



PUBLIC SERVICE COMMISSION

PUBLIC SERVICE EXCELLENCE AWARD

Citizen–Focused Service Delivery
Team Nomination Form

SECTION 0: INSTRUCTIONS:

1. *The role of the Ministerial Human Resource Advisory Committee (MHRMAC) is to select a team from among staff across all cadres who, in the informed judgment of the members of the committee meet the set criteria.*
2. *Further information on eligibility and award criteria, rationale and nomination process can be found on the **Guidelines for Implementation of the Awards** on the PSC website at (<http://www.publicservice.go.ke/index.php/psea>)*

Submission of Ministry Nominations

1. ***Submission Format:** For each of the teams nominated from a Ministry/State Department the MHRMAC will type all the information required in the MS-WORD format of this nomination form (PSC/PSEA/1A) available at <http://www.publicservice.go.ke/index.php/psea>*
2. ***Supporting Evidence:** All submitted nominations shall be accompanied by relevant evidence/supporting materials on each achievement area.*
3. ***Naming the File:** The File name for each nomination should take the following form; **Nominee** (Insert Name of team in parenthesis). **Nominating Ministry/State Department** (Insert the name as the Ministry/State Department making the nomination in parenthesis).*

- 4. Each of the team nominations selected by a ministry/state department shall be accompanied by a **Description of the Team**, including its activities and achievements.
- 5. **Submission Channel:** Duly completed and e-signed nomination forms from each Ministry/State Department to be submitted through the following E-Mail address: PSEA@publicservice.go.ke

SECTION 1: IDENTITY OF THE TEAM SELECTED BY MHRMAC FOR THE AWARD

Team Name

Department/Unit/Section

Ministry / State Department

Mobile No. (Team Leader) E-Mail

SECTION 2: DETAILS OF MINISTRY SUBMITTING THE NOMINATION

To be signed by the **Chair of the Ministerial Human Resource Advisory Committee (MHRMAC)** before submission.

Name of Submitting Ministry/State Department

Chair MHRMAC

Signature Date

SECTION 3: DESCRIPTION OF THE ACHIEVEMENTS OF THE TEAM NOMINATED BY THE MINISTRY/STATE DEPARTMENT FOR THE AWARD

COMPONENT 1: General Information

Please include a brief summary outlining why the team should receive an award and how they have performed in an extra ordinary manner (include any awards/recognition received)

COMPONENT 2: Demonstrated improved access to, as well as the delivery of services to Kenyans:

- 1. Give evidence of services received by the citizenry*
- 2. Give evidence of the number of people involved in this access*
- 3. State the number impacted by the services*

COMPONENT 3: Demonstrated responsiveness in the delivery of services to citizens

- 1. Provide evidence of meeting service standards e.g. timeliness*
- 2. Results as evidenced by customer satisfaction survey*
- 3. Evidence of resolution of customer complaints*

COMPONENT 4: Positively influenced a change in people's perception of the public institution while improving transparency in the delivery of Public Service, e.g. through stakeholder participation

How has the nominee positively impacted the image of the organization?