



Republic of Mauritius

Public Service Excellence Award

2009

Ministry of Civil Service and Administrative Reforms
in collaboration with



Mauritian Quality Institute



UNIVERSITY
TECHNOLOGY,
MAURITIUS

to encourage innovation and excellence in the delivery of public services

to encourage innovation and excellence in the delivery of public services

need for quality and for providing an efficient, effective and seamless public service

nurturing a performance-oriented culture in the public service

1. INTRODUCTION

The Public Service Excellence Award (PSEA) was launched in 2006 to encourage innovation and excellence in the delivery of public services. It recognizes and honors the efforts of those Ministries and Departments or Units/ Divisions that have introduced and successfully adopted innovative tools to provide customer focused and high quality public services.

The theme for the 2009 edition of the Public Service Excellence Award is '**Sustainable Development through Organizational Excellence**'. Conscious that the long term socio-economic success of the country can be achieved only through environmental sustainability, Government has put environmental concerns high on the agenda, with the initiation of the 'Maurice Ile Durable' project.

Besides the traditional elements necessary for operational excellence such as good governance and ethical practices, customer centricity and innovativeness, management should ensure that environmental considerations are streamlined into the main policy framework of organizations and that a spirit of partnership prevails amongst stakeholders with regards to its implementation.

The Public Service Excellence Award 2009 will reward those Ministries/Departments or Units/Divisions that have been proactive in their approach and have put in place operational frameworks that take into account environmental considerations so as to deliver environmentally friendly, quality public services that not only exceed public expectations but also contribute to the sustainable development of the country.

2. OBJECTIVES

The Public Service Excellence Award 2009 aims to:

- recognize organizational excellence and highlight its importance in developing a quality and sustainable public service;
- reward Ministries/Departments or Units/Divisions that have adopted innovative and eco-friendly ways to meet the challenges facing them daily;
- promote a performance-oriented, customer-centric, accountable and environmentally conscious public service.

3. THE AWARD

The Public Service Excellence Award 2009 will go to the Ministry/Department or Unit/Division that has excelled in all the judging criteria being assessed, as detailed on the next page.

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

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

4. JUDGING CRITERIA

Criteria	Score
<p>(i) Strategic Planning and Objectives</p> <p>Does the Ministry/Department or Unit/Division have:</p> <ul style="list-style-type: none"> ● A Vision Statement / Mission Statement? ● Quality objectives set and disseminated in a Customer/Citizen's Charter? ● A system for the maintenance/promotion of Ethical Values/Standards? ● A policy framework for mainstreaming environmental considerations in planning? ● Is decision making in line with environmental management and sustainable development? 	10%
<p>(ii) Leadership and Team Spirit</p> <ul style="list-style-type: none"> ● Is there top management commitment and leadership? ● Is the communication process and information flow within the organization effective? ● Does team spirit and teamwork prevail? ● Are staff morale and commitment high? ● Are officers aware of the need for eco-friendly measures/efficient use of resources? 	20%
<p>(iii) Effectiveness and Efficiency-Towards a sustainable organisation</p> <ul style="list-style-type: none"> ● Are goals achieved within time frame set? ● Do outputs correspond to expected outcomes? ● Are goals in line with quality standards established? ● Is energy and other resources used efficiently? 	30%
<p>(iv) Customer Focus</p> <ul style="list-style-type: none"> ● Is there an articulated vision for Total Quality Service and for continuous improvement? ● 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%
<p>(v) Innovation and Improvement</p> <ul style="list-style-type: none"> ● Are innovative ideas and environmental - friendly measures introduced to improve systems/delivery of services? ● How effectively are these translated into practice? ● Is modern and green technology used to enhance systems/service delivery? 	20%
<p>Total</p>	<hr style="border: 1px solid black;"/> 100% <hr style="border: 1px solid black;"/>

5. ADJUDICATION

- **Panel of Jury**

A Panel of Jury, made up of the Chairman and 4 members from both public and private sector organizations and the unions will be set up to assess the entries.

- **Judging Process**

The evaluation process will comprise the following stages:

- evaluation of entries submitted by participants;
- site visits to participating organizations;
- final assessment by Panel of Jury.

6. ENTRY

- **Eligibility**

All Ministries/Departments or Units/Divisions are eligible to enter the PSEA. However, the winner of the Public Service Excellence Award 2009 will subsequently be eligible for participation only after two years.

- **Application**

Entries should be submitted by **Friday 26 February 2010** on the attached Participation Form.

- **Submissions**

Submissions, giving an overview of the work performed by the Ministry/Department or Unit/Division should be drafted along the guidelines provided, and must not exceed 2500 words.

Applicants are encouraged to include supporting materials.

7. KEY DATES

November 2009	Call for entries
February 2010	Closing date for submission
March 2010	Evaluation and Site Visits
April 2010	Final assessment by Panel of Jury
May 2010	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 winner of the Public Service Excellence Award will be offered a cash prize of **Rs 100,000/-**.

Individual prizes of **Rs 50,000/-** may also be awarded to Ministries/Departments or Units/Divisions based on their achievements in respect of each of the following four judging criteria:

- Leadership and Team Spirit
- Effectiveness and Efficiency
- Customer Focus
- 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 prior approval 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.

GUIDELINES

To enter for the **Public Service Excellence Award 2009**, each Ministry/Department or Unit/Division is required to submit a report on its achievements. The report should:

- contain an Executive Summary,
- not be more than 2,500 words,
- be both thorough and succinct,
- and address each of the areas listed below.

I. Executive Summary

It should provide an overview of your organisation and explain what qualifies your Ministry/Department or Unit/Division to be the winner of the Public Service Excellence Award 2009.

II. Vision and Mission of the organisation

- What is the purpose and goals of your Ministry/Department or Unit/Division?
- What is your target group?
- What is the outcome you want to achieve?

(You are encouraged to submit a copy of supporting materials such as your Citizen's/Customer Charter, Code of Ethics, Reports, etc.)

III. Operational set-up and Teamwork

- Describe the structure of your Ministry/Department or Unit/Division and its decision making process.
- To what extent are your procedures and processes transparent and eco-friendly?
- Describe your internal (*within the organisation*) and external coordination mechanism (*with outside organisations*).
- What is the level of employee involvement and commitment?
- How is teamwork encouraged?

IV. Effectiveness and Efficiency

- Give examples to illustrate how your customers benefit from your different initiatives. What changes have taken place as a result thereof (*before/after indicators*)?
- Describe and provide quantitative information on the effectiveness and efficiency of the initiatives (*i.e. improvements, savings achieved in terms of energy and other resources, customer feedback*).

V. Customer Focus

- How are the requirements of customers identified?
- What research is undertaken to predict the future needs of customers?
- Is there an effective feedback mechanism to listen to and take on board the views of customers?

VI. Quality and Innovation

- Describe the quality of your services.
- Have you brought around any improvement in your counter services?
- What performance indicators have been set and monitored?
- How green is your Ministry/Department or Unit/Division?
- How does your Ministry/Department or Unit/Division encourage innovation and promote excellence in public service?

(The guidelines provided are by no means exhaustive. You may wish to cover additional areas more specific to your organisation.)

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

Public Service Excellence Award 2009

PARTICIPATION FORM

Name of Ministry/Department
or Unit/Division: _____

Address: _____

No. of employees: _____

Contact Person

Name: _____ Designation: _____

Telephone: _____ Fax: _____

email: _____

Profile

Briefly describe the activities of the Ministry/Department or Unit/Division entering for the Award:

Please note that the Public Service Excellence Award requires each applicant to provide a report as outlined in this brochure.

Name of Head of Ministry/Department or Unit/Division: _____

Designation: _____

Date: _____ Signature: _____

To 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

For Office Use Only

Ref:

Date of receipt of application:

Date of acknowledgement:



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VISIT OUR ETHICS ONLINE CORNER AT <http://ethicscorner.gov.mu>