

**Award Ceremony of the Public Service Excellence Award 2006 and  
Launching of the New Code of Ethics for Public Officers –  
Thursday 3 May 2007 at 14 00 hrs, Sir Harilall Vaghjee Hall**

**The Secretary to Cabinet & Head of the Civil Service, Mr. Seeballuck  
Senior Chief Executives**

**The Director, Pay Research Bureau, Mr. Appana,  
Colleagues Permanent Secretaries**

**Heads of Ministries/Departments**

**The Chairman, Panel of Jury for the Public Service Excellence**

**Award 2006, Mr. Chung Tick Kan (Chairman of a group of  
Companies, Global Services (Printing and Textile)**

**The Director General, University of Technology, Mauritius,  
Prof.Coupe,**

**The President of Mauritius Quality Institute, Mr. Zandaza,**

**Representatives of the Civil Service Trade Unions**

**Distinguished Guests**

**Ladies and Gentlemen**

**It is a pleasure for me to welcome you all on behalf of the  
Prime Minister's Office and the Ministry of Civil Service &  
Administrative Reforms, to this special function which is being  
organized for the first time i.e Awards Ceremony for the 2006  
edition of the Public Service Excellence Award Scheme. We are also**

**taking the opportunity to launch the new “Code of Ethics for Public Officers” Allow me first of all, to thank you all for your presence in such a large number which is a clear indication of your willingness and commitment to push ahead the agenda for a more innovative and excellence oriented public service.**

**2. The New Public Management teachings converge abundantly on the belief that: for achieving excellence in the public service, actions have to be focused at three levels:-**

- (a) Service Excellence - i.e building a professional public service that delivers highest quality and value services to the public;**
- (b) Work Environment Excellence - i.e creating a dynamic work environment that promotes innovation, learning and achievement of results;**
- (c) People Excellence - i.e building teams of passionate people who take pride in making a difference for those they serve.**

**And to achieve excellence at these 3 levels the public service needs to be imbued by 5 core values, namely:-**

- (a) Integrity – i.e to conduct ourselves in an ethical, honest, consistent and professional manner;**
- (b) Responsibility – i.e to deliver affordable client centred service to citizens;**
- (c) Accountability – to enhance efficiency, effectiveness and value in public services;**
- (d) Respect – to treat those we serve, and each other, with courtesy, fairness, dignity and trust; and**
- (e) Choice – to foster innovation and creativity in providing quality services.**

**3. It therefore follows that the adoption of code of conduct for Public Officers is the foundation of a transparent, impartial and customer-focused civil service and also for the promotion of good governance. It can be said that our existing “Code of Ethics for Public Officers” which was published in January 2000 has greatly**

**contributed to the development of a Civil Service imbued with ethical values which guide and inspire us to act professionally in the delivery of quality services. We have gone a step further in encouraging Ministries/Departments to set up their own Ethical Standards Management Committees for promoting effectively public service values as well as ethical standards relevant to their respective sectors – e.g Health/Education although there has been little success in this initiative. We need to invest more effort in that direction.**

**4. In view of the importance of this document i.e the Code of Ethics which not only establishes the rights and obligations of Public Officers, but also clearly states the values and principles which should guide their behaviour and action, the Code of Ethics needs to be reviewed at regular levels. A Select Panel was set up for that purpose under the chairmanship of Mr. Ruhee, former Senior Chief Executive. I take this opportunity to thank him and all the members of the Select Panel for having undertaken the assignment with utmost seriousness and dedication and for having produced a new version of the Code of Ethics within a reasonable time span.**

**5. Ladies and Gentlemen,**

**Today the challenge to the public service, often characterized by heavy bureaucracy and complex processes, is such that public officers must work with a sense of urgency and commitment in whatever they do. They must learn to bring changes and transformation and evolve a new paradigm of innovation, where more and more officers are involved in genuine collective thinking and action. Today, more than ever, we need a new kind of leadership management and operating culture, one which is more inclusive, supportive, nurturing and more receptive to new ideas. Moreso, the public service has to build capacity in three areas – total organizational excellence, innovation and enterprise and openness and responsiveness – which will help achieve excellence at the three levels I mentioned earlier – i.e Service Excellence, Work Environment Excellence and People Excellence.**

**6. We know well that an organization exists to serve its customers. It does that through the people and the systems it has. If in the public service we can lead our people effectively and motivate them to put in place the best practices and processes, we are bound to succeed in providing quality and improved levels of services and gradually move towards excellence and that's what managing for excellence is all about. If we have still not attained**

**the standards of service delivery that prevail in more performing economies like Singapore or New Zealand, we cannot deny the fact that the Mauritian public service has in relative terms progressed steadily in many ways during the last 10 to 15 years – and we need to forge ahead with more vigour and forcefulness.**

**7. Progress achieved so far in the improved levels of services in different areas is largely attributed to the various reforms that have been initiated in the public service - be they general administrative reforms or sectoral reforms. The different reforms, e.g quality initiatives such as the Gemba Kaizen and ISO principles, improvement of Counter Services, office automation through computerization of processes and other E-Government Initiatives, (online applications e.g. for vacancies in the public service – Driving Learner’s licence), development of Citizens Charters, adoption of the Code of Ethics for Public Officers, the registration of businesses under the new Business Facilitation Act and even the newly started PMS and Performance Based Budgeting — etc. have proved to be successful and capable of yielding immediate and long term benefits for the Civil Service in Mauritius. Above all, these reforms have greatly helped in the promotion and consolidation of a culture of quality in the public service, the emergence of a performance**

**oriented and customer focused approach among officers and in further paving the way towards excellence.**

**8. The Public Service Excellence Award Scheme is therefore meant, on one hand, to encourage and boost up such performance improvement initiatives across the public service and, on the other hand, to acknowledge and give due recognition to the hard work and achievements of public officers and Ministries and Departments. It is also an opportunity for Government as an employer to value its officers for what they do and achieve and for the levels of skills and competencies they demonstrate.**

**9. Ladies and Gentlemen,**

**We are here today to celebrate the achievements of organizations that have taken bold steps, measures and actions in embracing the road to excellence. Their participation in the Award Scheme is a clear indication of their commitment to reforms, to innovate, to improve their performance and to strive to provide quality services to their clients/customers. But what is more important and encouraging as well is that they have responded positively and taken the challenge to participate in this competition. We have to bear in mind that the Public Service**

**Excellence Award 2006 is indeed a tough competition – if we go only by the standards set – and the scores allocated for Judging criteria:-**

- (a) Strategic Planning & Objectives → 10%**
- (b) Leadership and Team Spirit → 20%**
- (c) Effectiveness and Efficiency → 30%**
- (d) Customer Focus → 20%**
- (e) Innovation and Improvement → 20%**

**Moreso, participating organizations were required to submit a report of about 2500 words on their achievements – providing an overview of:-**

- (a) the mission/vision of the organization/unit/division – the targets set to be achieved;**
- (b) the structure/process/procedures in the organization;**
- (c) how the quality/innovative measures have contributed in promoting excellence;**
- (d) the level of employee commitment/teamwork; and**
- (e) how the services are effective and efficient and how the customers are benefiting therefrom.**

10. That is why I say that participating in the Public Service Excellence Award 2006 was a big challenge. This should inspire other organizations to participate in the next edition of the Award Scheme. Who are the winners of the 1<sup>st</sup> prize and 4 other prizes for the different criteria – we will come to know very shortly. But, in the meantime let us congratulate all 24 participants. *(round of applause)*

11. Ladies and Gentlemen,

I have to point out that the Public Service Excellence Award Scheme 2006 was devised in consultation with various stakeholders/partners, namely the Mauritian Quality Institute, the National Audit Office, the Pay Research Bureau, the University of Technology, Mauritius, the State Employees Federation and the Federation of Civil Service Unions and other Unions. I take this opportunity to thank them all for their valuable support and contribution.

12. As I highlighted earlier, if the Public Service Excellence Award 2006 has been a very enriching experience and a high level competition for the public service, we cannot deny the fact that it should have been a difficult and enduring task for the Panel of Jury to scrutinize the entries, deliberate, carry out visits and finally

**adjudicate. We are indeed very thankful to Mr. Chung Tick Kan, the Chairman of the Panel and members namely Mr. Ruhee, former Senior Chief Executive, Dr. (Mrs.) Seebaruth-Sonah, Vice President, Mauritius Quality Institute, Mrs. Munhurrun, Academic Staff, University of Technology, Mauritius, and Mr. Benydin, President of the Federation of Civil Service Union for having kindly agreed to spare so much of their precious time and accepted to undertake this demanding but laudable exercise. We will place on record our deep appreciation of a work well done with a high sense of dedication and trust. I thank you the Chairman/Members of the panel once again.**

**13. Ladies and Gentlemen,**

**I also thank you for your kind attention and I have now the pleasure to invite the Chairman of the Panel of Jury, Mr. Chung Tick Kan to address you.**