



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

11 February 2019

Ministry of Civil Service and Administrative Reforms
Circular Letter No 09 of 2019
E/60/28/21/16

From : Secretary for Public Service

To : Supervising Officers in charge of Ministries/Departments

Public Service Excellence Award 2018

The Ministry of Civil Service and Administrative Reforms has the pleasure to invite Ministries/Departments to participate in the Public Service Excellence Award (PSEA) 2018. The theme chosen for the 2018 Edition is ***“Embracing Innovative Technologies and Processes for Public Service Enhancement”***, the purpose of which is to give an added dimension to the ongoing effort of Government to improve the quality of services provided to the public through the implementation of smart processes and the use of intelligent tools and techniques.

2. The PSEA is one of the many initiatives being undertaken since 2006 to help steer the public service on the path of excellence and to become more customer-centric and results-oriented. The Award is also meant to encourage and foster a culture of collaboration and team work in public service organisations. As such, PSEA 2018 aims at recognising and rewarding the commendable efforts of Ministries/Departments and their respective Divisions/Sections/Units that have travelled the extra mile to enhance service delivery at different levels.

3. Participating Ministries/Departments 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

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5. The *Entry Form* for participation is available on this Ministry's website at <http://civilservice.govmu.org>. A soft copy of the application should be forwarded by email at mcsa-arua@govmu.org and a hard copy thereof, duly signed by a member of Senior Management, should be forwarded to this Ministry by **15 April 2019 at 16 00hrs** at the following address:-

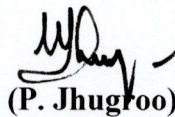
The Administrative Reforms Division,
Ministry of Civil Service and Administrative Reforms,
Level 10, SICOM Building 2,
Cnr Chevreau & Rev Jean Lebrun Street,
Port Louis.

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

- (a) **submissions received after the closing date will not be considered; and**
- (b) **the Grand Winners of the previous editions of the Award are not eligible for participation for the next two editions of the PSEA following the year of their award.**

7. In an effort to encourage public service organisations to adopt quality initiatives for improved service delivery, it is highly desirable for at least one entity from every Ministry/Department to participate in the PSEA 2018. I am therefore making a strong appeal to my colleagues Supervising Officers to ensure maximum participation in PSEA 2018.

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.



(P. Jhugroo)
Secretary for Public Service

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