

**PUBLIC SERVICE
EXCELLENCE AWARD
2023**

ENTRY FORM

Theme:

*“The Future of Public Service: Preparing the
workforce for change with focus on productivity and
work-life balance”*

PUBLIC SERVICE EXCELLENCE AWARD 2023

INTRODUCTION

The Public Service Excellence Award (PSEA) is one of the many tools used to drive the public service towards becoming a more dynamic, customer-centric and highly performing institution. It encourages team work and a culture of excellence across the public service.

The overall objective of the Award is to encourage public organisations to embrace new methods of work and procedures and to continuously improve the delivery of their services while achieving higher productivity and enhancing quality of public service. The underlying objective is to promote a performance-oriented, customer-friendly and accountable public service.

For this year's edition, the Award will be extended to the Parastatal Bodies.

THE THEME

The theme chosen for the 2023 Edition of the PSEA is *“The Future of Public Service: Preparing the workforce for change with focus on productivity and work-life balance”*.

AWARDS

The winners will be selected under the following four categories –

- (i) **Ministries/Departments (other than disciplined forces);**
- (ii) **Disciplined Forces;**
- (iii) **Local Authorities; and**
- (iv) **Parastatal Bodies**

The best three submissions in each category and the winner of the Jury Award, if any, will receive cash prizes as follows -

| | | |
|---------------------|----------|------------------|
| Gold Award | : | Rs 60,000 |
| Silver Award | : | Rs 45,000 |
| Bronze Award | : | Rs 30,000 |
| Jury Awards | : | Rs 25,000 |

ADJUDICATION

The Adjudication process to determine the best entries under each Category will be conducted by a Panel of Jury, comprising representatives from the University of Mauritius, the Mauritius Chamber of Commerce and Industry, the National Productivity and Competitiveness Council and a former Secretary for Public Service.

ENTRY ELIGIBILITY

All Ministries/Departments/Disciplined Forces/Local Authorities/Parastatal Bodies are eligible to participate in the Award.

The competition is also open to all winners of previous editions (new projects only).

Government-owned companies are not eligible for participation.

APPLICATION

The *duly filled in Entry Form*, which is available on this Ministry's website at <https://civilservice.govmu.org>, should be forwarded by email at mcsa-ar@govmu.org and a hard copy thereof, duly signed by a member of Senior Management to this Ministry by **Wednesday 10 January 2024 at 16 00hrs** at the following address:-

The Administrative Reforms Division,
Ministry of Public Service, Administrative and Institutional Reforms,
Level 6, Wing B, SICOM Building 2,
Cnr Chevreau & Rev Jean Lebrun Street,
Port Louis.

All submissions should be typewritten. **Handwritten or incomplete submissions will not be considered.** Information provided by participants should be factually correct, comprehensive and concise.

CONTACT DETAILS

Administrative Reforms Division
Tel: 405 4100 (PABX) - Extension: 10224 / 10225
Fax: 212 4168
Email: mcsa-ar@govmu.org
Website: <http://civilservice.govmu.org>

NOTES FOR GUIDANCE

In their submission, organisations are required to bring forth their achievements for the past 12 months in terms of ***“Best Practice”*** (as defined below) and provide a substantive overview thereof so as to justify what qualify them to be the potential winner of the Award. Organisations are encouraged to include documentary evidence in support of their write-ups.

Definition of a Best Practice

A Best Practice is the implementation of a method/process/procedure/activity that has proven to work efficiently and effectively and produced remarkable results, and is, therefore, recommended as a model for other organisations to emulate.

ENTRY FORM

1. PROFILE OF PARTICIPATING PUBLIC ORGANISATION

Title of the Best Practice :

Name of organisation :

Address :

Full name (*Block Letters*) of Contact Person :

Post held by Contact Person :

E-mail Address :

Telephone Number :

Contact address, if different from above :

Name (*Block Letters*) and Signature of Senior Official who validated the submission : (*NAME*).....
(*SIGNATURE*).....

Telephone Number of the Senior Official :

Year in which implementation of Best Practice was successfully completed :

Please tick the category under which participation is being submitted–

| | |
|--------------------------|---|
| <input type="checkbox"/> | Category 1: Ministries/Departments |
| <input type="checkbox"/> | Category 2: Disciplined Forces |
| <input type="checkbox"/> | Category 3: Local Authorities |
| <input type="checkbox"/> | Category 4: Parastatal Bodies |

2. AREAS FOR AWARD

Organisations are requested to submit a well-defined Best Practice that has contributed to make substantial changes/improvements in management practices inspired by a combination of any of the ten pillars below. *(Pillars concerned by the practice must be selected from the list below)*

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|--------------------------|---|
| <input type="checkbox"/> | <p>Growth and Development <i>Public Sector business, programme and service delivery solutions that facilitate the inclusion of social and economic growth, keeping pace with the way society is evolving and are reflective of the diverse Nation we serve.</i></p> |
| <input type="checkbox"/> | <p>Business Transformation <i>Anticipation and responsiveness to the evolving client needs through modernisation and business transformation including the efficient use of resources and effort in developing a new workplace, culture and ethos.</i></p> |
| <input type="checkbox"/> | <p>Innovation and Acceleration <i>Making use of science, research, technology, innovation, institutional knowledge, data analytics, smart practices, shared information and knowledge for ideas generation and concept mapping.</i></p> |
| <input type="checkbox"/> | <p>Digital Transformation <i>Making use of technology, E-platforms (such as e-procurement, etc), tools and applications as an accelerator for improved quality service, efficiency, productivity, performance and results.</i></p> |
| <input type="checkbox"/> | <p>Smart Process <i>Making use of objective-oriented systems to simplify and automate business processes to be forward-thinking, rapid, responsive and efficient.</i></p> |
| <input type="checkbox"/> | <p>Strong Governance and Institutional arrangements <i>Ensuring that the right oversight and guidance for good governance, compliance, ethics, integrity, transparency, accountability, legal, operational and performance frameworks are in place.</i></p> |
| <input type="checkbox"/> | <p>Performance <i>Ensuring greater coordination and clarity of objectives, goals, roles and responsibilities and performance outcomes and providing the right tools, resources equipment and physical environment to enhance efficiency, productivity and employee commitment and motivation.</i></p> |
| <input type="checkbox"/> | <p>Capacity Building and Capability Development <i>Developing capacity, capability and learning to ensure that employees are continuously adopting and developing new skills, capabilities and technical/behavioural competencies while giving high priority to digital skills.</i></p> |
| <input type="checkbox"/> | <p>Implementation <i>Planning, design and implementation of projects, programmes and priorities are integrated so that the right people, funding, resources, logistics, infrastructure are in place and there is a shared ownership of outcomes.</i></p> |
| <input type="checkbox"/> | <p>Customer Satisfaction: The Bottom line <i>Improvement in customer experience and making public services efficient, transparent and equitable based on consultation and feedback from clients. The public and clients are at the heart of policy development, programmes, services and actions.</i></p> |

3. EXECUTIVE SUMMARY

3.1 Provide an executive summary of the Best Practice successfully implemented by your organisation. (Not more than 300 words)

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4. MOTIVATION FOR THE ADOPTION OF THE BEST PRACTICE

4.1 What were the problem areas faced by the organisation and how were beneficiaries affected? (Not more than 300 words)

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4.2 Describe the plan or strategy adopted to address the problem areas using the ten pillars at Section 2. List down and describe the main elements of the plan or strategy, focusing especially, on their innovative feature(s) and the expected or intended effects. (Not more than 500 words)

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5. METHODOLOGY

5.1 What were the quantitative and/or qualitative targets or key performance indicators that were set for the implementation of the Best Practice? (Not more than 300 words)

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5.2 (i) Describe in details the involvement of employees and, if any, other stakeholders in the identification of the problem areas. (Not more than 300 words)

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(ii) How far were employees and, if any, other stakeholders involved in problem solving and decision making? *(Not more than 300 words)*

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5.3 How was team work and team spirit fostered in the implementation of the best practice? *(Not more than 300 words)*

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5.4 What were the measures taken to ensure that resources were used optimally? *(Not more than 300 words)*

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5.5 What were the measures taken to ensure work-life balance for the implementation of the Best Practice? *(Not more than 300 words)*

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6. IMPLEMENTATION OF THE BEST PRACTICE

6.1 Explain how the Best Practice was implemented. *(Not more than 300 words)*

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6.2 How were obstacles/bottlenecks resolved? *(Not more than 300 words)*

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6.3 State specifically how the health and safety issues, the welfare & well-being of public officers and environment-friendly concepts were taken on board while implementing the Best Practice. (Not more than 300 words)

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6.4 Explain the monitoring and feedback process during the implementation of the Best Practice. (Not more than 300 words)

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6.5 Name at least two risk factors that arose in implementing the Best Practice and explain those factors and/or risks briefly. (Not more than 200 words)

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6.6 Elaborate on the adoption of innovative technologies in the implementation of the best practice. (Not more than 300 words)

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7. EVALUATION OF THE BEST PRACTICE

7.1 Explain how was the evaluation of the impact of the Best Practice conducted? (Not more than 300 words)

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7.2 Describe the impact of the Best Practice on the level of services provided to key customers and on the environment, society. (Not more than 300 words) (Please provide data by comparing targets v/s actual performance, before-and-after indicators, and/or other types of statistics or measurements)

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7.3 Describe how the best practice has improved the productivity of the employees in your organisation? (Not more than 300 words)

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8. REPLICATION TO OTHER ORGANISATION

8.1 How can the Best Practice be replicated to other organisations? (Not more than 200 words)

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8.2 Based on your organisation's experience, name up to three factors which you consider as indispensable to replicate the Best Practice. (Not more than 200 words)

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For Office Use

Ref:

Date of receipt of Entry Document: : / /

Date of acknowledgement : / /