



**MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND  
INSTITUTIONAL REFORMS  
MAURITIUS**

07 July 2021

**Ministry of Public Service, Administrative and Institutional Reforms**  
**Circular Letter No. 28 of 2021**  
**E/60/28/21/19**

**From : Secretary for Public Service**

**To : Supervising Officers in charge of Ministries/Departments**

**Public Service Excellence Award 2021**

The Ministry of Public Service, Administrative and Institutional Reforms has the pleasure to invite Ministries/Departments/Local Authorities as well as their respective Divisions/Units to participate in the Public Service Excellence Award (PSEA) 2021. The theme chosen for the 2021 Edition is ***"Promoting an agile and responsive Public Service"***, which aims at giving an added dimension to the ongoing efforts of Government to improve the quality of services delivered to the public through the implementation of smart processes and the use of intelligent tools and techniques.

2. The PSEA was introduced in 2006 to provide Public Organisations with the necessary tools to continuously improve ways of doing business to achieve higher productivity and enhance quality of public service. The PSEA aims at recognising and rewarding the commendable efforts of Ministries/Departments/Local Authorities and their respective Divisions/Sections/Units that have gone the extra mile to meaningfully improve public service delivery at different levels.

**Review of the existing framework**

3. The PSEA is running in its 14<sup>th</sup> year and has so far attracted around 500 public organisations. For this year's edition the framework has been reviewed based on proposals received from various stakeholders with a view to providing equal opportunities to all public institutions to compete on a level playing field. Accordingly, public institutions have been grouped in three categories based on their specificities as follows-

- (i) Ministries/Departments (other than disciplined forces);
- (ii) Disciplined Forces; and
- (iii) Local Authorities.

4. The criteria for the Awards will be based on leadership and team spirit, problem solving strategies, enhancement of safety at workplaces, responsiveness to citizen needs, application of innovative technologies in delivery of public services and optimal use of public resources.

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### Awards

5. Award will be made in terms of cash prizes, trophies and certificates to the three best public institutions in each of the three categories. The cash prizes for each category will be as follows-

- (i) Rs 50,000 for the winner;
- (ii) Rs 35,000 for the runner-up; and
- (iii) Rs 20,000 for the third place

### Special Awards

6. Over and above, two special awards have been introduced to ensure small Sections/Division/Public Organisations which could not compete in the main competition as the area where the improvement has been made or an international best practice has been introduced may not qualify for consideration in the main Award. The two special awards relate to:-

- (i) Human Resource; and
- (ii) Occupational Safety and Health.

The winner of each special award will be offered a cash prize of Rs 15,000 as well as trophies and certificate.

7. The *duly filled in Entry Form*, which is also available on this Ministry's website at <http://civilservice.govmu.org>, should be forwarded by email at [mcsa-ar@govmu.org](mailto:mcsa-ar@govmu.org) and a hard copy thereof, duly signed by a member of Senior Management, should be forwarded to this Ministry by **15 September 2021 at 16 00hrs** at the following address:-

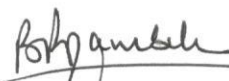
The Administrative Reforms Division,  
Ministry of Public Service, Administrative and Institutional Reforms,  
Level 6, Wing B, SICOM Building 2,  
Cnr Chevreau & Rev Jean Lebrun Street,  
Port Louis.

8. **It is important to note that :-**

- (a) the competition is also open to all winners of previous editions; and**
- (b) Parastatal bodies and Government-Owned companies are not eligible for participation.**

9. I make an appeal to all Supervising Officers to actively participate in the PSEA 2021 as this award will prompt your organisation to go off the beaten track to embrace innovative practices to respond to the evolving needs of the public.

10. For any additional information or clarification, Mrs J. Bhugoo or Ms H. Luchman may be contacted on Tel nos. 405 5787 and 405 5786 respectively.



**B. Boyramboli**  
Secretary for Public Service

**Copy to: Secretary to Cabinet and Head of the Civil Service**