

The All African Public Service Innovation Awards (AAPSIA 2018).

## **General Information**

### **Context**

The African Union (UA) and the 8th Pan-African Conference of Ministers in charge of Public Administration / Public Service announce the sixth 2018 Annual Public Service Innovation Awards (AAPSIA 2018). The All African Public Sector Innovation Awards is the first African-scale prize program to celebrate innovation in the public sector.

The program recognizes and rewards the success of the workforce and their private and non-profit sector partners that have successfully developed innovative solutions, in terms of service delivery, combating corruption and governance-related challenges.

### **Objective**

The aim of AAPSIA is to promote and encourage innovative practices for public sector services. The prizes recognize successful and effective service delivery initiatives through the application of innovative approaches, methodologies and tools.

The prize program provides opportunities for knowledge sharing, training, partnerships, and possible replication of successful initiatives across the continent.

The theme: **“Combating Corruption: A Sustainable Path towards Africa’s Transformation”**

The theme of the 2018 edition of AAPSIA is informed by the vision of the Agenda 2063 of an integrated, prosperous and peaceful Africa led by its own citizens, which represents a dynamic force in the international arena as well as the AU theme of year for 2018 mentioned above. The Prize Program contributes specifically to the aim of "Africa of Good Governance", with competent and innovative institutions governed by transformative leadership at any level of government.

### **Categories**

#### **1. Innovative Service Delivery;**

- **Improving Service Delivery to Citizens/Stakeholders OR**
- **Improve internal efficiency within the public sector.**

#### **2. Innovative Partnerships (Government, Private Sector and CSOs);**

- **Creative Partnerships-resulting in better outcomes;**
- **Sustainable relationship between government and other social partners**
- **Approaches to participation and consultation;**

#### **3. Innovation in the Systems and Processes of Government;**

- **Building accountability, transparency and ethics in public services-with citizens participation;**

#### **4. The 4th Industrial Revolution;**

- **Demonstrable use of new technology to enhance service delivery**

#### **Selection criteria**

Projects presented should demonstrate:

##### **Innovation:**

Reflect an innovative idea or innovative concept that has been fully implemented in the public sector in Africa. This means that the approach should not have been implemented before in the context of which it is nominated - it should be a "new" concept for that country or community.

##### **The impact:**

Demonstrate tangible improvements in the quality of services provided to target groups as well as customer satisfaction levels based on the services.

In addition, there is a significant positive effect, whether in the organization, in the public sector, in the general public, in the country or in the whole of Africa.

##### **Viability:**

The project should be fully implemented and operational and it should demonstrate its ability to maintain and prosper in the future.

#### **Eligibility**

- The project should come from or have been mostly developed in Africa.
- Projects should provide direct benefits to citizens in their own country, region or across Africa.
- Prizes are open to individuals or units within government services, para-public organizations and public-private partnerships.
- The project should work within the public sector and should still be existent for at least 1 year.

#### **Benefits related to the participation to the public sector innovation Award across Africa**

All finalists will be invited to attend the Award ceremony where a first prize will be awarded to each of the three winners. Part of the first prize will be for publicity or the marketing of a case study that presents each winning project. The presentation will be done in continental publications and, where possible, in international publications dealing with public service and public administration.

All winners of the different categories will be awarded a trophy. The finalists will each receive a certificate of acknowledgement of the success of their project.

### **Guidelines and Regulations for the Submission**

- A project can only be registered within one category.
- The submission should be stacked rather than bound.
- Submissions should be done in English, Portuguese, French or Arabic.
- The submission form should be fully filled with as much information as possible.
- Handwritten submissions are not recommended. In the event that it would be impossible to do otherwise, writing should be readable.
- Submissions may be sent by post mail, fax or e-mail through the address mentioned below.
- No support material or supporting document is required in the application phase. The judges will need them during the verification stage.
- Samples (videos, publications, CDs / DVDs) will not be returned.
- Prices are not transferable.
- Judges and their associates will not participate in the discussions or will respond to any correspondence related to submissions or to their decisions.
- The information provided in this submission form and during the verification process is legally binding.
- The AU or the Secretariat will not bear any cost, including posting and participating in the prize ceremony.

### **Not eligible for projects**

- The former winners are not allowed to present the same proxy.
- Large projects with a budget of over \$ 20 million do not have the right to submit a bid.
- Incomplete submissions will not be considered.

### **Procedure for granting**

- A group of designated judges will assess the submissions.
- Judges' decisions are final and there will be no correspondence.
- Where necessary, project managers will be contacted for a verification process by e-mail, by means of a telephone interview, by means of a personal interview and / or by means of site visits.

- Judges reserve the right to submit a submission to a category that they consider most appropriate.

### **Administration**

- The deadline for submissions is: August 07, 2018.
- All submissions will be subject to a receipt and will be given a reference number.

### **Contact details**

To participate, just fill in the attached submission form (or download the electronic form) and send it back to the Secretariat (AU-STC8) by email, post or by handing over to:

Department of Political Affairs  
African Union Commission

Addis Ababa, Ethiopia  
P.O. Box 3243  
Roosevelt Street  
Website:  
[www.au.int](http://www.au.int)

## Submission Form

Only for official use:

Reference Number: ..... Attribution category: .....

### Section 1:

1. Name of the organization / participant: \_\_\_\_\_

2. Type of entity (e.g. Ministerial Department): \_\_\_\_\_

3. Name of the project presented: \_\_\_\_\_

4. Award category the project is registered for (check one case):

- **Innovative Service Delivery;**
- **Innovative Partnerships (Government, Private Sector and CSOs);**
- **Innovation in the Systems and Processes of Government;**
- **The 4th Industrial Revolution;**

5. Country (where the project is based): \_\_\_\_\_

6. Level (e.g. national / federal / state / region / province / district / municipality): \_\_\_\_\_

7. Was this project presented to the AAPSIA before? Yes No If yes, in what year? \_\_\_\_\_

8. Was this project presented at another price program? Yes  No  .If yes, please specify which program and when: \_\_\_\_\_

9. Did the project receive funding / sponsorship, and what is the value of support? Yes  No   
If yes, specify the amounts and investors: \_\_\_\_\_

10. How did you hear about AAPSIA Prizes?

- Colleague / Superior Hierarchy
- Radio / TV
- Journal / Magazine
- E-mail / Internet
- Official Department / Correspondence
- Other (specify) \_\_\_\_\_

### Section 2:

1. Name of the project initiator (s): \_\_\_\_\_

2. Contact person: \_\_\_\_\_ 3. Department: \_\_\_\_\_

4. Postal address: \_\_\_\_\_ 5. Physical address: \_\_\_\_\_  
\_\_\_\_\_  
6. Email: \_\_\_\_\_ 7. Phone: \_\_\_\_\_  
8. Fax: \_\_\_\_\_ 9. Portable: \_\_\_\_\_

### **SECTION 3:**

PLEASE USE SEPARATED SHEETS OF PAPER

1. Overview of the project:

- a. What is the reason why the project was initiated (maximum 100 words)
- b. How long is the project operational? (Maximum 100 words)
- c. What are the objectives of the project? (Maximum 100 words)
- d. What are the problems related to the delivery of services that have been resolved by the project? (Maximum 100 words)

2. Innovation:

- a. What is the innovation or what is innovative in the project? (Maximum 100 words)
- b. Is it an original idea or an adaptation? Explain (maximum 200 words)

3. The impact:

- a. What are the highlights / success of the project regarding service delivery? (Maximum 500 words)
- b. Provide evidence of enhancement of the quality of services provided through this project. Quantify, if necessary, e.g. higher number of beneficiaries (maximum 500 words)

4. Viability:

- a. How is the project viable or reproduced? (Maximum 200 words)
- b. How do you ensure sustainable sustainability of the project? (Maximum 300 words)

5. Reproduction:

- a. Describe how your initiative might be or is being reproduced / adapted elsewhere?

(Maximum 300 words)

6. Challenges and Lessons:

a. What challenges have the project been facing during its implementation phase and how have they been overcome? (Maximum 300 words)

b. What are the important lessons that can be shared with others? (Maximum 300 words)

7. Please provide a summary of the project (as you would like to appear in a publication of quotes and citations as part of the award ceremony):

a. Project preview (maximum 100 words)

b. What is the innovation (maximum 150 words?)

8. Certification of the project:

I undersigned, \_\_\_\_\_ (name and title), confirms that the information provided in the this document is accurate and approved by \_\_\_\_\_

(Complete name and title).

9. Signatures of candidates:

I commit / undertake to comply with the Public Sector Innovation Awards Rules throughout Africa.

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**LAST DATE: August 07, 2018**



The Ministerial services and public entities are invited to sign up now for  
The All African Public Service Innovation Awards (AAPSIA 2018).

**THE PUBLIC SECTOR INNOVATES TOWARDS WINNING THE FIGHT AGAINST  
CORRUPTION: A SUSTAINABLE PATH TO AFRICA'S TRANSFORMATION:**

In support of achieving African aspirations for 2063, The All African Public Service Innovation Awards will recognize innovations in the following three categories:

**1. Innovative Service Delivery;**

- **Improving Service Delivery to Citizens/Stakeholders OR**
- **Improve internal efficiency within the public sector.**

**2. Innovative Partnerships (Government, Private Sector and CSOs);**

- **Creative Partnerships-resulting in better outcomes;**
- **Sustainable relationship between government and other social partners**
- **Approaches to participation and consultation;**

**3. Innovation in the Systems and Processes of Government;**

- **Building accountability, transparency and ethics in public services-with citizens participation;**

**4. The 4th Industrial Revolution;**

- **Demonstrable use of new technology to enhance service delivery**

**Deadline: August 07, 2018**

For further information, please contact:

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; Cc: [kevint@africa-union.org](mailto:kevint@africa-union.org) and

Ms. Florence Nyagah, AU-STC8 Subcommittee on Public Service and Administration Secretariat,  
[flonyagah@gmail.com](mailto:flonyagah@gmail.com)

Phone: +251919320863; +254 722332624

Or download the submission form on the web site:

[www.au.int](http://www.au.int)

Participation forms are also available in French.