



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

Circular Letter No 40 of 2011
E/60/28/21

01 August 2011

From: Supervising Officer, Ministry of Civil Service & Administrative Reforms

To: Supervising Officers in charge of Ministries/Departments

Public Service Excellence Award 2011

The Public Service Excellence Award (PSEA) 2011 was launched by the Minister of Civil Service and Administrative Reforms on Friday 22 July 2011. The overall objective of the PSEA is to encourage innovation and excellence by recognizing and honouring the efforts of those Ministries and Departments or Divisions and Units that have successfully introduced and put in place innovative measures to improve the delivery of public services.

2. The PSEA 2011, the theme of which is *'Achieving Excellence through Modernisation'* will reward those Ministries/Departments or Divisions/Units that have successfully transformed their organizations into smart, eco-friendly and modern entities where the customer is at the centre of high quality service delivery. It aims at:

- recognizing organisational excellence and highlight its importance in developing a modern, high quality and sustainable public service;
- rewarding Ministries/Departments or Divisions/Units that have adopted innovative and environmentally-friendly means to deal with daily challenges;
- promoting a performance-based, responsive, customer-focused and accountable public service.

3. Participating organizations will be evaluated by a Panel of Jury on the basis of the following four main judging criteria:

- (i) Leadership and Team Spirit;
- (ii) Effectiveness and Efficiency;
- (iii) Customer Focus; and
- (iv) Innovation and Improvement.

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The winner of the PSEA 2011 will be offered a cash prize of **Rs 100,000/-** and a trophy. Based on the level of achievements, the Panel of Jury may decide to award individual cash prizes of **Rs 50,000/-** along with a souvenir trophy in respect of each of the above judging criteria.

4. I am pleased to invite participation in the PSEA 2011. *Guidelines and the Participation Form* to enter for the PSEA 2011 are provided in the attached *Brochure* which can also be downloaded from the website of the Ministry of Civil Service and Administrative Reforms at <http://civilservice.gov.mu>. All Ministries/Departments and their respective Divisions/Units are eligible to compete for the Award.

5. Ministries/Departments or Divisions/Units should signify their intention of participation by filling in the first page of the Participation Form and returning same by **Friday 30 September 2011**. The completed Participation Form should thereafter be forwarded by **Tuesday 31 January 2012** at latest.

6. 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-ar@mail.gov.mu

7. For any additional information or clarification, Ms Z. Auladin, Assistant Secretary, Mrs S. Paupiah, Senior Officer and Ms J. Babajee, Officer may be contacted on tel nos. 201 3452, 201 3508 and 201 2253 respectively.

8. I should be grateful if you could arrange for a wide dissemination of the contents of this letter and the attached brochure in your Ministry/Department and encourage participation in the Public Service Excellence Award 2011.


(I.M. Oree) Mrs
Supervising Officer

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

PUBLIC SERVICE EXCELLENCE AWARD

PARTICIPATION FORM

To enter for the **Public Service Excellence Award 2011**, each Ministry/Department or Division/Unit is required to fill in this Participation Form. Information provided should be factually correct, comprehensive and concise. Organisations should bring forth their achievements of the past 12 months and provide a substantive overview thereof so as to justify what qualifies them to be the winner of the Public Service Excellence Award 2011. Applicants are encouraged to include supporting materials.

The completed Participation Form should be submitted by midnight, 31 January 2012.

Submissions should be sent to the

Administrative Reforms Division,

Ministry of Civil Service and Administrative Reforms,

Level 7, New Government Centre, Port-Louis.

Submissions by fax should be made on fax no 211 50 47 or sent by email to mcsa-arua@mail.gov.mu

These submissions should be followed by a printed copy.

Soft copy of the Participation Form is available on the website of the Ministry of Civil Service and Administrative Reforms at <http://civilservice.gov.mu>

For Office Use

Ref:

Date of receipt of application:/...../.....

Date of acknowledgement:/...../.....

Profile of Organisation

Name of Ministry/Department

or Division/Unit:

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Address:

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No. of officers: 10 to 50 51 to 100 201 to 250 251 to 500

Name of Head of Ministry/Department

or Division/ Unit:

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Telephone: **Fax:** **email:**

Date: **Signature:**

Short Description:

Briefly describe the activities of the Ministry/Department or Division/Unit entering for the Award:

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1. STRATEGIC PLANNING

Vision of the Organisation

1. Clearly state what is the long term vision of your organisation. (*in not more than 50 words*)

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Mission of the Organisation

2. Clearly set down the Mission Statement of your organisation. (*in not more than 100 words*)

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3. What are your main objectives? (*To be set down in clear one line statement, e.g To issue permits within 3 days of application*)

- (i)
- (ii)
- (iii)
- (iv)
- (v)

4. Do you have any Strategic / Action Plan that guides the formulation and implementation of policies?

Yes No

5. If yes, at what interval (timeframe) is this Strategic / Action Plan reviewed?

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6. Briefly describe your Strategic Planning process. (in not more than 200 words)

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7. Explain how your policy framework provides for the modernisation of services and mainstreaming of environmental considerations into planning so that measures are adopted for your organisation to operate in line with sustainable development practices. (in not more than 300 words)

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2. CUSTOMER FOCUS

1. Who are your customers?

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2. How are the needs of customers identified? *(Elaborate in around 200 words.)*

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3. Does your Organization have a Customer/Citizen's Charter?

Yes

No

(a) If yes, please state when it was first published and last updated. You are invited to attach a copy of the latest publication.

First published in :.....

Last updated in:

(b) What measures have been taken to communicate the quality standards set in your Customer / Citizen's Charter to both your officers and citizens having recourse to your services? *(in not more than 200 words)*

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4. Explain the framework used to evaluate the level of services provided?
(in not more than 200 words)

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5. Describe any feedback mechanism put in place to listen to and take on board the views of customers? *(in not more than 300 words)*

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3. LEADERSHIP & TEAM SPIRIT

1. Describe the structure of your Ministry/Department or Division/Unit. You may wish to attach an organigramme. *(in not more than 100 words)*

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2. Does your organization have a specific Code of Ethics?

Yes No

3. What steps have been taken to promote ethical practices and good governance? *(in not more than 300 words)*

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4. How is management commitment and leadership demonstrated? (*in not more than 300 words*)

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5. Explain measures taken to foster teamwork and teamspirit. (*in not more than 300 words*)

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6. What are the communication channels used to convey information within the organisation? (*in not more than 100 words*)

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4. EFFECTIVENESS & EFFICIENCY

1. What are your Key Performance Indicators?

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2. Has your Organization already implemented the Performance Management System?

Yes No

3. Give the dates and description of the last three main steps undertaken.
(e.g mid-term assessment done in July)

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4. Is your Organization ISO Certified?

Yes No

(a) If yes? *Since when, and indicate under which standard.*

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5. How do you ensure that resources are used optimally? (*in not more than 400 words*)

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5. INNOVATION & IMPROVEMENT

1. **What are the latest innovative measures put in place?** (*in not more than 300 words*)

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2. **How is innovation encouraged?** (*in not more than 300 words*)

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3. **What environmentally-friendly concepts have been implemented over the past 12 months?** (*in not more than 300 words*)

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