



10 Questions and Answers on How Innovation can Make a Difference in the Lives of People – Inspiration from the 2022 UN Public Service Award (UNPSA) Winners

Fostering innovation to deliver inclusive and equitable services

1

How can innovation and the use of technology in public service delivery help save the environment?

For the **Koh Libong Community Initiative in Thailand**, drone technology has helped monitor illegal fishing to protect endangered dugongs, a marine mammal vulnerable to extinction. Deploying drones proved cost-effective and covered larger areas than traditional patrol boats. Libong Island has since increased its tourism economy with the revival of dugongs and marine life saving life below water.



What is your community doing to save life below water?

Enhancing the effectiveness of public institutions to reach the SDGs

2

How can public institutions ensure more equitable distribution of resources for development?



In the **Philippines**, the **Science for Change Program** helped to redistribute the government R&D budget to local governments (80 per cent of which was spent in the Metro Manila area, while the other 14 Regions of the country shared the remaining 20 percent) to support R&D across the regions, encouraging research collaboration between industry, academia and research institutions, and promoting inclusive innovation to reach the SDGs. Extending the share of national R&D

allocation to local governments improves the local government's R&D capacity in line with the vision of the national government. Currently, the program has increased R&D funds in the regions by 54.6%.



What are you doing to enhance equitable distribution of resources in your country?

3

What can we do to ensure transparency in government?

The **State Enterprise (SE) Prozorro.Sale in Ukraine** established a single online electronic auction system to transform the management of public assets and ensure transparency of the privatization and leasing of state-owned property and enterprises. Since 2019, it became mandatory to sell and lease national and municipal insolvent properties through the Prozorro.Sale system allowing open and accessible bidding of insolvent properties. Open data is used for more transparent transactions to decrease corruption.



How is your government promoting transparency?

4

How can we combat drugs and crime in cities?



The state government of Pernambuco in **Brazil** established the **Community Peace Center (COMPAZ)**, based on the philosophy that prevention is better than repression. Instead of combating drug trafficking and violence solely by police, COMPAZ focuses on strengthening criminal prevention networks and providing quality services to the most economically and socially vulnerable people who are often overlooked. COMPAZ, part of a larger multi-level public security

policy encompasses a crime prevention strategy that includes educational, cultural, and recreational activities to keep young people off the streets in a safe environment.



What are you going to do to make your city safer?

Promoting gender-responsive public services to achieve the SDGs

5

How can we make transportation greener while providing inclusive employment?

The **Mo Bus initiative in India** increased public transportation in the city of Bhubaneswar to promote sustainable transportation solutions. It reorganized the public transit services in the city to provide an integrated, reliable, and inclusive public bus service system that incorporates real-time technologies like live tracking, travel planner, and e-ticketing. An e-Rickshaw system called Mo E-Ride was also introduced as a last-mile feeder service to Mo Bus with an estimated pollution reduction of 30 – 50 percent. 40 percent of Mo Bus conductors are women and 100 percent of Mo E-Ride drivers are women, transgender people, and people from disadvantaged communities.



How is your city promoting inclusive development?

How can we promote equal pay for equal work?



The city of **Quebec, in Canada**, adopted the **Pay Equity Act** in 1996 that shifted the responsibility of asserting equal pay from the employee to the employer. Employers are responsible for compliance. To support the businesses with compliance measures, training and verification interventions were carried out through the Pay Equity initiative. Quebec has achieved 94.2 percent pay equity as of June 2021.



What is your government doing to promote equal pay?

Institutional resilience and innovative responses to the COVID-19 pandemic

7

How can digital technology be used for effective service delivery during crises?

The Saudi Data and AI Authority (SDAIA) and Ministry of Health of the Government of **Saudi Arabia** developed the **national COVID-19 app called Tawakkalna**, to support government activities in response to the pandemic, facilitate COVID-19 tests and provide digital mobility permits during the lockdown. Tawakkalna serves as a conduit for communication between the government and its 25 million registered users incorporating functions such as education and social services while maintaining the greatest levels of security and privacy.



How is your government using digital technology to deliver effective public services in times of crises?

How important is data collection in public service delivery?

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Poland realised the importance of data collection during the COVID-19 pandemic. Poland did not collect and interpret epidemiological data on a large scale before the pandemic which significantly increased the response time to effectively mitigate the spread of the virus. **The System of Records of the State Sanitary Inspection (SEPIS)** was developed to facilitate the integration of other state systems and real-time information exchange to effectively mitigate the spread of COVID-19. It allows multiple

communication channels such as websites, helplines, and mobile applications. SEPIS is expected to be used in other fields of public health, such as food safety, and oversight for chemical use in the future.



How can your government use data collection tools to enhance service delivery?

9

Why is access to information important to citizens?

In **Panama**, the **Panavac19/Vaccination Information System Against COVID-19** initiative made it easier for people to manage their COVID-19 test appointments and choose the service center, date, and time. The initiative gave people immediate access to their information and the ability to download digital certifications. The Panavac19 system has been transferred to the Ministry of Health to manage real-time health data such as laboratory results, immunization, and recovery certificates.



How does your government ensure access to information for people?

How can public institutions better prepare for crises?

10



For **Ireland's Social Inclusion and Community Activation Programme**, being prepared meant pivoting in response to the COVID-19 pandemic, to focus on addressing new needs faced by its beneficiaries, especially in areas of food security, mental health, and digital exclusion. The programme increased access to food through local production and sale of fresh, to local mental health support in local Crisis Cafés and to access to digital services that had moved

online, including education and social services tailored to individual needs, including access to laptops, broadband and/or digital literacy training.



How can the world be better prepared for future crises?

To learn more about the UNPSA programme and submit nominations, please visit the website of the UN Department of Economic and Social Affairs (UN DESA), Division for Public Institutions and Digital Government (DPIDG) at: <https://publicadministration.un.org/en/UNPSA>