



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

07 December 2015

Ministry of Civil Service and Administrative Reforms
Circular Letter No 46 of 2015
E/60/28/21/13

From : Ag. Senior Chief Executive, Ministry of Civil Service & Administrative Reforms

To : Supervising Officers in charge of Ministries/Departments

Public Service Excellence Award 2015

The Ministry of Civil Service and Administrative Reforms is pleased to invite Ministries/Departments and their respective Divisions/Units to participate in the Public Service Excellence Award (PSEA) 2015.

2. The theme for the PSEA 2015 is "Creativity and Innovation to improve Public Service Delivery".
3. The PSEA has as overall objective to encourage innovation and excellence through the recognition of the efforts of Ministries, Departments, Divisions and Units that have successfully introduced and put in place innovative measures to improve the delivery of public services.
4. Participating organisations will be evaluated by a Panel of Jury on the basis of the following five main judging criteria:
 - (i) Strategic Planning and Objectives;
 - (ii) Customer Centred Delivery;
 - (iii) Leadership and Team Spirit;
 - (iv) Efficiency and Effectiveness; and
 - (v) Innovation and Improvement.
5. The winner of the PSEA 2015 will be offered a cash prize of **Rs 100,000/-** and a trophy. Based on the level and quality of submissions, the Panel of Jury may decide to award individual cash prizes of **Rs 50,000/-** along with a souvenir trophy in respect of judging criteria (ii) -(v) above.

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Administrative Reforms Division, Ministry of Civil Service and Administrative Reforms
Level 10, SICOM Building 2, Cnr Chevreau & Rev Jean Lebrun Street, Port Louis, Republic of Mauritius
Tel: (230) 405 4100, Fax (230) 211 2734, e-mail: mesa-aru@govmu.org

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6. The *Guidelines and Entry Document* to enter for the PSEA 2015 can be downloaded from the website of the Ministry at <http://civilservice.govmu.org>. All Ministries/Departments and their respective Divisions/Units are eligible to compete for the Award.
7. Participants should complete the **Entry Document** and forward same by **Friday 26 February 2016** at latest.
8. Submissions by email or printed copies are to be sent to:
The Administrative Reforms Division,
Ministry of Civil Service and Administrative Reforms,
Level 10, SICOM Building 2,
Cnr Chevreau & Rev Jean Lebrun Street,
Port Louis.
Fax : 211 2734
Email : mcsa-ar@govmu.org
9. Your attention is being drawn to the fact that in an effort to encourage public organisations to embark on quality improvement initiatives for improved service delivery, Government has made it mandatory for at least one entity from each Ministry/Department to participate in the PSEA. A strong appeal is, therefore, being made to all Supervising Officers to ensure participation accordingly.
10. For any additional information or clarification, Mrs M. Bijloll or Mrs J. Bhugoo, Office Management Assistants, may be contacted on Tel nos. 405 5786 and 405 5787 respectively.



(A. K. Hoolass)
Ag. Senior Chief Executive

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

Administrative Reforms Division, Ministry of Civil Service and Administrative Reforms
Level 10, SICOM Building 2, Cnr Chevreau & Rev Jean Lebrun Street, Port Louis, Republic of Mauritius
Tel: (230) 405 4100, Fax (230) 211 2734, e-mail: mcsa-ar@govmu.org

**“Creativity and
Innovation to
Improve
Public Service
Delivery”**

Introducing the Public Service Excellence Award

The theme for the 2015 edition of the Public Service Excellence Award is

“Creativity and Innovation to Improve Public Service Delivery”

Every year, the Public Service Excellence Award is implemented over a particular theme that is directly related to organisational or group performance. This year, the theme has been specially chosen in line with the energetic appeal made by the Right Honourable Prime Minister while unveiling the strategy “Achieving the Second Economic Miracle - Vision 2030” which calls for a change in mindset and the commitment to make things happen.

Organisations, therefore, need to adopt strategic and innovative approaches so as to offer more citizen-centric services, within the available resources. This constitutes the stepping stone to pave the way to improved service delivery across the Civil Service.

There is need to trigger a new mindset and promote a fresh culture that will focus on national targets rather than routine jobs only. The theme is a call for Public Officers to be agents of change and for Public Organisations to act as facilitators for achievements to happen while exploring novel ways of serving the public at large.

This year’s edition will, thus, reward those organisations which have successfully put in place reform strategies and policies and establish result oriented measures. It will recognise those organisations that have gone out of their way despite the limited resources available to bring in creativeness and innovation in their way of doing business.

2. OBJECTIVES

The Public Service Excellence Award 2015 aims to

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

3. THE AWARD

The Public Service Excellence Award 2015 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 2015.

However, a winner of the Public Service Excellence Award may be eligible for participation only after two years of the last Award won.

Application

Organisations should fill in and submit the Entry Document by [Friday 26 February 2016](#)

6. KEY DATES

December 2015	Call for entries
February 2016	Closing date for submission
April - June 2016	Evaluation and Site Visits
July 2016	Final assessment by Panel of Jury
August 2016	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 2015 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: (230) 405 4100 (Extension : 10245, 10230, 10224)

Fax: (230) 211 2734

Email: mcsa-arv@govmu.org

Website: <http://civilservice.govmu.org>



Public Service Excellence Award

Entry Form

To enter for the Public Service Excellence Award 2015, 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 2015. Applicants are encouraged to include supporting materials.

The completed Entry Document should be submitted by Friday 26 February 2016.

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: (230) 405 4100 (Extension: 10245, 10230, 10224)

Fax: (230) 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>

For Office Use

Ref:

Date of receipt of Entry Document: / /

Date of acknowledgement: / /

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

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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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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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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