



**Public Service
Excellence Award
2016**

Guidelines

***“Excellence -
Doing ordinary things
extraordinarily well”***

INTRODUCING THE PUBLIC SERVICE EXCELLENCE AWARD

The theme for the 2016 edition of the Public Service Excellence Award is

“Excellence - Doing ordinary things extraordinarily well”

Every year, the PSEA is implemented over a particular theme which is directly related to organisational or group performance. For the 2016 edition, the theme has been specially chosen to inspire those Public Organisations which are committed to making things happen with a view to respond to the needs of their respective customers in an efficient and effective manner, while adopting ordinary means and ways to achieve excellence.

Participation in the PSEA 2016 will, undoubtedly, encourage organisations to use simple ways by transforming them into strategic ideas that can be implemented as intelligent tools or techniques to provide a better service with available resources in the organisation. This constitutes the stepping stone towards meaningful improvement of service delivery across the Civil Service.

The theme is a summon to Public Officers to be agents of change and to Public Organisations to act as facilitators for concrete achievements while exploring simple and direct ways to serve the public at large.

This year's edition will, thus, reward those organisations that have gone out of their way despite the limited resources available and have done ordinary things extraordinarily well in the conduct of their official business.

2. OBJECTIVES

The Public Service Excellence Award 2016 aims at

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

3. THE AWARD

The Public Service Excellence Award 2016 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 2016.

However, a winner of the Public Service Excellence Award is not eligible for participation for the following next two editions.

Application

Organisations should fill in and submit the Entry Document by **Tuesday 28 February 2017**

6. KEY DATES

November 2016	Call for entries
February 2017	Closing date for submission
April - June 2017	Evaluation and Site Visits
July - August 2017	Final assessment by Panel of Jury
September 2017	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 2016 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: 405 4100 (PABX) - Extension: 10224 / 10226 / 10231

Fax: 211 2734

Email: mcsa-arv@govmu.org

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

Ministry of Civil Service and Administrative Reforms
ADMINISTRATIVE REFORMS DIVISION

Level 10, SICOM Building 2, Corner Chevreau & Rev Jean Lebrun Streets,
Port Louis, Republic of Mauritius
Tel: (230) 405 5785-94, Fax: (230) 211 2734
Email: mcsa-arv@govmu.org
Website: <http://civilservice.govmu.org>

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