Circular Letter No. 22 of 2003
E/60/28/08/05 V2

From: Secretary for Public Service Affairs

To: Supervising Officers in Charge of Ministries/Departments


As you are aware, five Task Forces were set up in August 2001 in order to assist this Ministry in the Civil Service Reform initiatives under way. In this context, the Task Force on Financial Management has set up five sub-committees to look into specific issues, including the reviewing of the Financial Management Manual (FMM).

2. The Financial Secretary had issued a circular letter (Ref. MFC/1/43) dated 7 January 2003 to Accounting Officers inviting their views and suggestions on those parts of the FMM which need to be updated or reviewed. It has been reported to the Ministry that very few responses have been received so far.

3. You will undoubtedly appreciate that there is an urgent need to re-visit some of the existing provisions in the finance and stores legislation and procedures, as reflected in the FMM, to bring them in line with practices based on financial accountability and financial integrity so as to respond to the needs of a dynamic Public Service for better efficiency and effectiveness.

4. Since the Sub-Committee responsible for the updating of the FMM is finalising its recommendations, it would be appreciated if your suggestions, if any, on the reforms to be brought to the financial management system could be submitted to the Administrative Reforms Unit of the Ministry of Civil Service Affairs and Administrative Reforms, 7th Floor, New Government Centre, Port Louis, by Monday, 30 June 2003.

(D.P. Ruhee)
Secretary for Public Service Affairs

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

Administrative Reforms Unit, 7th Floor, New Government Centre, Port Louis, Tel. (230) 201 1434, (230) 201 3485
Fax (230) 212 9528, E-mail:mcsa-aru@mail.gov.mv
Guidelines on the Annual Public Sector Counter Service Awards Scheme

Scheme Details

1. Introduction

The purpose of these guidelines is to provide information to Ministries and Departments on the Counter Service Awards Scheme in the Public Sector. It outlines the application procedure, submission of entries and reporting format, selection and evaluation, assessment criteria, adjudication process and the award structure.

2. Rationale for Awards

One of the reform projects mentioned in the Ministry’s Action Plan 2001-2003 “Towards the Modernization of the Public Service” is the introduction of an Annual Counter Service Awards Scheme. The primary aim of the award is to recognize the achievement of Ministries/Departments in providing effective customer service through counter services and to further promote a customer-focused culture in the Public Service.

In order to promote and sustain the momentum of providing good customer service through counter services, the Ministry of Civil Service Affairs and Administrative Reforms, in collaboration with the Mauritian Quality Institute is launching the Annual Counter Service Awards Scheme as from this year. Such awards, will encourage Ministries/Departments to provide quality, efficient and cost-effective customer services. These awards would be given to Ministries/Departments which have undertaken improvement efforts and have excelled in customer service. All Ministries/Departments, irrespective of their staff size and nature of services, can compete for the Award.

There will be one Award for the Police Department and one for the Health Sector to recognize improvements in the two most visible departments in the public eyes.

3. Objective of the Awards

The main objectives of giving the “Public Sector Counter Service Awards” are -

• To promote a quality service and customer-focused culture in the Public Service
• To publicize and recognize the achievements of Ministries/Departments in the pursuit of excellent customer service
• To provide a high level of public recognition and support for public sector institutions to improve performance
• To further motivate Ministries/Departments and their staff to strive for continuous improvements in serving the community
• To foster healthy competition leading to the improvement of the quality of service rendered by public sector organisations.

4. Assessment Criteria

The assessment criteria for the awards will be based on the three main areas of Quality, Efficiency and Cost Effectiveness focusing on key indicators/attributes pertaining to customer focus, leadership and team spirit, process management, system improvement, innovation and application of information technology, productivity and the effective use of resources. All entries will be assessed according to the following detailed criteria:
<table>
<thead>
<tr>
<th>Selection Criteria</th>
<th>Examples of Indicators</th>
<th>Weightage per Sub-Criteria</th>
<th>Weightage as per Self-Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>(B) Efficiency</td>
<td>PROCESS MANAGEMENT WEIGHTAGE: 100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Process Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Efficient and accurate service delivery with user-friendly procedures</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Upkeeping performance pledges and pursuing continuous improvement</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>System Improvement</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Work process/systems re-engineered to achieve greater efficiency and to reduce process time</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Innovation and Application of Information Technology</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• New technology applied to work process to achieve higher productivity and to add value for customers.</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Application of innovative ideas to bring improvement in the delivery of service</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Productivity</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Measures to increase productivity.</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>(C) Cost-Effectiveness</td>
<td>WEIGHTAGE: 100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Effective use of resources to enhance service output while maintaining satisfactory standard of service</td>
<td>60%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Savings achieved through service re-engineering process and other measures without affecting the quality and efficiency of service</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Weightage:</td>
<td></td>
<td>500%</td>
</tr>
</tbody>
</table>

5. Allocation of Score

Total assessment criteria will carry 500 points as the full score. Apart from the Ministry’s/Department’s current achievement on the above three criteria, improvements made by Ministries/Departments in the last two years will also be recognized in calculating the score.

6. Awards

A total of 8 prizes will be given as follows-
### Details of Assessment Criteria

<table>
<thead>
<tr>
<th>Selection Criteria</th>
<th>Examples of Indicators</th>
<th>Weightage per Sub-Criteria</th>
<th>Weightage as per Self-Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) QUALITY</td>
<td>(i) CUSTOMER FOCUS AND (ii) LEADERSHIP AND TEAM SPIRIT TOTAL WEIGHTAGE: 300%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer focus (200 %)</td>
<td>• Facilities for customers (Proper notice boards/directional signs, enquiry counters, clean and well-ventilated waiting area, suggestion box, counter opening at specified times and availability of appropriate forms, guidelines/pamphlets regarding service).</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Effective system to understand customer expectations and to obtain customer feedback</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Measures/new services to address customer needs</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Customer Satisfaction on the services provided</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Positive step to turn customers requests/complaints into opportunities for improvement</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Setting services standards for delivery through customer charters</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Leadership and Team Spirit (100%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Strong leadership in encouraging teamwork and motivating staff to improve service delivery</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Clear departmental strategies on service enhancement</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• High team spirit</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Staff with high morale, strong satisfaction and active involvement in improving customer service</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Effective communication channels on service enhancement policy of within the department</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Priority in provision of training and development of staff</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Promotion of a good image of the Ministry/Department and Public Services.</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Establishment of good public relations with customers, general public and media</td>
<td>20%</td>
<td></td>
</tr>
</tbody>
</table>
A grand prize of Rs 100,000/- will be awarded to the overall winner. A challenge shield will also be offered by the Mauritian Quality Institute;

An award of each assessment criterion;

A Best Public Image to the Ministry/Department which obtains the highest votes from the public in each group (3 prizes);

An Award for the Health sector (1 prize);

An Award for the Police Department (1 prize);

Each winning Ministry/Department will receive a trophy and a cash allocation of the following value to be credited to the respective Ministries/Departments Staff Welfare Fund Account.

<table>
<thead>
<tr>
<th>Awards</th>
<th>Value of Cash Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand prize – Excellent Counter Service Award</td>
<td>Rs 100,000</td>
</tr>
<tr>
<td>Award under each assessment criterion (3 x 30,000)</td>
<td>Rs 90,000</td>
</tr>
<tr>
<td>Best Public Image Award (3 x 30,000)</td>
<td>Rs 90,000</td>
</tr>
<tr>
<td>Award to the Police Force</td>
<td>Rs 60,000</td>
</tr>
<tr>
<td>Award to the Health Sector</td>
<td>Rs 50,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td>Rs 360,000</td>
</tr>
</tbody>
</table>

All participating Ministries/Departments will be awarded a certificate in recognition of their efforts in achieving quality customer service and making a submission for entry to the Awards Scheme.

2. Adjudication Process

The adjudication process comprises two stages -

**STAGE ONE**

(a) Evaluation of submissions and Assessment Visits

A team will be appointed to conduct site assessment and interview visits to all participating Ministries/Departments with the findings submitted to a screening panel comprising a representative of the Ministry of Civil Service Affairs and Administrative Reforms, the Mauritian Quality Institute Representatives and Representatives from the unions. The purpose of the site visit is to allow the Ministries/Departments to provide insights and information beyond what is described in the application report. It will also facilitate the site visit team to verify and clarify the information provided in the application report. The screening panel will examine and assess all submissions after taking into consideration the findings of the assessment visits.

The Report will then be forwarded to the Grand Jury.

(b) Public Voting

Members of the public will be invited to participate in the selection of winning departments. The Public will also be allowed to vote through telephone hotline; this process will be managed by the Mauritian Quality Institute (MQI).

**STAGE TWO**

An adjudicating panel acting as the Grand Jury will select the Ministry/Department of each group winning the overall grand prize. The composition of the Adjudicating Panel will be as follows:

Chairman: Secretary for Public Service Affairs
8. Implementation Schedule for Annual Public Sector Counter Service Awards Scheme
Starting from 2003.

The implementation schedule will be as follows:

(a) Invitation for application/submission of entries by Ministries/Departments. First week of July
(b) Closing date for submission of applications 31 July
(c) Evaluation of entries and conduct of assessment and Interview visits Aug – Sept
(d) Voting for Best Public Image Ministry/Department September
(e) Evaluation of final reports and selection of Ministries/Departments by the Adjudicating Panel for the Award October
(f) Submission to Grand Jury October
(g) Presentation of Public Sector Counter Service Awards by the Prime Minister and the Minister of Civil Service Affairs and Administrative Reforms Mid-November

9. Participation Form/Submission of Entries

Applications for award under the Public Sector Counter Service Award Scheme should be submitted through the Head of Ministry/Department. Participation form at Appendix B must be filled in and signed by the respective Head of Ministry/Department.

10. Application Report and Self-Assessment

Every application for the award must contain a brief write-up in the form of an application report, which would include two parts as follows:

Part 1

A brief description of the Ministry/Department pertaining to the following items:

- Vision and Mission
- Structure of the Ministry/Department (organization chart)
- Functions/Activities of the Ministry/Department

Part 2

A brief description of the overall performance, that is a self-assessment report, of the Ministry/Department in the provision of customer service must be presented. It must also elaborate on the improvements made by the Ministry/Department over the last two years pertaining to the assessment criteria, as outlined at item 4 of these guidelines. The write-up should be brief, concise and factual (about 1,500 to 2,000 words) providing specific information and examples on projects and initiatives.
undertaken and results achieved under each assessment criterion (self-scoring). Statements should be supported with data where appropriate. The use of tables and graphs is encouraged.

The entrant is also required to provide a brief summary (around 200 words) on the outstanding services provided.

11. All entries should be submitted to:
Administrative Reforms Unit
Ministry of Civil Service Affairs and Administrative Reforms
7th Floor, New Government Centre
Port Louis.

12. Notes
- The decision of the Adjudicating Panel will be final and binding.
- The Ministry of Civil Service Affairs and Administrative Reforms reserves the right for the interpretation of the guidelines and to make any changes to the implementation of the Scheme without prior notice.

13. Exhibition and Prize Presentation Ceremony
Prizes for the "Excellent Customer Service Award", 'and other Awards' will be presented by the Prime Minister and the Minister of Civil Service Affairs and Administrative Reforms to the winners at an Awards Ceremony to be held in mid-November and to which all participating Ministries/Departments will be invited. It is also proposed to hold an exhibition as part of the celebration of the Quality Day of the Public Service.

14. Enquiries
For enquiries, please contact:
Administrative Reforms Unit
Ministry of Civil Service Affairs and Administrative Reforms
7th Floor, New Government Centre
Port Louis.

Tel: 201-1434 Fax No.: 212-8528 Email: mec-a.ru@mill.gov.mt

Ministry of Civil Service Affairs and Administrative Reforms
PORT LOUIS

01 July, 2003
## Participation Form for Public Sector Counter Service Awards (PSCSA) Scheme

The form must be submitted to the Administrative Reforms Unit, Ministry of Civil Service Affairs and Administrative Reforms, 7th Floor, New Government Centre, Port Louis. Tel: 2011434 Fax: 5228 E-mail: mcsc-aru@mail.gov.mu

### Details of Ministry/Department applying for award

Name of Ministry/Department: 
Address: 
Fax: 
Email address: 
Office of Head of Ministry/Department: 
Designation: 
Signature of Head of Ministry/Department: 

*Please note: This participation form should be submitted along with the application report outlined in item 10 of Guidelines for Public Sector Counter Service Awards Scheme."

### Name of Parent Ministry/Department (where applicable)

Address: 
Fax: 

*Office Use Only*

PSCSA: 
Date application received: 
Acknowledged: 