



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

22 October 2012

Ministry of Civil Service and Administrative Reforms
Circular Letter No 56 of 2012
E/60/28/21/06

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

To : Supervising Officers in charge of Ministries/Departments

Public Service Excellence Award 2012

Government has decided that at least one entity from each Ministry, should participate in the Public Service Excellence Award (PSEA) 2012 for the betterment of the whole Civil Service.

2. The overall objectives of the PSEA is to encourage innovation and excellence by recognizing and honouring the efforts of those Ministries and Departments or Divisions and Units that have successfully introduced and put in place innovative measures to improve the delivery of public services.

3. The PSEA 2012, the theme of which is '*Innovation and Citizens Engagement in Service Delivery*' will reward those Ministries/Departments or Divisions/Units that have successfully transformed their organizations into smart, eco-friendly and modern entities where the customer is at the centre of high quality service delivery. It aims at:

- Recognizing organisational excellence and highlight 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;
- promoting a performance-based, responsive, customer-focused and accountable public service.

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4. Participating organizations 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 Focus;
- (iii) Leadership and Team Spirit;
- (iv) Effectiveness and Efficiency; and
- (v) Innovation and Improvement.

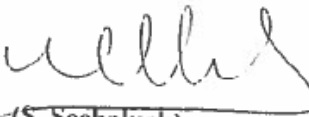
The winner of the PSEA 2012 will be offered a cash prize of Rs 100,000/- and a trophy. Based on the level of achievements, the Panel of Jury may decide to award individual cash prizes of Rs 50,000/- along with a souvenir trophy in respect of judging criteria (ii)-(v) above.

5. The Ministry of Civil Service and Administrative Reforms is pleased to invite participation in the PSEA 2012. The *Guidelines and Participation Form* to enter for the PSEA 2012 are provided in the attached *Brochure* which can also be downloaded from the website of the Ministry at <http://civilservice.gov.mu>. All Ministries/Departments and their respective Divisions/Units are eligible to compete for the Award.

6. Ministries/Departments or Divisions/Units should signify their intention of participation by filling in the **Participation Form** and returning same by **Friday 30 November 2012**. The completed **Entry Document** should thereafter be forwarded by **Thursday 31 January 2013** at latest.

7. Submissions by email or printed copies are to be sent to the:
Administrative Reforms Division,
Ministry of Civil Service and Administrative Reforms,
7th Floor, New Government Centre,
Port Louis.
Fax : 211 5047
Email : mcsa-aru@mail.gov.mu

8. For any additional information or clarification, Mr S. Buton, Assistant Secretary, Mrs S. Paupiah, Human Resource Officer and Mrs J. Bhugoo, Officer may be contacted on tel nos. 201 3452, 201 3508 and 201 2253 respectively.


(S. Seebaluck)
Senior Chief Executive