPSA rules.

Annex I. UNPSA Regional Groups

Africa

Algeria	Eswatini	Niger
Angola	Ethiopia	Nigeria
Benin	Gabon	Rwanda
Botswana	Gambia	São Tomé and Príncipe
Burkina Faso	Ghana	Senegal
Burundi	Guinea	Seychelles
Cabo Verde	Guinea-Bissau	Sierra Leone
Cameroon	Kenya	Somalia
Central African Republic	Lesotho	South Africa
Chad	Liberia	South Sudan
Comoros	Libya	Sudan
Congo	Madagascar	Togo
Côte d'Ivoire	Malawi	Tunisia
Democratic Republic of the Congo	Mali	Uganda
Djibouti	Mauritania	United Republic of Tanzania
Egypt	Mauritius	Zambia
Equatorial Guinea	Morocco	Zimbabwe
Eritrea	Mozambique	
	Namibia	

Asia and the Pacific

Afghanistan	Kyrgyzstan	Samoa
Bahrain	Lao People's Republic	Saudi Arabia
Bangladesh	Lebanon	Singapore
Bhutan	Malaysia	Solomon Islands
Brunei Darussalam	Maldives	Sri Lanka
Cambodia	Marshall Islands	Syrian Arab Republic
China	Micronesia (Federated States of)	Tajikistan
Cyprus	Mongolia	Thailand
Democratic People's Republic of Korea	Myanmar	Timor-Leste
Fiji	Nauru	Tonga
India	Nepal	Turkey*
Indonesia	Oman	Turkmenistan
Iran (Islamic Republic of)	Pakistan	Tuvalu
Iraq	Palau	United Arab Emirates
Japan	Papua New Guinea	Uzbekistan
Jordan	Philippines	Vanuatu
Kazakhstan	Qatar	Vietnam
Kiribati		Yemen

Kuwait	Republic of Korea	
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Eastern Europe

Albania Armenia Azerbaijan Belarus Bosnia and Herzegovina Bulgaria Croatia Czech Republic	Estonia Georgia Hungary Latvia Lithuania Montenegro Poland Republic of Moldova	Romania Russian Federation Serbia Slovakia Slovenia The former Yugoslav Republic of Macedonia Ukraine
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Latin America and the Caribbean

Antigua and Barbuda Argentina Bahamas Barbados Belize Bolivia (Plurinational State of) Brazil Chile Colombia Costa Rica Cuba	Dominica Dominican Republic Ecuador El Salvador Grenada Guatemala Guyana Haiti Honduras Jamaica Mexico	Nicaragua Panama Paraguay Peru Saint Kitts and Nevis Saint Lucia Saint Vincent and the Grenadines Suriname Trinidad and Tobago Uruguay Venezuela (Bolivarian Republic of)
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Western Europe and Other States Groups

Andorra Australia Austria Belgium Canada Denmark Finland France Germany Greece	Iceland Ireland Israel Italy Liechtenstein Luxembourg Malta Monaco Netherlands New Zealand	Norway Portugal San Marino Spain Sweden Switzerland Turkey* United Kingdom United States of America
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*Turkey, participates fully in both WEOG and Asian Group, but for electoral purposes is considered a member of WEOG only.