



**PUBLIC SERVICE
EXCELLENCE AWARD
2012**

Entry Document

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

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 Organisation 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. 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

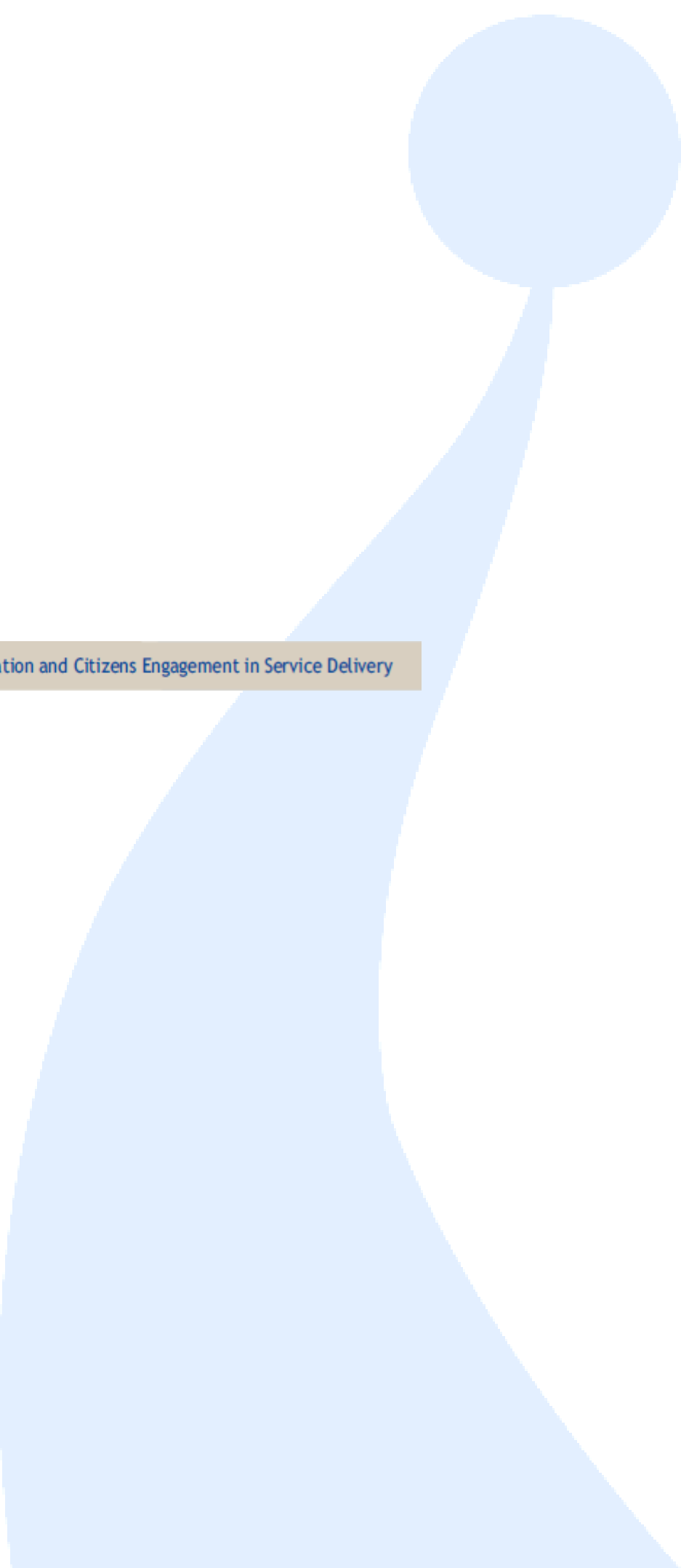
3. Give the dates and description of the last three main steps undertaken. (e.g mid-term assessment done in July)

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4. Is your Organization ISO Certified?

Yes No

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



Innovation and Citizens Engagement in Service Delivery

Public Service Excellence Award

Participation Form

To enter for the Public Service Excellence Award 2012, 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 2012. Applicants are encouraged to include supporting materials.

The completed Participation Form should be submitted by Wednesday 31 October 2012 and the Entry Document by Thursday 31 January 2013.

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 5047 or sent by email to
mcsa-arv@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:...../...../.....



**PUBLIC SERVICE
EXCELLENCE AWARD
2012**

Guidelines

*Innovation
and Citizens
Engagement
in Service
Delivery*

Introducing the PSEA

The Public Service Excellence Award (PSEA) held annually aims to encourage innovation and excellence in the delivery of public services. It recognizes and honours the efforts of those Ministries and Departments or Divisions and Units that have excelled in introducing and successfully putting in place innovative measures to improve the effectiveness and efficiency of the public service.

The theme for the 2012 edition of the Public Service Excellence Award is '*Innovation and Citizens Engagement in Service Delivery*'

There is an increasing recognition that citizen involvement is critical for effective governance, improving service delivery and fostering empowerment. Effective governance aims at strengthening the ability of citizens, civil society organisations and other non-state actors to hold the state accountable for better development results.

The public service should therefore constantly evolve to manage social, economic and environmental affairs, to respond to needs, preferences and desires of the citizens and to gear them in directions that are regarded as conducive to the well being of the state.

As such, public organisations should be proactive and be prepared to face all externalities – taking advantage of all opportunities available and facing all challenges coming on their way. In this context the public service must be innovative and adopt state of the art technologies to modernise service delivery.

The Public Service Excellence Award 2012 will reward those Ministries/ Departments or Divisions/Units that have successfully adopted innovative tools and encouraged citizens participation to improve public service delivery.

2. Objectives

The Public Service Excellence Award 2012 aims to :

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

3. The Award

The Public Service Excellence Award 2012 will be attributed to the Ministry/Department or Division/Unit that has excelled in all the judging criteria being assessed, as detailed on the next page.

An Award may also be offered to the Ministry/Department or Division/Unit which scores the highest for each of the following criteria:

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

4. Judging Criteria

Criteria	Score
(i) Strategic Planning and Objectives <ul style="list-style-type: none">• Does the Ministry/ Department or Division/Unit have:<ul style="list-style-type: none">- a clearly formulated Vision /Mission Statement?- specific objectives to attain devolving from a Strategic Planning Process, which take into account the need to modernise practices and mainstream environmental considerations ?	15%
(ii) Customer Focus <ul style="list-style-type: none">• Are the needs of customers identified?• Are Quality objectives set and communicated in a Customer/Citizen's Charter?• Are customers treated with courtesy, consideration and fairness?• Are customers provided with reliable and timely services?• Is there an effective feedback mechanism where the views of customers are listened to and taken on board?	20%
(iii) Leadership and Team Spirit <ul style="list-style-type: none">• Is there top management commitment and leadership?• Is the communication process and information flow within the organisation effective?• Is there a system for the maintenance/promotion of Ethical Values?• Do team spirit and teamwork prevail?• Are staff morale and commitment high?	15%
(iv) Effectiveness and Efficiency <ul style="list-style-type: none">• Is there an articulated vision for Total Quality Service?• Are goals in line with quality standards established?• Are outputs compatible with expected outcome?• Are resources used effectively?• Has Performance Management System already been implemented?	30%
(v) Innovation and Improvement <ul style="list-style-type: none">• Are innovative ideas introduced to improve procedures /delivery of services?• How effectively are these translated into practice?• Is e-government a reality within the organisation?• Is modern and green technology used to enhance systems/service delivery?	20%
Total	100%

5. Adjudication

Panel of Jury

A Panel of Jury made up of a Chairperson and around 4 members with wide managerial experience will be set up to assess the entries.

Judging Process

The evaluation process will comprise the following main stages:

- evaluation of the Entry Document submitted by participants;
- site visits to participating organisations;
- final assessment by Panel of Jury.

6. Entry

Eligibility

All Ministries/Departments or Divisions/Units are eligible to enter the PSEA. However, a winner of the Public Service Excellence Award may be eligible for participation only after two years after the last Award won.

Application

Organisations should fill in and submit the Participation Form by **Wednesday 31 October 2012** and the Entry Document by **Thursday 31 January 2013**.

7. Key Dates

September 2012

Call for entries

January 2013

Closing date for submission

February 2013

Evaluation and Site Visits

March 2013

Final assessment by Panel of Jury

April 2013

Award Ceremony

8. For The Winners....

Winners will:

- be recognised for their outstanding achievements;
- enjoy publicity that will establish their reputation as a proven provider of exemplary services;
- be awarded a **trophy and a cash prize** at the Award Ceremony.

9. Cash Prizes

The Grand Winner of the Public Service Excellence Award 2012 will be offered a cash prize of **Rs.100,000/-** . Moreover prizes of **Rs. 50,000/-** will also be awarded to Ministries/Departments or Divisions/Units for their achievements in respect of each of the following four judging criteria:

- Customer Focus
- Leadership and Team Spirit
- Effectiveness and Efficiency
- Innovation and Improvement

10. Participants

All participants will receive a Certificate in recognition of their efforts for working towards excellence and a quality public service.

Note :

- I. Information provided by participants will be treated as confidential and will not be released without the express consent of the participants.
- II. The Ministry of Civil Service 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.
- III. Decision of the Panel of Jury will be final and binding. The Panel of Jury may elect not to present an award if entries are deemed not to be of the required standard.

CONTACT POINT

All entries should be submitted to the :

Administrative Reforms Division

Ministry of Civil Service and Administrative Reforms

Level 7, New Government Centre, Port-Louis

Tel: 201 1434 Fax: 211 5047

email: mcsa-ar@mail.gov.mu