



P.S.C.
Public Service Commission

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Difference**

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Circular Memorandum

To: Permanent Secretaries and Heads of Departments

File: 29/685/23/2

Subject: Workshop for Evaluators - Service Excellence Awards 2008 Date: 21/ 10/ 08

1. The Public Service Commission will be conducting the above workshop for the Service Excellence Evaluators at the Centre for Training & Development (CTD), in Nasese on the dates scheduled in the attached programme (Appendix I).
2. The purpose of this programme is to prepare the Evaluators to conduct evaluation on the Ministries/ Departments' performance for the year 2008 in accordance with the customer service assessment tool as mentioned in the PSC Circular 44/2008 dated 13/10/2008.
3. Due to the limited time that we have, it is recommended that the current batch of trained Service Excellence Evaluators that are available in the Service be released to attend this workshop.
4. Permanent Secretaries and Heads of Departments are requested to support and assist in the facilitation of this programme through the release of their staff to attend the workshop.
5. Ministries/ Departments are requested to submit the names of their staff to be trained as evaluators to PSC by Friday, 24th October, 2008.
6. For further clarification, please do contact the following people, Ms Penina Cirikiyasawa (pcirikiyasawa@psc.gov.fj) and Mr. Peceli Baleikorocau (pbaleikorocau@psc.gov.fj) on telephone 3314588.

Taina Tagicakibau (Mrs.)
The Permanent Secretary for the Public Service

Appendix I

Schedule for the Service Excellence Programme

NO	Date	Programme	Time
1.	29 th October	Suva (CTD)	8:00 am – 2:00 pm
2.	30 th October	Suva (CTD)	8:00 am – 2:00 pm
3.	03 rd - 21 st November	Evaluation Period by Evaluators	Working Hours
4.	27 th - 30 th November	Collation of Evaluators Report and Finalization of the awards	Working Hours
5.	Note : i) All Permanent Secretaries are requested to release their officers for the duration of the evaluation. ii) All Evaluators are requested to be mindful of the days and times allocated for the exercise so that programmes are done according to the schedule.		