Address by the Hon. Sutyadeo Moutia,

Minister of Civil Service and Administrative Reforms

Public Service Excellence Award 2011

Award Ceremony

Le Meridien Hotel, Friday 06 July 2012 @ 18 00 hrs

Mr. Sateeaved Seebaluck, Senior Chief Executive of my Ministry,

Mrs. Ramsamy, Senior Chief Executive, Ministry of Energy and Public Utilities

Permanent Secretaries here present,

Mr. Ravin Dajee, Managing Director of Barclays Mauritius and Chairman of the Panel of Jury,

Members of the Jury,

Heads of Departments,

Representatives of Unions,

Members of the Press,

Distinguished Guests,

Ladies and Gentlemen,

A very Good Evening to you all!

I am really pleased to be with you all at the Public Service Excellence Award ceremony as this annual event brings together under one roof all those officers of the Civil Service who have stood up to the challenge of questioning the existing practices, reviewing the way to do
things, looking for best practices and adopting such practices as far as possible within administrative and budgetary constraints.

In fact, you could have continued to work to rule and you would have earned your pay. But, you have chosen to make a difference and you deserve all our appreciation and congratulations regardless of the outcome of your participation. You are all winners!

Ladies and gentlemen, the silent majority of Civil Servants constituting the core of service providers do their work with a remarkable dose of integrity and sense of responsibility. And, you will agree, the reflection of this is seen in the very positive ratings of the different regional and international indices giving prominence to Mauritius on the world map.

However, ladies and gentlemen, my ministry is conscious of the fact that all the good work done across the Civil Service is not always reflected in the media. We are working on a communication strategy to address the matter.

We should also not deny that there is a minority who are causing serious damage to the image of the public sector and certainly this has to be addressed. This is why the Honourable Prime Minister has set up institutions such as the Office of Public Sector Governance, the Equal Opportunities Commission, Public Bodies Appeal Tribunal and other mechanisms to address complaints over and above the Public Accounts Committee, National Audit Office and ICAC.
Government is contemplating enhancing levels of good governance by broadening coverage under the Declaration of Assets Act and institutional provisions for recovery of assets.

At the level of my Ministry, we are taking cognizance of the report of the consultants on Performance Management System and we are committed to implement those recommendations that would enhance accountability, responsibility, ownership and fairness at the level of organizations and individual officers.

We are also shifting to a technology-enabled Human Resource Management System that would provide support for effective human resource planning and judicious use of our human resources. The forthcoming Civil Service College will sustain the human resource development needs of the whole public sector. These are the main areas of focus of government and I have no doubt that all these will materialize in 2012.

As I have stated earlier, ladies and gentlemen, the Civil Service is performing to the best of its abilities with the resources available. It is imperative that we recognize and reward organisations which have dared to excel in service delivery. This award ceremony is about recognising Public Service Organisations and officers for their efforts to provide a quality service on which they themselves have innovated.
The Public Service Excellence Award is a motivational tool which, while recognizing excellence and innovation in governmental organizations, also acts as a catalyst of good practices and efficiency in Public Service delivery. The theme retained for the 2011 edition of the Public Service Excellence Award is ‘Achieving Excellence through Modernisation’. The award exercise provides an opportunity to Ministries and Departments which have taken the challenge to embark on eco-friendly and novel initiatives and allow independent scrutiny. Their success deserves celebration and I am convinced that this event has all its importance. However, the real challenge will be to sustain the innovative effort and face strong competition from other organizations emulating your example.

Distinguished Guests, Ladies and Gentlemen, while broadening the scope for businesses, geopolitics and connectivity inherently put much pressure on organizations for improved delivery standards, accountability and transparency. It is true that meeting the increasing expectations of customers, development partners and other stakeholders in a highly competitive and open environment is very demanding. The Public Service needs, therefore, to evolve and adopt modern approaches in order to respond to these imperatives. And, we should not shy away from criticism.

The Public Service Excellence Award, in fact, represents a critical point in the process of recognizing the modernisation of the public service. This Award highlights –

*Customer Focus,*

*Leadership & Team Spirit,*
Effectiveness & Efficiency, and

Innovation & Improvement.

It encourages the appropriate use of technology to bring government closer together and closer to the people.

But, even as we recognise our achievements, we must ensure that we do not leave room for a sense of complacency. We have to continue to work at creating an environment for innovation and learning; to build organisational capabilities and individual competencies to tackle new challenges. And, as we seek to strengthen our engagement with the public whom we serve, we must listen actively and work closely with them on issues affecting them. It must be a more internally connected Government so that the services that we provide are more integrated and seamless.

I am given to understand that the members of the panel of jury had a very difficult task to select the winners from the 33 participating organisations. However, I am fully confident that this was done in all fairness and equity. I take this opportunity to extend my personal thanks to the Chairperson of the jury Mr Ravin Dajee, Managing Director, Barclays PLC Mauritius who despite his tight schedule assumed leadership of the panel. I also thank the members of his panel who have willingly dedicated their precious time to carry out the evaluation and adjudication exercise.
I thank all the 33 organisations which have participated in the award for their initiative, hard work, innovation and commitment to making a difference in the lives of Mauritians. I am sure you will maintain the high standard of service delivery. I would also invite other Ministries and Departments to participate in the forthcoming editions.

I, now, congratulate the winner of the Public Service Excellence Award 2011 and those of the sub-categories and I wish you the very best in all your endeavours at the service of our citizens. Let your example serve to motivate other public service teams to do likewise.

Distinguished Guests, Ladies and Gentlemen, let us join hands together in further professionalizing the Civil Service in Mauritius.

I thank you all for your attention.