07 December 2015

Ministry of Civil Service and Administrative Reforms
Circular Letter No 46 of 2015
E/60/28/21/13

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

To: Supervising Officers in charge of Ministries/Departments

Public Service Excellence Award 2015

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) 2015.

2. The theme for the PSEA 2015 is “Creativity and Innovation to improve Public Service Delivery”.

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 2015 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 (ii) - (v) above.

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6. The Guidelines and Entry Document to enter for the PSEA 2015 can be downloaded from the website of the Ministry at [http://civilservice.govmu.org](http://civilservice.govmu.org). 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 26 February 2016** 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,
   Level 10, SICOM Building 2,
   Cnr Chevreau & Rev Jean Lebrun Street,
   Port Louis.
   Fax : 211 2734
   Email : mcse-aru@govmu.org

9. Your attention is being drawn 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, Mrs M. Bijjoll or Mrs J. Bhugoo, Office Management Assistants, may be contacted on Tel nos. 405 5786 and 405 5787 respectively.

   ![Signature](image)

   (A. K. Hoolass)
   Ag. Senior Chief Executive

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