****

**PUBLIC SERVICE EXCELLENCE AWARD 2018**

**ENTRY FORM**

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**Theme:**

***“Embracing Innovative Technologies and Processes for Public Service Enhancement”***

**PUBLIC SERVICE EXCELLENCE AWARD 2018**

INTRODUCTION

The Public Service Excellence Award (PSEA) is one of the many tools used to drive the public service towards becoming a more dynamic, customer-centric and highly performing institution. It encourages team work and a culture of excellence across the public service.

Its overall objective is to recognise and reward meritorious efforts of Ministries/Departments and their respective Section/Division/Unit which have strived and travelled the extra mile to improve public service delivery and customer satisfaction in a noticeable manner. It is also a reliable instrument to foster innovative management practices in public sector organisations.

**THE THEME**

The theme chosen for the 2018 Edition of the PSEA is ***“Embracing Innovative Technologies and Processes for Public Service Enhancement”*.** This theme is meant to give an added dimension to the ongoing effort of Government to enhance the quality of public service in line with Vision 2030 and the 3-Year Strategic Plan.

THE AWARD

The best three submissions will receive the Gold, Silver and Bronze Awards in order of merit. The Winners will also be offered cash prizes as follows:

**Gold Award : Rs 100,000**

**Silver Award : Rs 60,000**

**Bronze Award : Rs 40,000**

ELIGIBILITY

All Ministries/Departments or Divisions/Units are eligible to participate in the Award.

**However, Grand Winners of the previous editions of the Award are not eligible for participation for the next two editions following the year of their award.**

ADJUDICATION

A Panel of Jury will be set up to assess the submissions.

**APPLICATION**

Applications should be submitted on the appropriate Form which is available on the website of this Ministry at [http://civilservice.govmu.org](http://civilservice.govmu.org/). Information provided by participants should be factually correct, comprehensive and concise.

A hard copy, duly signed by a member of Senior Management, and a soft copy of the submission should reach this Ministry by **15 April 2019 at 16:00 hrs** at the following address:

**Administrative Reforms Division**

**Ministry of Civil Service and Administrative Reforms**

**Level 10, SICOM Building 2, Corner Chevreau & Rev Jean Lebrun Streets, Port Louis**

**Tel:** 405 4100 (PABX) - Extension: 10224 / 10225

**Fax:** 211 5047

**Email:** mcsa-aru@govmu.org

**Website:** http://civilservice.govmu.org

All submissions should be typewritten. **Handwritten or incomplete submissions will not be considered.**

**NOTES FOR GUIDANCE**

In their submission, organisations are required to bring forth their achievements for the past   
12 months in terms of ***“Best Practice”*** *(as defined below)* and provide a substantive overview thereof so as to justify what qualifies them to be the potential winner of the Award. Organisations are encouraged to include written documentary evidence in support of their write-ups.

**Definition of a Best Practice**

A Best Practice is the implementation of a method/process/procedure/activity that has proven to work efficiently and effectively and produced remarkable results, and is, therefore, recommended as a model for other organisations to emulate.

**For Office Use**

**Ref:** ………………………………………………

**Date of receipt of Entry Document**: .………… /………… /…………

**Date of acknowledgement**: .………… /………… /…………

**ENTRY FORM**

1. **PROFILE OF ORGANISATION**

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| --- | --- |
| **Name of organisation** | **: ……………………………..……...…………..**  **…………………………………...……...……**  **………………………………………...……...** |
| **Address** | **: ……………………………..……...…………..**  **…………………………………...……...……**  **………………………………………...……...** |
| **Full name** *(Block Letters)* **of Contact Person** | **: …………………………………...……………** |
| **Post held by Contact Person** | **: …………………………………....…………...** |
| **E-mail Address** | **: …………………………………....…………...** |
| **Telephone Number** | **: ………………………………….....…………..** |
| **Contact address, if different from above** | **: ……………………………..……...…………..**  **…………………………………...……...……**  **………………………………………...……...** |
| **Name** *(Block Letters)* **and Signature of Senior Manager who validated the submission**  **Telephone Number of the Senior Manager** | **:** *(NAME)***……………………………………….**  *(SIGNATURE)***………………………………..**  **: ……………………………………......……….** |
| **Title of the Best Practice** | **: ……………………………..……...………….**  **…………………………………...……...……** |
| **Start date** | **: …………………………………......................** |

1. **AREAS OF BEST PRACTICE**

Organisations are requested to submit a well-defined Best Practice that has contributed to make substantial changes/improvements in management practices inspired by a combination of any of the ten pillars below. *(Pillars concerned by the practice must be selected from the list below)*

|  |  |
| --- | --- |
|  | **Growth and Development**  *Public Sector business, programme and service delivery solutions that facilitate the inclusion of social and economic growth, keeping pace with the way society is evolving and are reflective of the diverse Nation we serve.* |
|  | **Business Transformation**  *Anticipation and responsiveness to the evolving client needs through modernisation and business transformation including the efficient use of resources and effort in developing a new workplace, culture and ethos.* |
|  | **Innovation and Acceleration**  *Making use of science, research, technology, innovation, institutional knowledge, data analytics, smart practices, shared information and knowledge for ideas generation and concept mapping.* |
|  | **Digital Transformation**  *Making use of technology, E-platforms (such as e-procurement, etc), tools and applications as an accelerator for improved quality service, efficiency, productivity, performance and results.* |
|  | **Smart Process**  *Making use of objective-oriented systems to simplify and automate business processes to be forward-thinking, rapid, responsive and efficient.* |
|  | **Strong Governance and Institutional arrangements**  *Ensuring that the right oversight and guidance for good governance, compliance, ethics, integrity, transparency, accountability, legal, operational and performance frameworks are in place.* |
|  | **Performance**  *Ensuring greater coordination and clarity of objectives, goals, roles and responsibilities and performance outcomes and providing the right tools, resources equipment and physical environment to enhance efficiency, productivity and employee commitment and motivation.* |
|  | **Capacity Building and Capability Development**  *Developing capacity, capability and learning to ensure that employees are continuously adopting and developing new skills, capabilities and technical/behavioural competencies while giving high priority to digital skills.* |
|  | **Implementation**  *Planning, design and implementation of projects, programmes and priorities are integrated so that the right people, funding, resources, logistics, infrastructure are in place and there is a shared ownership of outcomes.* |
|  | **Customer Satisfaction: The Bottom line**  *Improvement in customer experience and making public services efficient, transparent and equitable based on consultation and feedback from clients. The public and clients are at the heart of policy development, programmes, services and actions.* |

1. **EXECUTIVE SUMMARY**

**3.1 Provide an executive summary of the Best Practice successfully implemented by your organisation.** *(Not more than 300 words)*

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1. **MOTIVATION FOR THE ADOPTION OF THE BEST PRACTICE**
   1. **What were the problem areas faced by the organisation and how were beneficiaries affected?** *(Not more than 300 words)*

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* 1. **Describe the plan or strategy adopted to address the problem areas** **using the ten pillars at Section 2. List down and describe the main elements of the plan or strategy, focusing especially, on their innovative feature(s) and the expected or intended effects.** *(Not more than 500 words)*

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1. **METHODOLOGY**

**5.1 What were the quantitative and/or qualitative targets or key performance indicators that were set for the implementation of the Best Practice?** *(Not more than 300 words)*

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**5.2 (i)** **Describe in details the involvement of employees and, if any, other stakeholders in the identification of the problem areas.** *(Not more than 300 words)*

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**(ii) How far were employees and, if any, other stakeholders involved in problem solving and decision making?** *(Not more than 300 words)*

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**5.3 How was team work and team spirit fostered to achieve objectives?** *(Not more than 300 words)*

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**5.4 What were the measures taken to ensure that resources were used optimally?** *(Not more than 300 words)*

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1. **IMPLEMENTATION OF THE BEST PRACTICE**

**6.1 Explain how the Best Practice was implemented.** *(Not more than 300 words)*

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**6.2 How were obstacles/bottlenecks resolved?** *(Not more than 300 words)*

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**6.3 State specifically how the health and safety issues and environment-friendly concepts were taken on board while implementing the Best Practice.** *(Not more than 300 words)*

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**6.4 Explain the monitoring and feedback process during the implementation of the Best Practice.** *(Not more than 300 words)*

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**6.5 Name at least two risk factors that arose in implementing the Best Practice and explain those factors and/or risks briefly.** *(*N*ot more than 200 words)*

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1. **EVALUATION OF THE BEST PRACTICE**
   1. **Explain how was the evaluation of the impact of the Best Practice conducted***?* *(Not more than 300 words)*

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**7.2 Describe the impact of the Best Practice on the level of services provided to key customers and on the environment, society.** *(Not more than 300 words*) *(Please provide data by comparing targets v/s actual performance, before-and-after indicators, and/or other types of statistics or measurements)*

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**8. REPLICATION TO OTHER ORGANISATION**

**8.1 How can the Best Practice be replicated to other organisations?** *(Not more than 200 words)*

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**8.2 Based on your organisation’s experience, name up to three factors which you consider as indispensable to replicate the Best Practice.** (*Not more than 200 words*)

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