



PUBLIC SERVICE COMMISSION

PUBLIC SERVICE EXCELLENCE AWARD

Citizen–Focused Service Delivery  
Individual Nomination Form

**SECTION 0: INSTRUCTIONS:**

1. *The role of the Ministerial Human Resource Advisory Committee (MHRMAC) is to select three nominees from among staff across all cadres who, in the informed judgement 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/State Department Nominations**

1. ***Submission Format:** For each of the three nominees from a Ministry/State Department, the MHRMAC will type all the information required in the MS-WORD format of the nomination form (PSC/PSEA/1B) available at <http://www.publicservice.go.ke/index.php/psea>*
2. ***Supporting Evidence:** All submitted nominations to 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 nominee in parenthesis).*

*-Nominating Ministry/State Department (Insert the name as the Ministry/State Department making the nomination in parenthesis).*

4. Each of the **three** nominations selected by a Ministry/State Department shall be accompanied by a **Curriculum Vitae (CV)** of the nominee.
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](mailto:PSEA@publicservice.go.ke)

**SECTION 1: IDENTITY OF THE PERSON SELECTED BY MHRMAC FOR THE AWARD**

Surname:

Other Names:

Gender: Male  Female

P/No:

Designation:  Job Group

Ministry/State Department:

Mobile No:  E-Mail

Date of first appointment in the Public Service:

**SECTION 2: DETAILS OF MINISTRY/STATE DEPARTMENT 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:

Name of Chair, MHRMAC:

Signature:  Date

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

**COMPONENT 1: General Information**

*Please include a brief summary outlining why the individual should receive an award and how he/she has performed in an extra ordinary manner (include any awards/recognition received)*

**COMPONENT 2: Demonstrated improved access to, as well as the delivery of, programs and 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, targets, etc.*
- 2. 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?*