

## 2004 CAPAM International Innovations Awards, Winners and Jury



### **Gold winners**

#### **The MARVIN System: Bringing Animation to Education and Learning to Life -- Australia**

MARVIN (Messaging Architecture for the Retrieval of Versatile Information and News) is a character-based software platform created in partnership with industry and community. MARVIN allows inexpensive, flexible and relevant health, education and governance resources to be created with the community, by the community and for the community.



#### **Gujarat Emergency Earthquake Reconstruction Project (GEERP) -- India**

The massive earthquake rehabilitation and reconstruction program launched by the government of Gujarat after the '2001 Earthquake' has been a paradigm shift from the conventional approach of response post disaster to mitigation and preparedness. Each of the various initiatives like the owner driven reconstruction program, the role and involvement of community, the transparency and equity procedures, various capacity building initiatives taken up during the program are 'Innovations in Governance' by itself.

### **Silver winners**

#### **100 Spots: Pikitup project to clean up illegal dumping -- South Africa**

"100 Spots" is a multipronged programme to clean up the 4,000+ illegal dumpsites in and around the Soweto area, in a sustainable, community-driven manner. These dumpsites have been around for more than twenty years, and illegal dumpsites have increased while door-to-door refuse collection has decreased.

#### **eSeva in Andhra Pradesh -- India**

Electronic governance, or digital governance, is the effective use of Information Technology (IT) to improve the system of governance that is in place, and thus provide better services

to citizens. eSeva provides efficient and transparent services to citizens, saving them time, money and energy. eSeva is an ISO 9001:2000 certified organization. It is a single window for all G2C & B2C services, delivered in an integrated manner in realtime mode to make the business of governance inexpensive, qualitatively responsive, and truly encompassing.

## **Bronze winners**

### **The Malaysian Government Multi Purpose Smart Card -- Malaysia**

MyKad, the first Government multi-application smartcard, transforms Malaysian's way of conducting transaction. More than just an identity card, MyKad challenges the Government's legacy of paper-based, agency-centric approaches. MyKad reforms traditions, processes and institutional practices by fusing a multitude of public and private players in an environment that promotes customer (citizen) centric strategies.

### **Public Sector Benchmarking Service -- United Kingdom**

The Public Sector Benchmarking Service (PSBS), launched in 2001 and developed through an innovative partnership between the Cabinet Office and HM Customs and Excise, is a focal point for sharing knowledge and lessons learnt about good practices in key aspects of performance like governance in order to transform public services

## **Finalists**

**Dialogue with the City -- Australia.** The population of Western Australia's capital city of Perth is predicted to increase by 52% to 2.2 million by 2031. Dialogue with the city sought residents' vision for their city's future through the largest consultation process ever conducted in the Southern Hemisphere. The results are now guiding State Government planning.

**Community-based Care Innovation -- Ontario, Canada.** Showing leadership through rich, structured collaboration in a carefully-designed governance model, forty-two Community Care Access Centres joined Ontario's Ministry of Health in a collaborative project to develop the infrastructure for a new governance model based on a standard instrument for clinical assessment. The project involved 10,000 participants from hundreds of stakeholder groups, creating a replicable, documented implementation model for other jurisdictions.

**Citizen Facilitation Centers -- India.** Launched in May 2002, Citizen Facilitation Centers (CFCs) at KDMC have transformed the way government services are delivered to citizens. CFC's at KDMC today stand for total Transparency and Accountability and is by far the most successful e-Governance initiative at Local Self Government in India. The success has already prompted the Maharashtra State Government to replicate KDMC e-Governance model at 245 urban bodies in the state.

**Innovation in Governance -- Jamaica.** The Registrar General's Department in Jamaica, is the sole repository for the records of vital events and public documents. Its journey to Executive Agency Status and beyond, provides a roadmap for the transformation of public entities through innovative governance into customer focus, target driven and outcome oriented agencies.

**Bringing Books to Readers for Enjoyment and Enrichment -- Malta.** The programme seeks to inculcate and encourage reading habits by establishing mechanisms of cooperation between libraries and local councils, and to bring the treasures of the National Library to the general public for enjoyment and enrichment.

**A Story about Partnership, Accountability, Transparency: The Governance Arrangements for the Maori Television Service -- New Zealand.** The Maori Television Service was launched on 28 March 2004. This entry tells a story about the Service's unique governance, accountability and reporting arrangements. These arrangements were tailored to ... ensure the Service's transparency and public accountability ... enable the Service to operate in a commercial environment, and ... fulfil a legislative partnership between the Government and Maori.

**Deriving Best Value for Government Projects through Innovative Private Sector Partnership -- Singapore.** Singapore's Defence Ministry undertook an ambitious project recently using the internet to interact with its large citizen army. An innovative 'collaborative outsourcing' partnership was formed with an internet start-up, where the desired outcomes were defined, but flexibility was exercised in execution. Outstanding results achieved validated the superiority of this approach.

**Child Care Link -- Singapore.** A nation-wide, electronic Government initiative that has fully e-enabled the entire child care sector in Singapore, by connecting all child care centres. It allows the Government's regulatory agencies to work in partnership with the child care industry and parents in delivering better child care facilities and services to the public.

#### **CAPAM International Innovations Awards Jury - 2004**

<b>Chair:</b> Hon Geraldine Fraser-Moleketi Minister, Department of Public Service & Administration, South Africa
Mr George O'Farrell Commissioner, Public Service Commission, Queensland, Australia
Mr David Waung Vice-President, Technology & Learning, Canada School of Public Service, Canada
Dr P I Suvrathan Additional Secretary, Department of Administrative Reforms and Public Grievances, India
Dr Patricia Holness Registrar General & Deputy Keeper of Records, Registrar General's Department, Jamaica
Madam Nazariah Mohd. Khalid Director General, MAMPU, Prime Minister's Department, Malaysia
Mr Loganarden Ramsamy Chairman, Public & Disciplined Forces Service Commissions, Mauritius
Ms Yong Ying-I Permanent Secretary, Ministry of Manpower, Singapore
Mr John Mitala Head of Public Service & Secretary to Cabinet, Uganda
Mr David Clark Director General, Society of Local Authority Chief Executives and Senior Managers (SOLACE), United Kingdom

