

## United Nations Public Service

### Awards 2011

**The Revenue Department placed 1<sup>st</sup>** (out of 8 government agencies throughout the world) in the field of **Advancing Knowledge Management in Government** by the United Nations. It was also the only one country throughout the Asia-Pacific region which received an award. In addition, the **Royal Irrigation Department placed 2<sup>nd</sup>** in the category of Fostering participation in **policy-making decisions through innovative mechanisms**.

**Dr. Thosaporn Sirisumphand, Secretary-General**, the Office of the Public Sector Development Commission stated that during the past few years, OPDC has encouraged public agencies who received Public Service Quality Award and Government Counter Service Award to submit their development/initiative to an international award competition. In 2008, Yasothon Hospital received an honorable mention in the United Nations Public Service Award for Improving the Delivery of Public Service. In the following year, Maharaj Nakorn Chiang Mai Hospital, received a Public Service Quality Award and was declared the winner of the United

Nations Public Service Award for improving service delivery.

*Currently, Thailand has received two awards: The Revenue Department received 1<sup>st</sup> Place for Advancing Knowledge Management in Government. The Royal Irrigation Department received 2<sup>nd</sup> Place in category of Fostering participation in policy-making decisions through innovative mechanisms.*

**Dr. Thosaporn Sirisumphand** stated that the outstanding achievement of the Revenue Department was service development project under the "Service Excellence Tax Office". The project was established to leverage public service quality at the same levels. Its procedures covered eight provinces: Phitsanulok, Phichit, Tak, Sukhothai, Nakhon Sawan, Phetchabun, Uttaradit and Kamphaeng Phet including a total of 77 districts. The extraordinary service of the Royal Irrigation Department was "Enhancing Public Participation by the Board of Directors and corporate public water users" under delivery of water and maintenance to Krasieo, Dan Chang districts and Suphan Buri province. The project is a perfect example of management and participation in the water supply management.

In addition, **nine government agencies competed in the final round.** The extraordinary public service quality



development government agencies were Bukkalo Police Station, Department of Rural Roads, National Office for Empowerment of Persons with Disability, Department of Business Development, The Board of Investment of Thailand, Office of Insurance Commission, Surin Hospital, Ramathibodi Hospital and Phitsanulok Municipality.

**The United Nations Public Service Awards** was established by the Economic and Social Council (ECOSOC), to deliver awards to government agencies who serve the public with professionalism. It has been organized since 2003. *The UNPSA is divided into five categories as follows:*

1. Preventing and combating corruption in the public service.
2. Improving the delivery of public services.
3. Fostering participation in policy-making decisions through innovative mechanisms.
4. Advancing government knowledge management.
5. Promoting gender responsive delivery of public service.

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Public Service  
Awards”**



2007 Yasothon Hospital: an honorable mention for improving the service quality.

2008 Maharaj Nakorn Chiang Mai Hospital: winner for improving service delivery.

2011 Revenue Department: winner for advancing government knowledge management.

2011 Royal Irrigation Department: Runner-up for fostering participation in policy-making decisions through innovative mechanisms.

