

**PUBLIC SERVICE EXCELLENCE AWARD 2017**

**ORGANISED BY THE**

**THE MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE  
REFORMS**

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**SPEECH BY HON PRAVIND KUMAR JUGNAUTH  
PRIME MINISTER**

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**FRIDAY 23 NOVEMBER 2018 AT 18 15 HRS**

**VENUE: HIBISCUS BALLROOM,  
INTERCONTINENTAL MAURITIUS RESORT,  
BALACLAVA FORT**

**Honourable Ivan Leslie Collendavelloo, Deputy Prime Minister, Minister of Energy and Public Utilities,**

**Honourable Marie Cyril Eddy Boissézon, Minister of Civil Service and Administrative Reforms,**

**Colleagues Ministers,**

**Parliamentary Private Secretaries,**

**The Secretary to Cabinet and Head of the Civil Service,**

**The Secretary for Public Service,**

**Senior Chief Executives,**

**Members of the National Assembly,**

**The Chairperson and Members of the Jury Panel,**

**President of Trade Unions,**

**Public Officers,**

**Distinguished Guests,**

**Ladies and Gentlemen,**

Thank you for inviting me to the Public Service Excellence Award Ceremony. It is always a pleasure to be in the midst of people who are committed to make a change to the lives of the citizens of our country.

I believe in the capacity of our public institutions to contribute meaningfully to improve service delivery. And this Public Service Excellence Award will enhance the culture of efficiency and effectiveness of public institutions in line with the objectives of Vision 2030 and the Public Sector Business Transformation Strategy.

This Award provides an incentive for Ministries and Departments to go off the beaten track and find ways and means to do things in a more innovative and transformative manner to meet the needs and aspirations of our citizens.

And the theme you have chosen for the Award this year -*Fostering creativity and innovation to better respond to citizens' needs*- comes at an opportune time. It epitomizes Government's vision to transform the public service.

As you know, we are living in challenging times. Our population call for immediate actions to address their current needs. The big question is - how do we

brace up to meet the increasing and sophisticated needs of our citizens?

We need first to equip ourselves to cope with the upheavals unleashed by technological changes and innovation. We have to create and invent new ways forward.

Public Sector organisations have to fuel their efforts and resources with a sense of mission and purpose that will continue to transcend the bottom line, to turn simple and ordinary ideas into extraordinary opportunities. Keep reaching for new heights.

Coping with the future implies that we become more creative, more productive. We need to change the way we do things. *Status quo* is not an option. We have to be different in everything that we do to remain above the curve. If you get locked into things the way they are, you will be left behind.

As Albert Einstein so eloquently put it : “Insanity is doing the same thing over and over again and expecting different results.”

What is required of the public service is to rethink the future, and prepare for the uncertainties and unfamiliar terrain that are unfolding.

An eminent researcher, Rowan Gibson, said , and I quote :

*“Tomorrow’s new times will bring new ways of competing. And the companies who are going to be successful are the ones that will grasp them first and overcome all the normal organizational barriers to doing things differently.”* (Unquote)

This is all the more relevant to public sector organisations. And this Public Service Excellence Award lays the foundations for inventing and shaping the future and to take charge of the future, not simply responding to it.

This is where the theme of your Award becomes so crucial. Because it encourages creativity and the adoption of innovative ways of doing business in the public service.

The objective is to aim high so that, as a Nation, we continue to thrive in this fiercely competitive and challenging international environment.

There is no doubt that we can do it. We have committed and highly dedicated officers who can make the difference.

Let me stress that irrespective of the size of the organisation you belong to, it is imperative that you



know well the dynamics of the external environment. You should identify and pick up those elements that would upend the system you are operating in at present and at the same time, capture the emerging trends and groundbreaking opportunities.

This is a new century. A century of acceleration!

A new game is being played. Our modern era is increasingly characterized by new forces such as blockchain technology and the expanding footprints of digitization. With breakthroughs in so many fields, we find ourselves in the midst of the fourth industrial revolution which is driven by Artificial Intelligence.

The current of acceleration and change is so powerful that it is shattering the fabrics of institutions, shifting values and, even our core business.

Experience shows that organisations which embrace innovative ideas and practices are more resilient to external environmental factors and have brighter opportunities to perform better.

As public institutions, you have to benchmark yourselves against such organisations.

Studies have proved that countries that have moved rapidly on the path of innovation and excellence

have placed a high premium on technology and have re-engineered themselves and modernized their services.

The Public Service has to adopt a culture of innovation, to boost productivity so that our present and future generations can enjoy a much better quality of life.

As public officers, you will have to be a catalyst of change and at the same time, you have to demonstrate an unwavering commitment and ambition to produce long-lasting results, no matter how difficult and complex.

Our success will depend on how quick you will adapt to the fast changing and overwhelming situations. You will continue to be constantly hard-pressed by a number of work challenges. This is the rule of the game. Hence, the Public Sector should more than ever before place renewed emphasis on creativity, innovation and excellence.

In this regard, I would wish to see more Ministries and Departments participate in the next edition of the Public Service Excellence Award.

Government is investing massively in the modernization of public services in Mauritius. The Civil Service is in the process of implementing a

Human Resource Management Information System (HRMIS) which consists of a central on-line database of public officers with a view to simplifying the Human Resource and Financial Operations and rendering them more efficient.

We are also carrying major reforms in the Civil Service geared towards a systematic, integrated and coordinated way to bring improvements, innovation and transformation across the whole Civil Service to meet the present and future needs of our citizens.

Government is sparing no effort to enhance the capacity and capability of public officers to enable

them to make the leap, to move from good to great, become more creative and innovative.

Let us go beyond the traditional thinking and patterns. Let's us generate meaningful new ideas and apply them to our work methods.

The need to constantly innovate should become an essential part of our public service culture. We have a duty to make things happen positively for the benefit of the public we serve.

With these words, I would like to pay tribute to all those of you who have participated in this Award.

I congratulate the winners for the tremendous effort they have put in and for their sense of creativity and innovation.

Finally, I would like to thank all public officers for their efforts and service to the nation. We are very proud of the public service that we have.

Have an enjoyable evening!

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