



United Nations Public Service Awards

Submission Rules for Nominations

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. In 2016, the UNPSA was reviewed in order to be aligned with the implementation of the [2030 Agenda for Sustainable Development and the Sustainable Development Goals \(SDGs\)](#)¹.

The UNPSA is organized and managed by the United Nations Department of Economic and Social Affairs (UNDESA), through its Division for Public Administration and Development Management (DPADM).

THE PURPOSE

The purpose of the UNPSA is to promote and reward innovation and excellence in public services for sustainable development 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 also takes into account the various levels of development of countries and reflects 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 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 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).

¹ 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)

THE AWARDS

The Awards are handed 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. In 2017, the Forum will take place in The Hague, Kingdom of the Netherlands. For further information about this year’s Forum and past events, please visit [DPADM website](#).

In order to ensure a level playing field for nominations from different countries, the winners are decided according to the UN regional groups² as follows:

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

CATEGORIES

The 2017 UNPSA will be given to those public institutions that have distinguished themselves in one of the following categories:

- 1. Reaching the poorest and most vulnerable through inclusive services and participation**
- 2. Promoting transparency, accountability and integrity in public service**
- 3. Innovation and excellence in delivering health services**

The concern for achieving gender equality and gender sensitive delivery of services is mainstreamed in and will be assessed under each category. The first two categories relate to core principles cutting across the SDGs and the third category aims to address a specific Sustainable Development Goal – health in 2017. This Sustainable Development Goal on health will be reviewed at the High-Level Political Forum on Sustainable Development in July 2017.

The criteria of the categories are listed in Annex II.

ELIGIBILITY CRITERIA

- 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 categories³;
- The initiative must have been implemented for a minimum of two years, with demonstrated and documented impact;
- The submission must include all the required supporting documents;

² The UNPSA Regional Groups are listed in Annex I

³ 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.

- The application must be duly filled out;
- The initiative must not have already received a UNPS Award.

SELECTION CRITERIA

- **Alignment with principles of 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. It should benefit the poorest and most vulnerable and improve gender equality.
- **Significance.** The initiative must impact positively a large 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 realize 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 is 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.
- **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, when possible.

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/[DPADM website](#). Before accessing the online nomination form you are required to reply to some screening questions in order 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: UNPSA2017@un.org or phone +1 (917) 367 3004.

The nominations can be made in any of the 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 made in other languages (besides the six UN official languages) will not be accepted.

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.

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 times out after a few minutes. 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.

What supporting documents are needed?

(1) A minimum of two and a maximum of three supporting documents: Supporting documents are any kind of material (implementation plans, evaluation and audit reports, results of client/citizen surveys, books, links to videos, newspaper articles, etc.) the institution may wish to submit to validate and highlight its nomination.
(2) Two letters of reference: In addition to the above, two letters of reference are requested. A letter of reference is a letter written by a third party (i.e., not by the institution being nominated). It should point out the valuable achievements resulting from the implementation of the initiative submitted, and underlining the reason why this initiative and/or institution is worthy of being awarded.

Institutions are required to upload the above relevant documents through the online system. Initiatives with no additional documentation will not be reviewed. The initiative must demonstrate and document its impact, including through formal evaluation findings.

NOTE: Once the online nomination form is submitted, you will receive an email with all the information on how to upload the supporting documents. Please make sure you upload your supporting documents by 28 February 2017 Midnight Eastern Time (EST) Zone.

Multiple initiatives can be submitted from each country. However, only one initiative per country can be awarded.

EVALUATION PROCESS

The evaluation process consists of several evaluation rounds, including by the UNPSA Evaluation Team and by a sub-committee of the United Nations Committee of Experts on Public Administration (CEPA)⁴ which proposes initiatives to be selected by the UN Secretary-General. Each initiative is evaluated taking into consideration the context of a given country or region. The evaluation team screens and pre-selects the online nominations vis-a-vis the selection criteria (see Annex II). Short-listed initiatives undergo a process of verification and validation, which is implemented to ascertain congruence between the nomination documents and what happens on the ground.

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 certain concerns e.g. mismanagement, the case will be disqualified.

WHO RECEIVES THE AWARD?

Awards can only be conferred to public sector institutions that have ownership of the nominated initiatives. An implementing agency is not qualified to receive an award even if it was involved in implementing the initiative on a consultancy basis.

The award goes to the initiative and the institution that is responsible for implementing it, not to the individual that initiated or implemented it. An individual cannot be awarded.

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

DISQUALIFICATION OF NOMINATIONS

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

⁴ CEPA is a subsidiary organ of the United Nations Economic and Social Council.

selection process

REVOCATION OF AWARD

An award can be revoked by the CEPA sub-committee advising the Secretary-General at any point, if it has been established that an institution has failed to observe the UNPSA rules. This decision is final.

Annex I. UNPSA Regional Groups

Africa

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

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 |
| | | Vietnam |

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|----------------------------------|----------------------------|-------|
| Kazakhstan Kiribati Kuwait | Qatar Republic of Korea | Yemen |
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Eastern Europe

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| 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) |
|--|--|---|

Western European and Other 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 |
|---|---|---|

*_Turkey, participates fully in both WEOG and Asian Group, but for electoral purposes is considered a member of WEOG only.

Annex II. UNPSA Categories and their Evaluation Criteria

When reviewing each case, a set of questions is used to ascertain whether the initiative meets some or all of the category's criteria. For more information about each category's criteria, please see below.

Category 1 – Reaching the poorest and most vulnerable through inclusive services and participation⁵

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|--|
| <p style="text-align: center;">Introduces an Innovative Idea/Policy/Practice/or Structure</p> <p><input type="checkbox"/> Introduces an innovative idea, policy, practice or structure that is distinctively new and unique in the context of a given country or region, for reaching the poorest and most vulnerable and ensuring that they make progress towards the SDGs</p> |
| <p style="text-align: center;">Provides access to quality services for the poorest and most vulnerable</p> <p><input type="checkbox"/> Increases the access of the poorest and most vulnerable people to quality and affordable public services. This can be done notably by addressing the obstacles that hinder their these people's access to public services such as geography, income or other social or economic identity, security issues, care burden, mobility, discrimination related to sex, gender, age, race, ethnicity and other factors depending on the country or regional context. This can also include introducing the new approaches to delivering services or claiming rights and obtaining benefits, so that the poorest and most vulnerable can access those more easily.</p> |
| <p style="text-align: center;">Promotes participation of the poorest and most vulnerable</p> <p><input type="checkbox"/> Introduces participatory and consultative mechanisms for allowing the poorest and most vulnerable (and those representing or assisting them), to express their needs and demands and to take part in shaping responses or in delivering public services.</p> <p><input type="checkbox"/> Introduces measures and services that can empower the poorest and most vulnerable to reach the SDGs in various areas, for example measures to give them legal identity or access to credit or other resources.</p> |
| <p style="text-align: center;">Promotes transparency in public service delivery</p> <p><input type="checkbox"/> Creates mechanisms to ensure that the poorest and most vulnerable, and those who represent or assist them, can easily obtain information about public services -notably services related to the SDGs- as well as about their own rights and entitlements.</p> <p><input type="checkbox"/> Makes it easier for the poorest and most vulnerable (and those representing or assisting them) to observe, monitor and analyze government decision-making, policies and public service delivery.</p> |
| <p style="text-align: center;">Promotes accountability on delivery of public service to the poorest and most vulnerable</p> |

⁵ Those furthest behind usually include persons with disabilities, migrants, indigenous people, children and youth, especially those in vulnerable situations, older persons, refugees, internally displaced persons, those who live in extreme poverty or destitute conditions as well as other people depending on the country or regional context.

Creates mechanisms that can help the poorest and most vulnerable (and those representing or assisting them) to hold the government accountable on the delivery of public services.

This may include mechanisms allowing them to provide feedback on the relevance or quality of public services; report any wrongdoing; initiate investigations; file complaints or request compensation where relevant.

Introduces mechanisms that ensure that public officials are informed about the special needs of the poorest and most vulnerable, trained and equipped to meet them and held accountable when these needs are ignored or when the rights of the poorest and most vulnerable people are not protected.

Promotes gender equality in public service

Introduces special measures, adapts public services or develops new services to ensure that women benefit equally from the above measures and that their needs are addressed.

Category 2 - Promoting transparency, accountability and integrity in public service

Introduces an innovative Idea/Policy/Practice/or Structure

Introduces an innovative idea, policy, practice or structure that is distinctively new and unique in the context of a given country or region, for ensuring that public service is transparent, inclusive, accountable and respectful of integrity.

Supports integrity and fights corruption

Introduces and implements new ways or mechanisms to strengthen integrity in public service, including by transforming mind-sets and organizational culture.

Introduces new ways to fight corruption in public institutions and in the delivery of public services.

Increases transparency, people's access to information and accountability

Establishes new mechanisms to ensure that people can access information on public services and public sector's work; and ensures such information is easy to access and understand

Creates mechanisms that make it easier for people to hold the government accountable on the delivery of public services. This may include mechanisms allowing people to express their needs, provide feedback on the relevance or quality of public services; report any wrongdoing; initiate investigations; file complaints or request compensation where relevant

Promotes gender equality in public service

Introduces mechanisms or special measures to ensure that women can, on an equal footing, access information, and hold government accountable.

Introduces mechanisms to ensure accountability on whether public service supports gender equality

Category 3 – Innovation and excellence in delivering health services

Novelty: Introduces an innovative idea/Policy/Practice/or Structure

Introduces an innovative idea, policy, practice or structure that is distinctively new and unique in the context of a given country or region that fosters innovation, excellence in the health service delivery, increases access and improves the impact of health services or transforms the way the institutions work to deliver health services.

Promotes progress towards the SDGs' targets on health

Introduces new policy measures, institutional arrangements, approaches, products, tools or technologies to: (a) enhance access to quality essential health-care services and safe, effective, quality and affordable essential medicines and vaccines for all or by enhancing protection against financial risks⁶, or (b) improve maternal health and reduce maternal mortality, or (c) improve the health of children and newborns or end preventable deaths of newborns and children under 5 years of age⁷, or (d) enhance the response to a specific dimension of health and wellbeing for example by combatting a disease or epidemic⁸

Increases the efficiency of health service delivery

Establishes mechanisms to increase the efficiency of the delivery of health services or benefits.

For example, accelerates the processing of applications or claims related to health benefits, reduces the amount of procedures and paperwork necessary to benefit from health services or reduces the cost of certain health services or procedures while maintaining or increasing the quality of service delivery.

Improves the quality of health services and their responsiveness to people's needs

Establishes mechanisms or launches new approaches to improve the quality of health services

Finds ways to make health services more relevant and responsive to people's needs, for example by responding to new health needs or launching new approaches to respond better to specific existing needs.

Engages people in the design, implementation and evaluation of health service delivery.

⁶The initiative could for example, among others, aim combat the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases, hepatitis, water-borne diseases and other communicable diseases (target 3.3 in the SDGs); reduce premature mortality from non-communicable diseases; promote mental health and well-being (target 3.4); prevent and treat substance abuse (target 3.5); reduce the number of road traffic accidents (target 3.6); ensure universal access to sexual and reproductive health-care services (target 3.7); reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination (target 3.9); Support the research and development of vaccines and medicines for the communicable and non-communicable diseases that primarily affect developing countries; provide access to affordable essential medicines and vaccines (target 3.b); strengthen tobacco control (target 3.a); or strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks (target 3.d)

⁷ Targets 3.1 and 3.2

⁸ Target 2.2

Improves access and equity in order to reach the poorest and most vulnerable

- Introduces approaches or mechanisms to deliver health services to the poorest and most vulnerable and those who are the furthest behind⁹. This can be done for example by using information and communication technologies or other measures to provide health services at times and in ways that are more convenient to the poorest and most vulnerable people
- Combats discrimination in access to health services.

⁹ Those at risk of being left behind usually include persons with disability, migrants, indigenous people, children and youth, especially those in vulnerable situations, older people, refugees, internally displaced persons, those who live in extreme poverty or destitute conditions as well as other people depending on the country or regional context.

Annex III. SUSTAINABLE DEVELOPMENT GOALS

- Goal 1. End poverty in all its forms everywhere;
- Goal 2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture;
- Goal 3. Ensure healthy lives and promote well-being for all at all ages;
- Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all;
- Goal 5. Achieve gender equality and empower all women and girls
- Goal 6. Ensure availability and sustainable management of water and sanitation for all
- Goal 7. Ensure access to affordable, reliable, sustainable and modern energy for all
- Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
- Goal 10. Reduce inequality within and among countries
- Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable
- Goal 12. Ensure sustainable consumption and production patterns
- Goal 13. Take urgent action to combat climate change and its impacts*
- Goal 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- Goal 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
- Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
- Goal 17. Strengthen the means of implementation and revitalize the global partnership for sustainable development

Annex IV. ON LINE NOMINATION FORM

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 and why an innovative solution was required. What major problems and issues needed to be addressed and were they of public concern and/or did they affect a large group of the population? What social or other groups¹⁰ were affected and in what ways?

B. SOLUTION AND INNOVATIVE APPROACH (25 percent of the overall rating)

2. What was the solution? (Please describe in three sentences what the initiative is about)

3. How did the initiative solve the problem and improve people's lives?

In no more than 600 words, summarize how the initiative solved the problem and contributed to enhancing the well-being of people, including the poorest and most vulnerable? This should provide a description of the strategy including its main objectives and target audiences.

4. 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.

C. IMPLEMENTATION (30 percent of the overall rating)

5. Who implemented the initiative and what is the size of the population affected by this initiative? In no more than 300 words, describe the organization through which the programme is administered and how many people it benefitted.

6. How was the strategy implemented and what resources were mobilized?

In no more than 600 words, describe the elements of the approach and action plan that was developed to implement the strategy including key developments and steps, main activities, oversight, monitoring and evaluation and the chronology. 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?

7. Who were the stakeholders involved in the design of the initiative and in its 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.

8. What were the most successful outputs and why was the initiative effective?

In no more than 400 words, list no more than five concrete outputs that illustrate the success of

¹⁰ For example, households with specific characteristics, people living in cities or rural areas, the poor, children, youth, older persons, persons with disabilities, indigenous people, refugees, internally displaced persons or migrants, people living with HIV/AIDS, or other people or categories of the population depending on the country or regional context

the initiative and its role in advancing the SDGs.

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.

D. SIGNIFICANCE, IMPACT AND SUSTAINABILITY (40 percent of the overall rating)

10. What were the key benefits directly resulting from this initiative for people?

In no more than 500 words, describe the impact of the initiative. Provide concrete examples for how the initiative made a difference in the delivery and impact of public services. Describe how the improved delivery of services had a positive impact on the public and whether and how the initiative, for example, responded to the needs of people, notably the poorest and more vulnerable, or promoted social inclusiveness or gender equality, or improved access to public services, or facilitated participation, etc. Please provide information on how this impact was measured.

11. Did the initiative improve integrity and/or accountability in public service? (If applicable)

In no more than 400 words, explain whether and how the initiative improved integrity and/or diminished corruption in the public service. Also explain whether and how the initiative made it easier for people to hold the government accountable on the delivery of public services. Please provide information on how this impact was measured.

12. Were special measures put in place to ensure that the initiative benefits women and girls and improves the situation of the poorest and most vulnerable? (If applicable)

If relevant, in no more than 200 words, outline mechanisms that were put in place, if any, to ensure that the initiative benefits women and girls and improves the situation of the poorest and most vulnerable people.

13. Has the initiative had a formal evaluation?

In no more than 300 words explain whether the initiative had a formal evaluation and highlight key findings. Provide also information on how the initiative actively sought and incorporated citizens' feedback.

14. 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.

15. What are the lessons learned and in which way can the initiative promote sustainable development?

In no more than 500 words, describe your overall experience with the initiative and the lessons learned on how public service can help to achieve sustainable development and the Sustainable Development Goals, including for the poorest and most vulnerable.