

# CAPAM, n.d.

## 2000 CAPAM International Innovations Awards – Winners, Finalists & Jury

### Gold

#### **Malappuram CBNP: A Novel Experiment, A Unique Experience -- State Poverty Eradication Mission (Kudumbashree), India**

The Community Development Society of Malappuram, in Kerala, fights against the multiple manifestations of poverty in through people's participation and empowerment. The story of the largest women's non-government organisation in Asia, and its programmes, CBNP & PAP, reveals how the empowered women have brought about change in their dismally poor living conditions.



### Silver

#### **The Citizen-Centred Service Network -- Canadian Centre for Management Development & Treasury Board of Canada Secretariat, Canada**

The Citizen-Centred Service Network is comprised of officials from all orders of government, as well as academics, who work together for one common cause: to improve service to citizens. CCSN has enabled public servants to optimize their use of scarce resources and to measurably improve citizen's satisfaction with public sector services.

#### **Working for Water Programme -- Department of Water Affairs and Forestry, South Africa**

The core business of the Working for Water Programme is to apply an integrated management approach to invading alien vegetation (manual and biological control) and to optimise the potential use of natural resources. The labour intensive nature of the projects achieves a range of social and economic benefits associated with the creation of employment opportunities.

### Bronze

#### **Civil Service Performance Improvement Programme -- Office of the Head of Civil Service, Ghana**

In Ghana, previous Civil Service reforms have sometimes been imposed in a top-down, prescriptive style. But there are genuine innovations in the reform methodology adopted by Ghana's Civil Service Performance Improvement Programme. It began in September 1996 and is yielding positive results.

#### **Rapid Intervention Motorcycle Unit -- Fire and Rescue Department, Malaysia**

This is the first Fire and Rescue Motorcycle Unit in Asia. The project was carried out using the "smart partnership concept" between the Fire and Rescue Department Malaysia and the private sector, without any financial implications for government. The

Rapid Intervention Motorcycle Unit (RIM) was established to facilitate response both in heavily congested urban areas and in the rugged countryside. Within three years of operation, RIM had responded to 1,800 emergency cases, within 80 per cent of the Emergency Response Time standard.

**eCitizen Centre: Delivery of Integrated Government Services -- Ministry of Finance, Singapore**

Singapore's eCitizen <everyCitizen> Centre ([www.ecitizen.gov.sg](http://www.ecitizen.gov.sg)) is a one-stop, non-stop virtual public services centre on the Internet. It organises public services across Government departments in a citizen-centric manner, thus saving citizens the trouble of searching for the right Government agency to go to for services, and also the time and effort of going to several Government agencies to complete the tasks required.

**Finalists**

**One-to-One Service -- Centrelink, Australia**

Centrelink is a one-stop shop that provides access to Australian government services for over six million customers. Centrelink has adopted *one-to-one service* as a innovative and personalized approach to service delivery. *One-to-one service* treats customers with respect and consistency and takes the complexity out of dealing with government

**Service First Initiative -- Province of Manitoba, Canada**

The mandate of the Service First Initiative is to "Accelerate and Promote the Manitoba Government's Commitment to Better Service." It has helped win the bureaucracy over to a culture where change is embraced and encouraged with a demonstrable increase in citizen and employee satisfaction ratings. SFI also shares its products, services and ideas with other national and international public organizations

**Coherence: Vigilance Alert System -- Department of Revenue, Ministry of Finance, India**

Tax administration, an important arm of Public Administration, has to have coherence between Law enforcement and Public Service. The balance is often disturbed if there is a incongruence between "Policy and Policing". The administration of tax need a sound feedback system which is ever vigilant and quick to raise an alert if there is any incoherence. Thus the Information Technology enabled solution developed to achieve coherence in public administration is captioned "Coherence: Vigilance Alert System

**Companies On-Line Project -- Companies Office, Ministry of Economic Development, New Zealand**

The Companies On-line project has provided the New Zealand business community with a 21st century business registry and information system. The launch in April 1999 of the world's first on-line company incorporation service supported by electronic payment systems provides a model by which public sector agencies can embrace Internet commerce and achieve their e-government goals.

**CAPAM International Innovations Awards Jury, 2000**

**Chair:** Tan Sri Ahmad Sarji, Chairman, Permodalan Nasional Berhad (PNB), Malaysia

Mr Denis Ives  
former Public Service Commissioner, Australia

Ms Ruth Hubbard  
Senior Advisor, Privy Council Office, Canada

Mr Max Mwanahiba  
Chief Project Officer (Training), Commonwealth Secretariat

Shri B B Tandon  
Secretary, Ministry of Personnel, Public Grievances & Pensions, India

Dr Judith Aitken  
Chief Review Officer, Education Review Office, New Zealand

Ms Saguna Gordhan  
Director, Business Trust, South Africa

Mr Gordon Draper  
former Minister of Foreign Affairs, Trinidad & Tobago

Dr Stephen Hickey  
Principal Financial Officer, Department of Social Security, United Kingdom

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