Public Service Excellence Award 2016

Entry Document

Public Service Excellence Award

Entry Form

To enter for the Public Service Excellence Award 2016, 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 2016. Applicants are encouraged to include supporting materials.

The completed Entry Document should be submitted by Tuesday 28 February 2017.

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: 405 4100 (PABX) - Extension: 10224 / 10226 / 10231
Fax: 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

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For Office Use

Ref: ……

Date of receipt of Entry Document: …… /…… /……

Date of acknowledgement: ..... /..... /.....

Profile of Organisation

Name of Ministry/Department
or Division/Unit:
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Address:
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No. of officers:

01 to 50	☐	201 to 250	☐
51 to 100	☐	251 to 500	☐
101 to 200	☐	501 and above	☐

Name of Head of Ministry/Department
or Division/Unit:
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Telephone: …… Fax: …… Email: ……

Date: …… /…… /……

Signature: ……

Short Description:
Briefly describe the activities of the Ministry/Department or Division/Unit entering for the Award:
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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)

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(ii) ……

(iii) ……

(iv) ……

(v) ……

1.4 Do you have any Strategic/Action Plan that guides the formulation and implementation of policies?

Yes ☐ No ☐

1.5 If yes, at what interval (timeframe) is this Strategic/Action Plan reviewed?

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1.6 Briefly describe your Strategic Planning process.
(in not more than 200 words)

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1.7 Explain how your policy framework provides for the modernisation of services and mainstreaming of environmental considerations into planning so that measures are adopted for your organisation to operate in line with sustainable development practices.
(in not more than 300 words)

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1.8 How is Good Governance achieved in your organisation?
(in not more than 300 words)

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1.9 Are your employees sensitized about the Code of Ethics?

Yes ☐ No ☐

If Yes, How?

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1.10 How do you ensure that resources are used optimally?
(in not more than 200 words)

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1.11 How are safety and health issues taken on board?
(in not more than 200 words)

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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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3.0 LEADERSHIP AND TEAM SPIRIT

3.1 Describe the structure of your Ministry/Department or Division/Unit.
(in not more than 100 words)
You may wish to attach an Organisational Chart.

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3.2 How is management commitment and leadership demonstrated?
(in not more than 300 words)

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3.3 How far are employees and other stakeholders involved in problem solving and decision making?

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3.4 (a) What are the incentives taken to motivate employees?

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(b) Explain measures taken to foster team work and team spirit.
(in not more than 300 words)

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3.5 How many team building exercises were performed for the Year 2015?

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3.6 What are the communication channels used to ensure that decisions taken are trickled down to front line officers?
(in not more than 100 words)

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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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4.5 What are the measures taken to ensure that resources are used optimally?
(in not more than 400 words)

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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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5.4 Provide examples of how modern technology is being optimally put to good use in your organisation.
(in not more than 300 words)

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5.5 Indicate any services that you provide through the electronic mode of delivery.
(in not more than 500 words)

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5.6 How far do stakeholders and employees participate in system improvement methods?

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5.7 What are the mechanisms put in place to achieve excellence in public service delivery?
(in not more than 500 words)

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