



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

12 November 2014

Ministry of Civil Service and Administrative Reforms
Circular Letter No 74 of 2014
E/60/28/21/12

From : Senior Chief Executive, Ministry of Civil Service & Administrative Reforms

To : Supervising Officers in charge of Ministries/Departments

Public Service Excellence Award 2014

The Ministry of Civil Service and Administrative Reforms is pleased to invite Ministries/Departments and their respective Divisions/Units to participate in the Public Service Excellence Award (PSEA) 2014.

2. The theme for the PSEA 2014 is "Leading the Public Service to Higher Productivity".

3. The PSEA has as overall objective to encourage innovation and excellence through the recognition of the efforts of Ministries, Departments, Divisions and Units that have successfully introduced and put in place innovative measures to improve the delivery of public services.

4. Participating organisations will be evaluated by a Panel of Jury on the basis of the following five main judging criteria:

- (i) Strategic Planning and Objectives;
- (ii) Customer Centred Delivery;
- (iii) Leadership and Team Spirit;
- (iv) Efficiency and Effectiveness; and
- (v) Innovation and Improvement.

5. The winner of the PSEA 2014 will be offered a cash prize of Rs 100,000/- and a trophy. Based on the level and quality of submissions, the Panel of Jury may decide to award individual cash prizes of Rs 50,000/- along with a souvenir trophy in respect of judging criteria (i) - (v) above.

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6. The *Guidelines and Entry Document* to enter for the PSEA 2014 are provided in the attached *Brochure* which can also be downloaded from the website of the Ministry at <http://civilservice.gov.mu>. All Ministries/Departments and their respective Divisions/Units are eligible to compete for the Award.
7. Participants should complete the **Entry Document** and forward same by **Friday 16 January 2015** at latest.
8. Submissions by email or printed copies are to be sent to:
The Administrative Reforms Division,
Ministry of Civil Service and Administrative Reforms,
7th Floor, New Government Centre,
Port Louis.
Fax : 211 5047
Email : mcsa-aru@govmu.org
9. Your attention is being invited to the fact that in an effort to encourage public organisations to embark on quality improvement initiatives for improved service delivery, Government has made it mandatory for at least one entity from each Ministry/Department to participate in the PSEA. A strong appeal is, therefore, being made to all Supervising Officers to ensure participation accordingly.
10. For any additional information or clarification, Mr S. Buton, Assistant Permanent Secretary, Mrs A. Sarju, Office Management Assistant or Mrs J. Bhugoo, Management Support Officer may be contacted on tel nos. 201 3452, 201 3508 and 201 2253 respectively.



(L.M. Oree) Mrs
Ag. Senior Chief Executive

Copy to: Secretary to Cabinet and Head of the Civil Service