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## *The Pan-African Public Service Award (PPSA)*

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### 1. Introduction

The Pan-African Public Service Award constitutes a prestigious event for excellence in public services. It aims at rewarding public institutions in African countries, which made creative achievements to modernize civil service and promote its efficiency.

The award has been launched during the 53<sup>rd</sup> Session of the Governing Board of CAFRAD, and the 11<sup>th</sup> Forum on Modernization of Public Services and State Institutions, held in Marrakech in 2015.

### 2. Objectives

The main objective of the award is to honor the African public institutions for their creative contribution to establish more dynamic and responsive civil service. It organizes an annual competition where the role, visibility and professionalism of the public sector are given priority.

The award also seeks to discover innovative ideas in terms of governance, and promote employee motivation in order to improve the public sector performance, restore public trust, and share successful initiatives that would raise feedback inside and outside the country.

### 3. Award categories

The award is delivered to the successful experiences in one the following three categories:

- E-government: « mobile application » and « online services »,
- Innovation and improvement of public services quality,
- Promotion of gender approach in civil service.

Some initiatives may fall within the frame work of more than category. Applicants have to choose one appropriate category that better fits the initiative.

#### 4. Selection commission

The selection commission, which comprises representatives of CAFRAD and its chairmanship, reviews and selects applicants based on selection criteria. Then it communicates them to the Executive Committee for preselection. Finally admitted applicants shall be selected by the Governing Board.

#### 5. The Selection Process

The assessment starts with a preselection of applicants based on selection criteria, and consists of three phases. Dates for application and selection are illustrated as follows:

Activity	Deadline
Call for applications for the Award	First week of March
The final deadline for applications	April 29 <sup>th</sup> 2016
Applications reviewed by a committee composed of representatives of Directorate-General and Chairmanship of CAFRAD	May 10 <sup>th</sup> 2016
- Presentation of applications by selection committee - Preselection of applicants by the Executive Committee of CAFRAD	May 30 <sup>th</sup> 2016
Selection of applicants by the Governing Board of CAFRAD	May 31 <sup>th</sup> 2016
Award ceremony	June 1 <sup>st</sup> 2016

#### 6. Admission requirements

Potential organizations to apply for the award may include:

- state departments,
- public agencies or bodies,
- local governments, universities, or any organization of public service mission

Each country must present only one candidacy by category of the award (4 candidacies proposals for each country for all categories).

The experience should meet the following requirements:

- It must be a citizen-based and business-centered experience ;
- It must fall within one of the three above-mentioned categories ;
- It must have entered into effect for a three-month period minimum before the final deadline for applications.

## 7. How to apply

Applications must be submitted to CAFRAD at the following address:  
**Boulevard Mohammed V, Pavillon International, B.P 1796, Tanger 90001**

They can also be emailed to: [cafrad@cafrad.org](mailto:cafrad@cafrad.org) and  
[prixpanafricain-sp@mmsp.gov.ma](mailto:prixpanafricain-sp@mmsp.gov.ma)

### Application file :

- Project for proposal the award ;
- Project summary (in no more than **500 words**) ;
- 3 reference letters ;
- Any document that prove the impact of the project on the citizens and other positive information on the project ;
- Any other relevant document.

## 8. Form of the Award

The Pan-African Public Service Award is a two-category symbolic trophy delivered to the successful experiences and practices:

- ✓ 1<sup>st</sup> category: Excellence award
- ✓ 2<sup>nd</sup> category : Encouragement award

## 9. Award Ceremony

The Award Ceremony shall be chaired by the Chairman of the Governing Board of CAFRAD, and organized during the Forum on Modernization of Public Services and States Institutions.

## 10. Categories and selection criteria

### Category1:E-government:

- mobile application
- online services

The “e-government” category seeks to award innovative projects on mobile applications and online services in Africa. Their effective dissemination will promote successful experiences and improve the quality of public services with the help of Information and Communication Technologies (ICT). It is divided into two sub-categories:

### **1- Sub-category 1 « Web Service »(e-services)**

This sub-category aims to deliver time-saving and low cost online public services, either fully or partially, in favor of citizens and businesses.

### Selection criteria:

#### **a- Service value**

- Size of the target audience ;
- Problems solved and expected outcomes ;

- Satisfaction of users' expectations;
- Compliance with the government's priorities ;
- Durability.

**b- Service content**

- Simplification of the services ;
- Degree of e-transformation;
- Availability and stability ;
- User safety
- Languages ;
- Data protection ;
- Innovation.

**c- Easily used**

- Accessibility and multi-channel use ;
- Frequently Asked Question (FAQ) ;
- Conviviality and assistance tools

**d- User feedback**

- E-participation;
- Degree of service use ;
- User satisfaction ;
- Complaint management.

**2.Sub-category 2 “mobile applications” :**

This sub-category contains all mobile applications on smart phones and tablets (IOS, Android, windows, etc.), which provide citizens and businesses with innovative solutions to have simple and efficient access to government services.

**Selection criteria:**

**a- Application value**

- Size of the target audience ;
- Problems solved and expected outcomes ;
- Satisfaction of users' expectations;
- Compliance with the government's priorities ;
- Durability.

**b- Easily used**

- Application design: style, sound, etc.
- Intuitive navigation and fluidity ;
- Application features ;
- Innovation and use of mobile technology (GPS, notification, etc.);
- Languages;
- Availability in other mobile platforms ;
- User safety.

### **c- User feedback**

- Degree of application use (download number, etc.);
- User satisfaction ;
- Complaint management.

## **Category2:**Innovation and improvement of public services quality

### **Selection criteria:**

- **Improving efficiency**, including streamlining the process, reducing paperwork, promoting coordination and taking other relevant steps ensuring greater efficiency;
- **Providing and accelerating** qualitative and easily accessible public services, and responding to users' needs;
- **Prioritizing users' comments**, and taking into account their relevant remarks to measure their satisfaction;
- **Promoting equality**, including extending access to services for vulnerable groups, and disseminating them at a larger scale using mechanisms that enhance social inclusion;
- **Fostering** Public-Private Partnership, including civil society, to improve public services delivery;
- **Transforming government** at a large scale instead of achieving unsatisfactory performance, and adopting innovative methods, tools and techniques, within a given country or area, to accelerate the modernization process, change the organizational culture, implement the administrative reform, and restructure the public services delivery;
- **Introducing a new concept** based on adoption of innovative ideas or methods to solve problems, and undertake or implement initial policies, within a given country or area, to improve public services delivery,

## **Category3:**Promotion of gender equality in civil service

### **Selection criteria:**

- **Promotion of gender equality in the civil service** using innovative tools and mechanisms, in order to responds to specials needs of women in the civil service ;
- **Promoting accountability** while offering women's access to public services, and providing relevant documents showing evidence of government's respect of women's basic rights. A set of mechanisms must be undertaken to facilitate their access to government data, enable them to launch an investigation or claim benefits if necessary.

Civil servants, who do not provide or violate women's rights to access public services, must be subject to disciplinary sanctions;

- **Providing public services that promote gender equality** by changing employment policies, including recruitment, promotion, training, compensation, and career development. Such change will increase the percentage of female staff at all levels, especially leaders and decision-makers;
- **Modernization of Administration**, within a given country or area, changing the general frame, instead of achieving unsatisfactory performance, and implementing innovative methods, tools and techniques to promote women's rights and respond to their needs;
- **Introducing a new concept** to involve citizens, and women in particular, in decision-making and public policy, including categories facing life's hardships, and drawing up tools and techniques to implement policies and manage knowledge in a given country or area.