



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS  
MAURITIUS

28 November 2016

**Ministry of Civil Service and Administrative Reforms**  
**Circular Letter No 56 of 2016**  
**E/60/28/21/14**

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

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

**Public Service Excellence Award 2016**

The Ministry of Civil Service and Administrative Reforms is pleased to invite participation in the Public Service Excellence Award (PSEA) 2016. The theme retained for this year's edition is "*Excellence – Doing ordinary things extraordinarily well*".

2. Participation in the PSEA is opened to all Ministries/Departments as well as their respective Divisions /Units.

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 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 improve public service delivery.

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.

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5. The Grand Winner of the PSEA 2016 will be offered a cash prize of **Rs 100,000/-** and a trophy. Furthermore, the Panel of Jury may decide to award individual cash prizes of **Rs 50,000/-** along with a souvenir trophy in respect of the judging criteria mentioned at 4(ii) – (v) in the preceding paragraph.

6. The *Guidelines and Entry Document* to participate in the PSEA 2016 is available on this Ministry's website at <http://civilservice.govmu.org>. All Ministries/Departments and their respective Divisions/Units are eligible to compete for the Award, except the Grand Winners of the past two editions.

7. The duly filled in Entry Document should be forwarded to this Ministry by **Tuesday 28 February 2017 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 Streets,  
Port Louis.

**Note:** Entry Documents may also be forwarded by email at [mcsa-ar@govmu.org](mailto:mcsa-ar@govmu.org) by the above mentioned date.

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

9. We would like to remind you that in an effort to encourage public organisations to adopt quality initiatives for improved service delivery, Government had 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 J. Bhugoo and Mrs P. Komkoon, Office Management Assistants, may be contacted on Tel nos. 405 5787 and 405 5789 respectively.



(S.K. Pather)

Senior Chief Executive

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