

**AFRICA CATEGORY 2 - Improving the Delivery of Public Services**

Rank	ID	Country	Institution	Initiative	Cat.	Winner
1	1779	South Africa	EThekweni Metropolitan Municipality Water and Sanitation Services	Communal Ablution Blocks for Informal Settlements	2	First Place
2	1645	Nigeria	Federal Capital Territory Administration, Abuja, Nigeria	Federal Capital Territory Administration Mobile Integrated Primary Health Care Service Delivery "MAILAFIYA"	2	Second Place

**ASIA AND THE PACIFIC CATEGORY 2 - Improving the Delivery of Public Services**

Rank	ID	Country	Institution	Initiative	Cat.	Winner
1	1937	Thailand	Rajanagarindra Institute of Child Development - Ministry of Public Health	Child First – Work Together (CF-WT)	2	First Place
2	2153	India	District Administration, Dhanbad	SWAVALAMBAN	2	Second Place

**EUROPE AND NORTH AMERICA CATEGORY 2 - Improving the Delivery of Public Services**

Rank	ID	Country	Institution	Initiative	Cat.	Winner
1	1741	Spain	AENA (Aena Aeropuertos Españoles y Navegación Aérea)	Servicio de atención a Personas con Movilidad Reducida - PMR- en los aeropuertos de la red	2	First Place
2	1935	Spain	Fundación BiscayTIK	Modernización de la administración local a través del uso de las Nuevas Tecnologías	2	Second Place
2	2108	United States of America	Philadelphia Department of Human Services	Improving Outcomes for Children	2	Second Place

**LATIN AMERICA AND THE CARIBBEAN CATEGORY 2 - Improving the Delivery of Public Services**

Rank	ID	Country	Institution	Initiative	Cat.	Winner
1	1954	Peru	Registro Nacional de Identificación y Estado Civil (RENIEC)	Documento Nacional de Identidad (DNI) De Menores Y Su impacto En El Ejercicio De Los Derechos Humanos	2	First Place
2	1895	Brazil	Government of the State of Pernambuco	Pacto Pela Vida-PPV	2	Second Place
2	1639	Mexico	Procuraduría Agraria	Fomento a la Inversión en la Propiedad Rural / FIPP	2	Second Place

**WESTERN ASIA CATEGORY 2 - Improving the Delivery of Public Services**

Rank	ID	Country	Institution	Initiative	Cat.	Winner
1	1634	Oman	Ministry of Regional Municipalities and Water Resources	INJAZ Hall	2	First Place
2	1680	United Arab Emirates	Dubai Police General Headquarters	Customer Service Department	2	Second Place