Public Service Excellence Award 2016

Entry Document

Public Service Excellence Award

Entry Form

To enter for the Public Service Excellence Award 2016, each Ministry/Department or Division/Unit is required to fill the Entry Document. 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 2016. Applicants are encouraged to include supporting materials.

The completed Entry Document should be submitted by Tuesday 28 February 2017.

Submissions should be sent to the

Administrative Reforms Division
Ministry of Civil Service and Administrative Reforms
Level 10, SICOM Building 2, Corner Chevreau & Rev Jean Lebrun Streets, Port Louis
Tel: 405 4100 (PABX) - Extension: 10224 / 10226 / 10231
Fax: 211 2734
Email: mcsa-aru@govmu.org
Website: http://civilservice.govmu.org

Submissions should be made either by fax on 211 2734 or sent by email to mcsa-aru@govmu.org followed by a printed copy.

Soft copy of the Entry Document is available on the website of the Ministry of Civil Service and Administrative Reforms at http://civilservice.govmu.org

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For Office Use

Ref: ……

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

Date of acknowledgement: ..... /..... /.....

Profile of Organisation

Name of Ministry/Department
or Division/Unit:
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Address:
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No. of officers:

01 to 50	☐	201 to 250	☐
51 to 100	☐	251 to 500	☐
101 to 200	☐	501 and above	☐

Name of Head of Ministry/Department
or Division/Unit:
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Telephone: …… Fax: …… Email: ……

Date: …… /…… /……

Signature: ……

Short Description:
Briefly describe the activities of the Ministry/Department or Division/Unit entering for the Award:
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1.0 STRATEGIC PLANNING AND OBJECTIVES

Vision of the Organisation

1.1 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

1.2 Clearly set down the Mission Statement of your organisation.
(in not more than 100 words)

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1.3 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) ……

1.4 Do you have any Strategic/Action Plan that guides the formulation and implementation of policies?

Yes ☐ No ☐

1.5 If yes, at what interval (timeframe) is this Strategic/Action Plan reviewed?

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1.6 Briefly describe your Strategic Planning process.
(in not more than 200 words)

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1.7 Explain how your policy framework provides for the modernisation of services and mainstreaming of environmental considerations into planning so that measures are adopted for your organisation to operate in line with sustainable development practices.
(in not more than 300 words)

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1.8 How is Good Governance achieved in your organisation?
(in not more than 300 words)

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1.9 Are your employees sensitized about the Code of Ethics?

Yes ☐ No ☐

If Yes, How?

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1.10 How do you ensure that resources are used optimally?
(in not more than 200 words)

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1.11 How are safety and health issues taken on board?
(in not more than 200 words)

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2.0 CUSTOMER CENTRED DELIVERY

2.1 Who are your customers?

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2.2 What goods or services do you provide to your customers?
(Elaborate in around 200 words)

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2.3 What tools are used to identify the needs of the customers?

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2.4 Describe any mechanism put in place to gather feedback from customers and measures taken to improve your work processes?
(in not more than 200 words)

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2.5 Are the employees trained to offer quality customer service?

Yes ☐ No ☐

2.6 Customers should be treated with courtesy, consideration and fairness. How far is this applied in your organisation?
(in not more than 200 words)

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2.7 (a) Does your organisation have a Customer Charter?

Yes ☐ No ☐

(b) What measures have been taken to communicate the quality standards set in your Customer Charter to both your officers and citizens having recourse to your services?
(in not more than 200 words)

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2.8 Describe the tools used to evaluate the level of services provided.

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3.0 LEADERSHIP AND TEAM SPIRIT

3.1 Describe the structure of your Ministry/Department or Division/Unit.
(in not more than 100 words)
You may wish to attach an Organisational Chart.

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3.2 How is management commitment and leadership demonstrated?
(in not more than 300 words)

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3.3 How far are employees and other stakeholders involved in problem solving and decision making?

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3.4 (a) What are the incentives taken to motivate employees?

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(b) Explain measures taken to foster team work and team spirit.
(in not more than 300 words)

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3.5 How many team building exercises were performed for the Year 2016?

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3.6 What are the communication channels used to ensure that decisions taken are trickled down to front line officers?
(in not more than 100 words)

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4.0 EFFICIENCY AND EFFECTIVENESS

4.1 What are your Key Performance Indicators?

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4.2 What has been the impact of the implementation of the Performance Management System in your organisation?

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4.3 (a) What are the steps taken to address issues emerging from the implementation of the Performance Management System?

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(b) What are the mechanisms put in place to ensure the effectiveness of the Performance Management System?

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4.4 Is your organisation ISO Certified?

Yes ☐ No ☐

If yes, indicate the date and the standard.

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4.5 What are the measures taken to ensure that resources are used optimally?
(in not more than 400 words)

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5.0 INNOVATION AND IMPROVEMENT

5.1 What are the latest innovative measures put in place to enhance service delivery?
(in not more than 300 words)

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5.2 How are innovative ideas encouraged?
(in not more than 300 words)

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5.3 What environmentally-friendly concepts have been implemented over the past 12 months?
(in not more than 300 words)

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5.4 Provide examples of how modern technology is being optimally put to good use in your organisation.
(in not more than 300 words)

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5.5 Indicate any services that you provide through the electronic mode of delivery.
(in not more than 500 words)

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5.6 How far do stakeholders and employees participate in system improvement methods?

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5.7 What are the mechanisms put in place to achieve excellence in public service delivery?
(in not more than 500 words)

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Public Service Excellence Award 2016

Guidelines

"Excellence - Doing ordinary things extraordinarily well"

INTRODUCING THE PUBLIC SERVICE EXCELLENCE AWARD

The theme for the 2016 edition of the Public Service Excellence Award is

"Excellence - Doing ordinary things extraordinarily well"

Every year, the PSEA is implemented over a particular theme which is directly related to organisational or group performance. For the 2016 edition, the theme has been specially chosen to inspire those Public Organisations which are committed to making things happen with a view to respond to the needs of their respective customers in an efficient and effective manner, while adopting ordinary means and ways to achieve excellence.

Participation in the PSEA 2016 will, undoubtedly, encourage organisations to use simple ways by transforming them into strategic ideas that can be implemented as intelligent tools or techniques to provide a better service with available resources in the organisation. This constitutes the stepping stone towards meaningful improvement of service delivery across the Civil Service.

The theme is a summon to Public Officers to be agents of change and to Public Organisations to act as facilitators for concrete achievements while exploring simple and direct ways to serve the public at large.

This year's edition will, thus, reward those organisations that have gone out of their way despite the limited resources available and have done ordinary things extraordinarily well in the conduct of their official business.

2. OBJECTIVES

The Public Service Excellence Award 2016 aims at

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

3. THE AWARD

The Public Service Excellence Award 2016 will be attributed to the Ministry/ Department or Division/Unit that has excelled in all the judging criteria being assessed, as listed below:

i. Strategic Planning and Objectives

ii. Customer Centred Delivery

iii. Leadership and Team Spirit

iv. Efficiency and Effectiveness

v. Innovation and Improvement

An Award may also be offered to the Ministry/Department or Division/Unit which scores the highest under criteria (i) to (v) listed above.

4. ADJUDICATION

Panel of Jury

A Panel of Jury made up of a Chairperson and around 8 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; and
- final assessment by Panel of Jury.

5. ENTRY

Eligibility

All Ministries/Departments or Divisions/Units are eligible to enter the Public Service Excellence Award 2016.

However, a winner of the Public Service Excellence Award is not eligible for participation for the following next two editions.

Application

Organisations should fill in and submit the Entry Document by
Tuesday 28 February 2017

6. KEY DATES

November 2016	Call for entries
February 2017	Closing date for submission
April - June 2017	Evaluation and Site Visits
July - August 2017	Final assessment by Panel of Jury
September 2017	Award Ceremony

7. 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; and
- be awarded a trophy and a cash prize at the Award Ceremony.

8. CASH PRIZES

The Grand Winner of the Public Service Excellence Award 2016 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 Centred Delivery
- Leadership and Team Spirit
- Efficiency and Effectiveness
- Innovation and Improvement

9. 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 10, SICOM Building 2, Corner Chevreau & Rev Jean Lebrun Street
Port Louis

Tel: 405 4100 (PABX) - Extension: 10224 / 10226 / 10231
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Email: mcsa-aru@govmu.org
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Ministry of Civil Service and Administrative Reforms
ADMINISTRATIVE REFORMS DIVISION
Level 10, SICOM Building 2, Corner Chevreau & Rev Jean Lebrun Streets,
Port Louis, Republic of Mauritius
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MS ISO 9001:2008 Certified

November 2016