



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

07 June 2018

Ministry of Civil Service and Administrative Reforms
Circular Letter No 40 of 2018
E/60/28/21/15

From : Secretary for Public Service

To : Supervising Officers in charge of Ministries/Departments

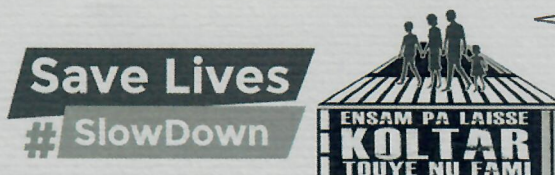
Public Service Excellence Award 2017

The Ministry of Civil Service and Administrative Reforms is pleased to invite participation in the Public Service Excellence Award (PSEA). The theme retained for this year's edition is "*Fostering creativity and innovation to better respond to citizens' needs*". This theme is meant to give an added dimension to the ongoing effort of Government to improve the quality of service dispensed to the public in general, in line with Vision 2030 and the 3-Year Strategic Plan.

2. Participation in the PSEA is opened to all Ministries/Departments as well as their respective Divisions /Units. However, Grand Winners of the previous editions of the Award are not eligible for participation for the next two editions following the year of their award.

3. The PSEA, as you are aware, has over the years, emerged as one of the most appropriate tools to steer the Civil Service as a dynamic, customer-centric and performing institution to reach new heights. This has also helped to both encourage public officers to work in team and to promote a culture of excellence in the Civil Service. The overall objective is, therefore, to recognise and reward meritorious efforts on the part of the Ministries/Departments and their respective Divisions/Units which have gone the extra mile to meaningfully improve public service delivery.

4. As from this year, the participation guidelines have been reviewed to take on board the main aspects of the Public Sector Business Transformation (PSBT) Strategy. The information elicited by the Entry Form would, henceforth, focus on the best practices adopted by Ministries/Departments and which have contributed to make substantial changes/improvements in management practices and public service delivery level. The participating Ministries/Departments will be required to bring forth their achievements for the past 12 months and to highlight the reasons that would qualify them to be the potential winner of the Award.



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5. The selected best three entries will receive in order of merit the Gold, Silver or Bronze Awards. The Winners will also be offered cash prizes as follows –

Gold Award : Rs 100,000
Silver Award : Rs 60,000
Bronze Award: Rs 40,000

6. The *Entry Form* to participate in the PSEA is available on this Ministry's website at <http://civilservice.govmu.org>. A copy of the "Implementation Pillars of the PSBT Strategy" is attached for your guidance.

7. The duly filled in Entry Form should be forwarded to this Ministry by **31 July 2018 at latest**, at the following address:-

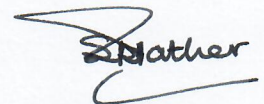
The Administrative Reforms Division,
Ministry of Civil Service and Administrative Reforms,
Level 10, SICOM Building 2,
Cnr Chevreau & Rev Jean Lebrun Street,
Port Louis.

Note: Entry Forms may also be forwarded by email at mcsa-aru@govmu.org by the above mentioned date.

8. Your attention is drawn to the fact that **any submission received after the deadline would not be considered.**

9. I would like to remind you that in an effort to encourage public organisations to adopt quality initiatives for improved service delivery, Government made it mandatory for at least one entity from each Ministry/Department to participate in the PSEA. Hence, a strong appeal is, hereby made to all Supervising Officers to ensure participation, accordingly.

10. For any additional information or clarification, Mrs J. Bhugoo and Mrs P. Komkoon, Office Management Assistants, may be contacted on Tel nos. 405 5787 and 405 5789 respectively.



(S.K. Pather)
Secretary for Public Service

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

