Ministry of Public Service, Administrative and Institutional Reforms
Circular Letter No 02 of 2020
E/60/28/21/17

From: Secretary for Public Service
To: Supervising Officers in charge of Ministries/Departments

Public Service Excellence Award 2019

The Ministry of Public Service, Administrative and Institutional Reforms has the pleasure to invite Ministries/Departments/Local Authorities as well as their respective divisions/Units to participate in the Public Service Excellence Award (PSEA) 2019. The theme chosen for the 2019 Edition is “A citizen-centric Public Service to accelerate socio-economic development,” which is meant to give an added dimension to the ongoing efforts of Government to improve the quality of services delivered to the public through the implementation of smart processes and the use of intelligent tools and techniques.

2. The PSEA has, over the years, emerged as one of the most appropriate tools to motivate the Civil Service as a dynamic, customer-centric and performing institution to reach new heights. This has also helped in encouraging and fostering a culture of collaboration and team work in public service organisations. As such, the PSEA aims at recognising and rewarding the commendable efforts of Ministries/Departments/Local Authorities and their respective Divisions/Sections/Units that have gone the extra mile to meaningfully improve public service delivery at different levels.

3. Participating Ministries/Departments/Local Authorities will be required, during the adjudication process, to demonstrate their achievements for the past year in terms of well-defined best practices that have resulted in substantial changes/improvements aligned to any of the 10 pillars of the Public Sector Business Transformation (PSBT) Strategy.

4. The selected best three entries will receive in order of merit the Gold, Silver or Bronze Awards. 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

Note: Additional Awards may be considered based on merit of submission.

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5. The Entry Form for participation is available on this Ministry’s website at [http://civilservice.govmu.org](http://civilservice.govmu.org). A soft copy of the application should be forwarded by email at mcsa-aru@govmu.org and a hard copy thereof, duly signed by a member of Senior Management, should be forwarded to this Ministry by **20 March 2020 at 16 00hrs** at the following address:-

The Administrative Reforms Division,
Ministry of Public Service, Administrative and Institutional Reforms,
Level 10, SICOM Building 2,
Cnr Chevreau & Rev Jean Lebrun Street,
Port Louis.

6. **It is important to note that:**

   (a) submissions received after the closing date will not be considered;

   (b) the Gold Award Winners of the previous editions are not eligible for participation for the next two editions of the PSEA following the year of their award; and

   (c) Parastatal bodies and Government-Owned companies are not eligible for participation.

7. In an effort to encourage public service organisations to adopt quality initiatives to improve service delivery, it is highly desirable that at least one entity from every Ministry/Department/Local Authority participate in the PSEA 2019. I am therefore making a strong appeal to my colleagues Supervising Officers to ensure maximum participation in PSEA 2019.

8. For any additional information or clarification, Mrs J. Bhugoo or Ms S. Ramdin may be contacted on Tel nos. 405 5787 and 405 5792 respectively.

   [Signature]

   S. Ragon
   Secretary for Public Service

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