



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS  
MAURITIUS

**Circular Letter No 40 of 2011**  
**E/60/28/21**

01 August 2011

**From: Supervising Officer, Ministry of Civil Service & Administrative Reforms**

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

**Public Service Excellence Award 2011**

The Public Service Excellence Award (PSEA) 2011 was launched by the Minister of Civil Service and Administrative Reforms on Friday 22 July 2011. The overall objective 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.

2. The PSEA 2011, the theme of which is *'Achieving Excellence through Modernisation'* 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.

3. Participating organizations will be evaluated by a Panel of Jury on the basis of the following four main judging criteria:

- (i) Leadership and Team Spirit;
- (ii) Effectiveness and Efficiency;
- (iii) Customer Focus; and
- (iv) Innovation and Improvement.

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The winner of the PSEA 2011 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 each of the above judging criteria.

4. I am pleased to invite participation in the PSEA 2011. *Guidelines and the Participation Form* to enter for the PSEA 2011 are provided in the attached *Brochure* which can also be downloaded from the website of the Ministry of Civil Service and Administrative Reforms at <http://civilservice.gov.mu>. All Ministries/Departments and their respective Divisions/Units are eligible to compete for the Award.

5. Ministries/Departments or Divisions/Units should signify their intention of participation by filling in the first page of the Participation Form and returning same by **Friday 30 September 2011**. The completed Participation Form should thereafter be forwarded by **Tuesday 31 January 2012** at latest.

6. Submissions by email or printed copies are to be sent to the:  
Administrative Reforms Division,  
Ministry of Civil Service and Administrative Reforms,  
7<sup>th</sup> Floor, New Government Centre,  
Port Louis.  
Fax: 211 5047  
Email: [mcsa-ar@mail.gov.mu](mailto:mcsa-ar@mail.gov.mu)

7. For any additional information or clarification, Ms Z. Auladin, Assistant Secretary, Mrs S. Paupiah, Senior Officer and Ms J. Babajee, Officer may be contacted on tel nos. 201 3452, 201 3508 and 201 2253 respectively.

8. I should be grateful if you could arrange for a wide dissemination of the contents of this letter and the attached brochure in your Ministry/Department and encourage participation in the Public Service Excellence Award 2011.

  
(I.M. Oree) Mrs  
Supervising Officer

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