



P.S.C.
PUBLIC SERVICE COMMISSION

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Date: 14th April 2010

CIRCULAR MEMORANDUM

To: Permanent Secretaries and Heads of Departments

Subject: 2010 Service Excellence Awards Programme

As part of the continual implementation of the Civil Service Reforms, the Public Service Commission will once again coordinate the 2010 Service Excellence Awards (SEA) programme, an opportunity for Government agencies to evaluate the performance of the respective Organisations utilizing the Service Excellence Awards Framework.

We thank you for your participation in the 2009 process and acknowledge the overwhelming responsibility that is required by your agency in participating in this programme. As such, the Commission would like to commence with the required activities early in the year as indicated in the attached timeline (**Appendix I**).

You are first required to nominate a “**Service Excellence Champion**” who would become the focal point of your agency. The Secretariat will liaise directly with your Champion to communicate all the requirements of the 2010 process. A ‘Champions Information Seminar’ will be held on the **20th of April, 2010** at the **Big Committee Room** at the **Parliament Complex** to inform your Champion of the details of participation this year. Please submit the name of your Service Excellence Champion to Ms. Fatafehi Luveni at fatafehi.luveni@govnet.gov.fj by **16th April, 2010**. You may wish to choose from the attached list of Champions (**Appendix II**) and Service Excellence Awards Evaluators (**Appendix III**) who are knowledgeable of the SEA framework and the evaluation process.

In addition to the Champions Information Seminar and in response to requests from heads of Government agencies, all Permanent Secretaries and Heads of the 41 Government agencies are invited to a half day seminar on the SEA Framework and the evaluation process coordinated by TPAF at the Holiday Inn on the **22nd April, 2010**. This seminar will specifically focus on how the SEA Framework is used to determine the levels of recognition for the Awards and how your Government agency can improve its overall organisation performance. The seminar will take place at the **Banyan Room, Holiday Inn at 8.30 am**. Please confirm your attendance with Mr. Jeremaia Kelei at jerry.kelei@psc.gov.fj by the **16th April, 2010**.

Should you have any other enquiries regarding the Service Excellence Awards programme, please do not hesitate to contact me directly or the Acting Director Management Improvement Ms. Laite Waseiyaroi by phone on 3314588 ext 404 or on email at laite.waseiyaroi@govnet.gov.fj.



Parmesh Chand

Permanent Secretary for the Public Service

2010 SERVICE EXCELLENCE AWARDS TIMELINE

ACTIVITIES	APR	MAY	JUNE	AUG	SEP	OCT	NOV
Champions One day Workshop (Parliament Complex)	20 th						
PS/HOD 's Half Day Seminar (Holiday Inn)	22 nd						
Evaluators Nomination Form due		21 st					
Agency Application Forms Due							
Agency Desktop Submissions Due			15 th				
Training of SEA Evaluators (Government Training Centre)			7 th – 18 th				
Team Leaders briefing			28 th				
Distribution of Submissions Per Team			29 th				
Desktop Evaluation Begins (Evaluation of Agency Submission)			30 th				
On- Site Visit Evaluation (Visit to Agency HQ and outer stations)				2 nd - 6 th			
SEA Report Preparation (Compilation of Feedback and Panel of Review Reports)				9 th - 13 th			
Panel of Review Meeting (Independent Panel of Review to decide on Awards)					14 th - 15 th		
Service Excellence Awards Night (Vodafone Arena)						29 th	
Face to Face Feedback to Agencies							8 th -19 th
Evaluation Process Review Meeting							12 th

All correspondence to Permanent Secretary for Public Service

2009 SERVICE EXCELLENCE CHAMPIONS

No.	MINISTRY/DEPARTMENT	Name of Champion
1.	Office of the President	Mr. Paula Delaivuna
2.	Office of the Prime Minister and Legislature	Mr. Kitione Sovanivalu
3.	Public Service Commission	Ms. Seini Raiko
4.	Office of the Attorney General & Solicitor General	Mr. Insimo Joseph
5.	Public Enterprise, Tourism and Communications	Ms. Rejeli Serulagilagi
6.	Finance	Mr. Viliame Karawa
7.	National Planning	Mr. Suruj Prasad
8.	Bureau of Statistics	Ms. Rejeli Naruma
9.	Government Procurement Office	Mr. Peni Were
10.	Printing and Stationery	Ms. Christine Vakadrano
11.	Information Technology and Computing Services	Ms. Venaisi Rokovau
12.	Indigenous Affairs	Ms. Luisa Kamakorewa
13.	Provincial Development & Multi-Ethnic Affairs	Mr. Mukesh Chandra
14.	Defence & National Disaster	Mr. Joseph Ratumaitavuki
15.	Immigration	Ms. Ana Tora
16.	Labour, Industrial Relations	Mr. Yogesh Prakash
17.	Foreign Affairs and External Trade Civil Aviation	Mr. Emosi Zinck
18.	Office of the Auditor General	Ms. Mere Waqanicagica
19.	Judiciary	Ms. Sala Racaca
20.	Office of the Director of Public Prosecutions	Mr. Charlotte Nambiar
21.	Justice	Mr. Lawrence Prasad
22.	Prisons	Ms. Salote Panapasa
23.	Information and Media Relations National Archives	Ms. Meliki Loanakadavu
24.	Fiji Police Force	Ms. Miliakere Dumuloto
25.	Education, National Heritage, Culture & Heritage	Mr. Josefa Natau
26.	Health	Mr. Kamal Sharma
27.	Local Government & Urban Development, Housing & Environment	Mr. Joeli Moceivale
28.	Women and Social Welfare	Ms. Mougua Cakau

29.	Youth, Sports and Employment Opportunities	Ms. Shamim Banu Mohammed
30.	Agriculture	Mr. Semesa Tabanidalo
31.	Fisheries	Mr. Sanaila Naqali
32.	Forests	Mr. Samuela Lagataki
33.	Lands	Mr. Malakai Nalawa
34.	Mineral Resources	Mr. Ian Fong
35.	Commerce, Industry Investments	Ms. Mereoni Vuinakodu
36.	Co-operatives	Ms. Vaciseva Baivatu
37.	Government Shipping Services	Mr. Iliesa Raketekete
38.	Meteorological Services	Ms. Lusiana Bulunasui
39.	Fiji Islands Maritime Safety Administration	Mr. John Vincent Tunidau
40.	Works and Transport	Mr. Vamarasi Fasala
41.	Public Utilities & Energy	Mr. Ashneil Bobby Karan

2009 SERVICE EXCELLENCE AWARDS EVALUATORS

Name of Officer	Ministry/Department
Filipe Waqavuka	Agriculture
Jese Gade	Agriculture
Marau Vuli	Agriculture
Salesh Kumar	Agriculture
Inoke Maravu	Auditor General
Sarika Devi Singh	Auditor General
Asikinasa Toga Raikoti	Bureau of Statistics
Raijeli Naruma	Bureau of Statistics
Enere Vuibureta	Cooperatives
Salawai Laveti	Defence
Charlotte Nambiar	DPP's office
Losana Ravuso	DPP's office
Alumeci Tuisawau	Education
Josefa Natau	Education
Sereseini Vuki	Education
Shaukat Ali	Education
Timoci Tovoka	Education
Sharma Evelyn Narayan	Energy
Shalini Chand	Environment
Tan Singh	Fiji Met Services
John Tunidau	FIMSA
Marica Seninawanawa	Finance
Sarika Lata	Foreign Affairs
Semi Dranibaka	Forestry
Christine Vakadrano	Government Printing
Filomena Browne	Health
Ana Tora	Immigration
Asena Raiwalui	Indigenous Affairs
Georgina Vicenti	Indigenous Affairs
Luisa Kamakorewa	Indigenous Affairs
Mereseini Waibuta	Industry & Trade
Sekope Tamanitoakula	Industry & Trade
Meenal Kant	Industry and Trade
Josevata Cava	Information
Ofati Rutobu	Information

Salesia Ikaniwai	Information
Jioweli Vakamoce	ITC
Jocelyn Prasad	ITC
Salome Merumeru	ITC
Taina Waqa	ITC
Venaisi Rokovau	ITC
Elina Kadi	Labour
Lemeki Cagialau	Labour
Verina Talei Nadalo	Lands & Survey
Joana Qiodravu	MRD
Taina Radrokai Raikadroka	National Planning
Tari Bebeia	National Planning
Maraia Voka	PM's office
Paula Delaivuna	President's Office
Isireli Dausiga	Prisons
Julia Tamani	Prisons
Mukesh Chandra	Provincial Development
Ledua Vakaloloma	Public Enterprises
Aisea Duwai	Public Service Commission
Beci Danford	Public Service Commission
Filipe Nagera	Public Service Commission
Jale Ratudo	Public Service Commission
Jimaima Vilisoni	Public Service Commission
Litia Saumaka	Public Service Commission
Malakai Tueli	Public Service Commission
Maria Karalaini Oalo	Public Service Commission
Moreen Nisha Ali	Public Service Commission
Naibuka Seruvatu	Public Service Commission
Paula Koli	Public Service Commission
Savenaca Raiwalui	Public Service Commission
Seini Raiko	Public Service Commission
Selai Korovusere	Public Service Commission
Sereana Tawake	Public Service Commission
Ulita Serukalou	Public Service Commission
Vilitati Mataitini	Public Service Commission
Waisake Ratubalavu	Public Service Commission
Fozia Achari	Public Utilities
Nanise Raika	Social Welfare

Ana Laqere	Works
Marica Ratuki	Works
Penina Tueli	Works
Fatiaki Ratuki	Works & Transport
Verenaisi Rokovada	Works & Transport
Eroni Loganimoce	Youth & Sports
Livinal Masei	Youth & Sports
Manaini Rokovunisei	Youth & Sports
Miriam Wasasala	Youth & Sports
Sharda Devi	Youth & Sports
Vignesh Naidu	Youth & Sports
Joe Fuata	Youth and Sports