

The plan of action for the Awards follows:

Action	Annual Timeline
Launch awards	July 2004
Deadline for submitting entries	31 March 2005
Preliminary judging	April 2005
Finalists identified/site visits conducted	April-June 2005
Award Ceremony	July 2005

“Strive for perfection in everything you do. Take the best that exists and make it better. When it does not exist, design it. Accept nothing nearly right or good enough.”

Sir Frederick Henry Royce

**Submit your application
and direct enquiries to:**

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Public Service Development Division
Ministry of Administration and Manpower
Development, National House
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E-mail: psdddg@seychelles.sc or
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Seychelles Public Service Awards 2004 - 2005

Theme for 2004-2005 “At your service”

“We need to ensure that every level of government from the Chief Executives’ Forum and its style of management right down to the sensitization and work attitude of our junior staff clearly understands and adopts the culture of service and the spirit of devotion to work.”

**F A Rene,
State of the Nation Address, Feb 2003**

INTRODUCTION

Following the launching of the Service delivery improvement drive in the public sector at the beginning of 2002, most public sector organisations have put in place various mechanisms in order to improve the service that they give to their customers.

Further, in this current climate of fiscal restraint, coupled with increasing citizens' expectations, public service employees are being called upon to provide creative solutions to problems and opportunities by challenging current practices and learning to do more with less.

Throughout the world, different types of awards are becoming a common means for organisations to point the way to positive behaviour and outcomes, to "spread the word" on quality and to showcase excellence hence the initiative for the Seychelles Public Service Awards.

OBJECTIVES

The Public Service Awards aim to:

- Promote the quality message in the public sector
- reward individuals, teams and organisations
- encourage creativity and innovation in the public sector
- improve the image of the public service as being responsive to client needs, and to highlight some of that innovativeness
- create a repository of innovations to inspire and inform other public sector organisations
- Strengthen continued communication and exchange among public sector organisations.

ELIGIBILITY FOR PARTICIPATION

Any project initiated and implemented by Public Sector organizations, alone or with government partners be it private sector or civil society organizations, after January 2002, is eligible to participate.

Several applications will be accepted from the same organisation and submissions will be eligible for entry in all three categories of the Award.

APPLICATION PROCESS

Organisations wishing to participate should fill in the enclosed application form and attach the required documentation.

Applications should reach the Public Service Development Division, the Secretariat for the Awards, no later than 31 March 2005. Applications received after that date will not be considered.

Your submission should include:

- cover letter, completed application form, supporting documents
- Applications can also be faxed or emailed.
- Please ensure that you have copied the submission for your records.

PSDD reserves the right to publish submission details, and may request finalists to appear for publicity, including attendance at an awards ceremony.

PSDD staff and judges must be allowed to visit the workplace to verify the entry.

Significance

The benefits of the initiative either actual or potential are significant.

Replicability

The initiative has or will be reproduced in some shape or form by other organizations. It should be noted by whom and the level of success to date.

Appropriateness to context

The suitability of the initiative given economic and socio-economic conditions

Criteria	Category		
	Improvement of public service results	Improvement of the quality of the public service process	Innovations in public service
Effectiveness	✓	✓	✓
Relevance	✓	✓	✓
Significance	✓	✓	✓
Replicability	✓	✓	✓
Appropriateness to context	✓	✓	✓
Innovation			✓
Improvement of public service results	✓		
Improvement of the quality of the public service process		✓	

AWARDS THEME:

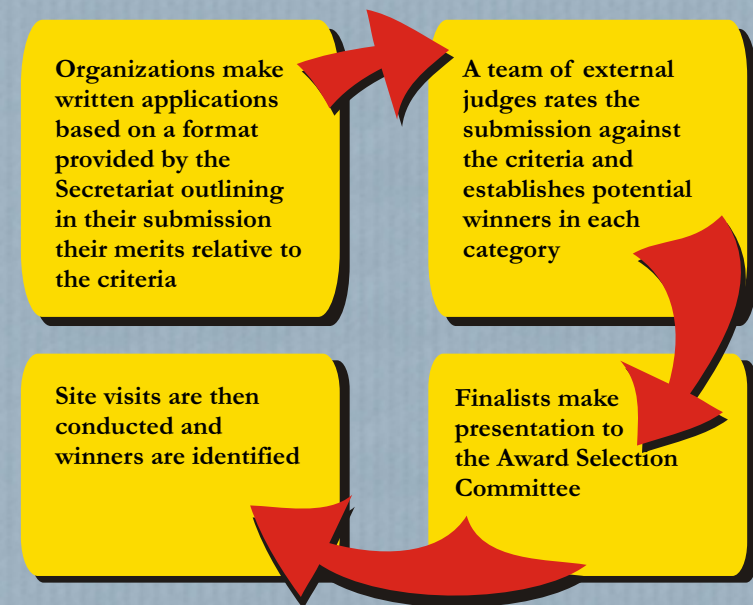
“Service to the public”

The theme adopted for the Awards this year is **“Service to the public”**. The Government has set as one of its highest priorities the need to drive up standards and deliver real improvements in our public services. This theme embodies the fact that public services are the windows through which people view government and public service employees have a vested interest to work together to provide the best possible public services and in so doing improve the quality of life of the Seychellois people.

THE PROCESS

The Awards will be held every two years to allow time between Awards for marketing and learning.

Around Public Service Day which is normally the third week in July, the criteria are established and the Award launched. The judging process will be as follows:



JUDGING CRITERIA

There are three Award categories with the following specific criteria:

1. Award for the Improvement of Public Service Results

Initiatives submitted for this award must meet one or more of the following specific criteria:

- Increases responsiveness to the needs of public involves opportunities for public to express their needs, the empowerment of communities, and representativeness of the public service, as well as mechanisms to incorporate their inputs into decision-making, programme implementation and evaluation.
- Promotes equity involves extending government service delivery to vulnerable groups and/or enables service delivery to a wider population, particularly through mechanisms that promote social inclusion relating to gender equality, the youth, elderly, disabled and other vulnerable populations.
- Delivers public services in a manner emphasizing timeliness, courtesy, and access involves effective uses of strategies such as streamlining of processes, reduction of red tape, coordination, and client-centred service delivery.

2. Award for the Improvement of the Quality of the Public Service Process

Initiatives submitted for this award must meet one or more of the following specific criteria:

- Promotes transparency involves the creation of mechanisms to increase the public's ability to observe and scrutinize government decision-making and processes. The mechanisms can be documentary, face-to-face, meetings, and/or electronic, including the production of government records in the creole language.

- Promotes accountability involves public access, monitoring and analysis of government decision-making in ways that involve feedback mechanisms to government institutions. Documentation in various forms can serve as evidence of conformity to legal, procedural and fiscal requirements, as well as processing of complaints and handling of grievances.
- Promotes professionalism involves human resources management issues, such as, training and development. Mechanisms involve management tools, professional development programmes and public feedback.

3. Award for Innovation in Public Service

Initiatives submitted for this award must meet one or more of the following specific criteria:

- Represents a "radical departure" involves organizational changes to strategies, structures or routines which aim to improve performance. The benefit may be new or improved products, processes or services. It involves the introduction of new decision rules, new technology, new approaches to organising, or new goals. "Newness" is newness to the organization, not necessarily newness to the country. Can involve the adoption of best practice and new technology evident elsewhere.

In addition, all submissions will be evaluated against the following common criteria:

Effectiveness

It involves evidence of having achieved an impact on public's lives. This impact is measurable through qualitative and quantitative methods, including public surveys and benchmarking studies.

Relevance

The initiative is consistent with the Awards theme. The impetus for the change and the purpose and objectives of the change needs to be noted.