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**PUBLIC SERVICE EXCELLENCE AWARD**

**2025**

**ENTRY FORM**

**Theme:**

***“Delivering Results and Building Trust through an Innovative, Sustainable and People-Centric Public Service”***

**PUBLIC SERVICE EXCELLENCE AWARD 2025**

INTRODUCTION

The Public Service Excellence Award has been introduced to encourage public organisations to embrace new methods of work and procedures and to continuously improve the delivery of their services. The underlying objective is to promote a performance-oriented, customer-friendly and accountable public service.

**THE THEME**

The theme for the 2025 Edition of the PSEA is ***“Delivering Results and Building Trust through an Innovative, Sustainable and People-Centric Public Service”*.**

AWARDS

The winners will be selected under the following four categories –

1. **Ministries/Departments (other than disciplined forces);**
2. **Disciplined Forces;**
3. **Local Authorities; and**
4. **Parastatal Bodies**

The best three submissions in each category will receive trophies, certificates and cash prizes as follows -

**Gold Award : Rs 60,000**

**Silver Award : Rs 45,000**

**Bronze Award : Rs 30,000**

ADJUDICATION

The Adjudication process to determine the best entries under each Category will be conducted by a Panel of Jury, comprising representatives from the public and private sectors.

ENTRY ELIGIBILITY

All Ministries/Departments/Disciplined Forces/Local Authorities/Parastatal Bodies are eligible to participate in the Award.

**The competition is also open to all winners of previous editions for new projects only.**

**Government-owned companies are not eligible for participation.**

APPLICATION

The *Entry Form,* which is available on this Ministry’s website at [***https://civilservice.govmu.org***](https://civilservice.govmu.org)***,*** duly filled,should be forwarded by email at **mcsa-aru@govmu.org** and a hard copy thereof, duly signed by a member of Senior Management to this Ministry by ***Friday 30 May 2025 2025 at***

***16 00hrs*** at the following address:-

Senior Chief Executive,

Ministry of Public Service and Administrative Reforms,

The Administrative Reforms Division,

 Level 6, Wing B, SICOM Building 2,

 Corner Chevreau and Reverend Jean Lebrun Streets,

 Port Louis.

All submissions should be typewritten. **Handwritten, incomplete and late submissions will not be considered.** Information provided by participants should be factually correct, comprehensive and concise.

**CONTACT DETAILS**

Administrative Reforms Division

**Tel:** 405 4100 (PABX) - Extension: 10224 / 10225

**Fax:** 212 4168

**Email:** mcsa-aru@govmu.org

**Website:** <http://civilservice.govmu.org>

**NOTES FOR GUIDANCE**

In their submission, organisations are required to bring forth their achievements for the past
12 months in terms of ***“Initiative/Best Practice/project”*** and provide a substantive overview thereof so as to justify what qualify them to be the potential winner of the Award. Organisations should include documentary evidence in support of their write-ups.

**ENTRY FORM**

**SECTION 1: PROFILE**

|  |  |
| --- | --- |
| **Title of the Initiative/Best Practice/Project** | **: ……………………………..……...………….** **…………………………………...……...……** |
| **Name of organisation** | **: ……………………………..……...…………..** **…………………………………...……...……** |
| **Address** | **: ……………………………..……...…………..** **…………………………………...……...……** **………………………………………...……...** |
| **Full name of Contact Person***(Block Letters)* | **: …………………………………...……………** |
| **Post held by Contact Person** | **: …………………………………....…………...** |
| **E-mail Address**  | **: …………………………………....…………...** |
| **Telephone Number** | **: ………………………………….....…………..** |
| **Contact address, if different from above**  | **: ……………………………..……...…………..** **…………………………………...……...……** **………………………………………...……...** |
| **Name of Senior Official who validated the submission** *(Block Letters)* | **:****………………………………….…………….** |
| **Signature** | **:****………………………………….…………….** |
| **Telephone Number of the Senior Official** | **: ……………………………………......……….** |
| **Year in which implementation of Initiative/Best Practice/Project was successfully completed** | **: …………………………………......................** |

**Please tick the category under which participation is being submitted–**

|  |  |
| --- | --- |
|  | **Category 1:** Ministries/Departments |
|  | **Category 2:** Disciplined Forces |
|  | **Category 3:** Local Authorities |
|  | **Category 4:** Parastatal Bodies |

**SECTION 2: OVERVIEW**

**2.1 Briefly describe your initiative/best practice/project. *(Maximum 250 words)***

**2.2 What inspired your organisation to develop this initiative/best practice/project and what are its primary objectives? *(Maximum 250 words)***

**2.3 Describe the process or method your organisation used prior to implementing this initiative/best practice/project. How was work being conducted before the new approach was introduced? *(Maximum 250 words)***

**2.4 Explain how your initiative/best practice/project supports the Award’s theme of “Delivering Results and Building Trust through an Innovative, Sustainable and People-Centric Public Service”. *(Maximum 250 words)***

**SECTION 3: ALIGNMENT WITH AWARD CRITERIA**

**Transformational Leadership**

**3.1.1 Describe how your organisation has driven the change in line with the principles of transformational leadership *(Maximum 250 words)***

**3.1.2 Explain how a culture of continuous learning and development is fostered within the organisation. *(Maximum 250 words)***

**Operational Efficiency**

**3.2 How has your initiative/best practice/project streamlined processes or improved service delivery to better meet customer needs? *(Maximum 250 words)***

**Innovation and Sustainability**

**3.3 Highlight the innovative aspects of your initiative/best practice/project and explain how sustainability has been integrated in the project. *(Maximum 250 words)***

**Optimal Use of Resources**

**3.4 Elaborate on how resource utilisation has been optimised during the development and execution of the initiative/best practice/project. *(Maximum 250 words)***

**Good Governance and Transparency**

**3.5 What are the measures that have been put in place to foster good governance, accountability and transparency? *(Maximum 250 words)***

**Safety and Health at Work**

**3.6 Describe the actions taken to promote a culture of Safety and Health at work as part of your initiative/best practice/project. *(Maximum 250 words)***

**People-Centric Approach**

**3.7 How the needs and wellbeing of your internal and external customers have been central in the implementation of this initiative/best practice/project? *(Maximum 250 words)***

**SECTION 4: IMPLEMENTATION PROCESS AND IMPACT EVALUATION**

**4.1 Describe the key stages of your initiative’s/best practice’s/project’s implementation, including any challenges encountered and how they were addressed. *(Maximum 250 words)***

**4.2 How did you monitor progress during implementation? Please specify the performance indicators or metrics used. *(Maximum 250 words)***

**4.3 Provide examples of tangible outcomes or benefits that resulted from your initiative/best practice/project. *(Maximum 250 words)***

**4.4 Outline any plans for scaling up or further developing the initiative/best practice/project in the future. *(Maximum 250 words)***

**4.5 What lessons have you learned that could guide similar efforts elsewhere? *(Maximum 250 words)***

**4.6 How do you plan to sustain the impact of this initiative/best practice/project over the long term? *(Maximum 250 words)***

**For Office Use**

**Ref:** ………………………………………………

**Date of receipt of Entry Document:** :.………… /………… /…………

**Date of acknowledgement**: .………… /………… /…………