



Premier's Service Excellence Awards 2020

Entry Guidelines

The Gauteng Provincial Government had launched the 2019 Premier's Service Excellence Awards. The aim of the awards is to recognise active contribution of the public and the government in providing service for the advancement of the livelihood of Gauteng City Region communities, and to encourage/maximise active participation and ownership of initiatives by the public and the government, which assist and facilitate the implementation or achievement of national and provincial priorities. These priorities are to alleviate poverty, improve and enhance education, improve health and safety of the people, and contribute to environmental sustainability, economic growth and job creation.

1. Eligibility for entering the awards

These awards are open to any individual, project, government department, or community initiative in the Gauteng City Region. Prospects must not enter for category G: The Premier's Special Award, as nominations are not accepted for this category.

Projects that have entered and won the Gauteng PSEA in the past 5 years are not eligible for entry.

2. Rules for Entry

All nominees must observe the following rules:

1. Projects may only be entered into one category (select the most suitable category).
2. A project entered into more than one category will result in all the entries being automatically disqualified.
3. Take extra care when packaging your submission – use a file suitable for the size of information you are submitting. The project team, assessors or adjudicators will not be held liable for misplaced information as a result of unsuitable packaging.
4. Entry packs will not be returned to the entrants at the end of the project.
5. All questions should be completed in full with as much information as possible in line with the prescribed maximum words (500 words).
6. All submissions/entries should be typed – no handwritten entries will be accepted.
7. You are required to submit evidence on all the claims you make about your project / initiative. Documents must be attached. Additional information may be submitted to support the entry e.g. videos, photos, publications, brochures, CD/DVD and newspaper clipping (unfortunately these are not returnable). Ensure that the supporting evidence and additional information is properly referenced.
8. Entries should be approved by the Head of Department/CEO/Project Manager. The entry authorisation form should be completed and signed. Entries in the Celebrated individual category should be approved by the CEO or Head of Department.
9. Entries found to be based on false information will be disqualified at any level of the process when discovered.
10. The projects MUST have been in existence for a minimum of one year.
11. Projects that have won the Gauteng PSEA in the past 5 years are not eligible for entry.
12. Entries submitted before the closing date will be perused by the project office for completeness and advice.

13. The organisation/institution/individual submitting the entry must not be involved in or have any knowledge of any possible litigation or allegations of corruption (projects/initiative/individual), dispute or claim involving the entry.
14. The participation in the Gauteng PSEA by the entrant/nominee/nominator constitutes their full and unconditional agreement to these official rules.
15. The assessors and adjudicators' decisions are final and binding to all matters related to Gauteng PSEA.
16. The entry must be received no later than 11:59:59, on the closing date of 18 October 2019. Entries received after the closing date will not be accepted.
17. Failure to comply with the entry requirements will result in disqualification.
18. You may contact the project office through email psea@gauteng.gov.za or tel: 011355 6215 or 063693 4681.
19. Fully completed entry form together with evidence may be submitted to;
 - In hardcopy to the following address/ Attention; PSEA Project Office of the Premier. Att: PSEA Project Office, Office of the Premier, Turbine Hall, 65 Ntomi Piliso, Newtown, Johannesburg.
 - Signed electronic submission with clearly referenced evidence may be submitted by email to psea@gauteng.gov.za.

3. Recognition for participation or entering for the awards

These awards do not carry any monetary value. These awards process seek to recognise excellence in contribution towards social economic development and transformation, and to positively affect the lives of the people of Gauteng City Region. The winners will each receive a trophy and a certificate.

4. Procedure for entering the awards

Entrants must submit the following:

- 4.1 Read the Entry Guidelines
- 4.2 Select the correct category that your project best showcases.
- 4.3 Complete the entry form/questionnaire. All questions must be answered – (stating your case and evidence of your claims).
- 4.4 Attach well referenced evidence.
- 4.5 Ensure that your entry form is signed.
- 4.6 Submit your complete entry pack on or before the closing date electronically via email OR in hard copy.

5. Awards Categories

The following is an outline of Awards Categories, Sub-Categories and the Criteria that will be used for evaluation:

AWARD CATEGORY	SUB-CATEGORIES
Category A: Social Transformation Awards	<ul style="list-style-type: none"> • Health Award • Social Development Award • Education & Skills Development Award • Sport and Recreation Award • Arts & Culture Award • Building Safe Communities Award
Category B: Economic Growth Awards	<ul style="list-style-type: none"> • Inclusive Economy Award • Public-Private Partnership Award
Category C: Clean Governance Award	<ul style="list-style-type: none"> • Integrity Award
Category D: Innovation Award	<ul style="list-style-type: none"> • Innovation Award
Category E: Sustainable Development Awards	<ul style="list-style-type: none"> • Environmental Sustainability Award • Infrastructure Development Award
Category F: Celebrated Individuals Awards	<ul style="list-style-type: none"> • Leadership Award • Innovator of the Year Award • Outstanding Individual Award
Category G: Premier's Special Award	<ul style="list-style-type: none"> • No entries will be accepted in this category.

CATEGORY A: SOCIAL TRANSFORMATION AWARD

- This award will be presented to individuals, project teams or initiatives who positively contributed towards building cohesive and sustainable communities through excellent delivery of services.
- Nominees in this category will have demonstrated commitment to an approach that ensured development which benefitted people, especially but not limited to the poor, and in a socially cohesive manner.
- The category is intended for any project that contributes to sustainable social development and transformation, and which meets the needs of the people of Gauteng.

Sub-categories and Criteria

No.	Sub-Categories	Criteria
1	Health Award	<ul style="list-style-type: none">• Innovation/Creativity• Skills Development and Capacity Building• Customer Focus• Replication• Social Transformation• Courtesy and Access
2	Social Development Award	
3	Education & Skills Development Award	
4	Sport, Recreation Award	
5	Arts & Culture Award	
6	Building Safe Communities	

1. Sub-category: Health Award

- This sub-category will award projects and individuals who excel in delivery of health care, and contribute to the development and improvement of the health care of society in general, including projects aimed at women, children, youth, the elderly and people with disabilities.
- The projects and initiatives must demonstrate innovative approaches to health care, improvement of the quality of life and living standards of the people.
- Examples of nominees are: Home Based Care; Mobile Clinics; Wellness Camps; Old age homes; Hospices; Health Care Workers; and all the other initiatives implemented to provide healthcare to the people.

2. Sub category: Social Development Award

- This sub-category will award projects and individuals who excel in delivery of social services, and contribute to the development and improvement of the lives of society in general; including projects aimed at women, children, youth, the elderly and people with disabilities.
- The projects and initiatives must demonstrate innovative approaches to poverty alleviation, improvement of the quality of life and living standards of the people.
- Examples of nominees are: Wellness Camps; Old age homes; Youth Development Projects; Capacity Building Interventions for Women and the Disabled; and all the other initiatives implemented to provide social services to the people

3. Sub-category: Education and Skills Development Award

- This is a sub-category for projects and initiatives that contribute to the skills development, empowering the people with skills and education, preparing them for employment opportunities and economic empowerment.
- The projects/initiatives must demonstrate innovation and sustainability in educational approaches and excellence in delivery of services.
- The category caters for capacity building interventions by individuals and projects teams.
- Examples of nominees are: Early Childhood Development Centres; skills development in communities; library outreach; Girl's Education; ICT projects, Private & Public Schools; Colleges; Universities; etc.

4. Sub Category: Sport and Recreation Award

- This sub-category is for individuals, projects or initiatives which contribute to and utilise sports and recreation to transform society and contributes to social cohesion.
- Nominees are implementers of initiatives such as Talent Identification; Competitive Sport; Indigenous Games; Events; Amusement Centres/Parks, development sports.

5. Sub Category : Arts & Culture Award

- This sub-category is for individuals, projects or initiatives which contribute to and utilise arts and culture to transform society and contribute social cohesion.
- Nominees are implementers of initiatives such as Talent Identification on all the Performing Arts disciplines such as Dance, Drama, Music, Poetry and comedy, its genres and performing arts practitioners.

6. Sub-category: Building Safe Communities Award

- This sub-category awards projects with a deliberate focus on fighting social ills and building safe communities.
- Nominees are implementers of projects such as those that build a social movement against drugs, preventing child neglect, eradicating violence against women and children, fire-fighting, community policing and reducing unwanted teenage pregnancy should be nominated.

CATEGORY B: ECONOMIC GROWTH AWARDS

- Individuals/Projects/Initiatives that have made an exceptional contribution in improving the livelihood of communities and nation building, while also contributing to the local economy, are eligible for entry in this category.
- They will be recognised for playing a role in introducing innovative economic activities aimed at growing the economy through job creation, and collaboration which resulted in development, transformation and general improvement in living standards.
- The nominees in this category are contributors to economic activity in Gauteng City Region (GCR).
- The nominees must demonstrate profound and radical change that has taken place as a result of their contribution.

Sub-categories and Criteria

No.	Sub-Categories	Criteria
1	Inclusive Economy Award	<ul style="list-style-type: none">• Innovation/Creativity• Environmental Sustainability• Economic Impact• Social Responsibility• Transformation
2	Public-Private partnership Award	

1. Sub-Category: Inclusive Economy Award

- This category applies to all the role players in economic growth and development of the Gauteng City Region ranging from Township Enterprises to large organisations or industries or sectors such as those who create employment opportunities to improve the lives of the people.
- Any project, initiative or business that improves the lives of the people through job creation and poverty alleviation in an innovative, environmentally sustainable way, can enter in this category.
- Examples include: Township enterprises such as: Shisanyamas/ Restaurants, Burial Societies, General Dealers, Guest Houses, Fashion Designers, Spaza Shops, Bricklayers, Shopping Centres and role players from various industries such as manufacturing firms, Engineering companies, and Formal Traders, etc.

2. Sub-category: Public Private Partnership Award

- This sub-category Award recognises a successful Public-Private Partnership service delivery project. Projects must fit within the definition of a public-private partnership: a contractual arrangement that is formed between a public or governmental agency and a private company that can include a variety of activities that involve the private company in the development, financing, ownership and/or operation of a public facility or service. In such a partnership, public and private resources are pooled and responsibilities divided so that the partners' efforts complement one another.
- Projects must demonstrate the benefits of PPPs, including: shared income resulting from partnership in direct proportion to the partners' investment, cost savings, improved service delivery and/or increased efficiency in operation.
- At least an initial phase of the project must be fully operational and delivering the intended benefits of the project for at least a year.
- An example of a large-scale PPP is the Gautrain project.

CATEGORY C: CLEAN GOVERNANCE AWARD

This award is for individuals and teams who have demonstrated accountability in decision making in the process of implementing projects /programs/initiatives that improve governance in organisation.

Integrity Award

- This sub-category recognises an individual or organisation who must have undertaken an action that is likely to significantly influence, or to have had a significant impact on, the ethical environment in the Province.
- An individual or organisation must have demonstrated exceptional courage and leadership in combating corruption, especially through integrity promoting transparency and accountability.
- The action should be one likely to attract interest and emulation in other parts of the country. Their action must be particularly courageous, ethical, innovative or creative and deserving recognition.

Sub-categories and Criteria

No.	Sub-Categories	Criteria
1.	Integrity Award	<ul style="list-style-type: none">• Ethical & Courageous Leadership• Promotion of Accountability & Transparency• Emulation/Replicability• Impact• Social Responsibility• Innovation

CATEGORY D: INNOVATION AWARD

This award celebrates the spirit of innovation in the Gauteng City Region by recognising individuals, teams and organisations that have made significant contributions to improving the social and economic fabric in Gauteng. In so doing, the awards inspire and encourage innovators to continue exploring, creating and implementing new ideas in order to enhance the quality of life for communities and nations.

Sub-categories and Criteria

No	Sub-Category	Criteria
1.	Innovation Award	<ul style="list-style-type: none">• Sustainability• Innovation• Impact• Replicability• Recognition

Sub-Category: Innovation Award

- The Innovation category is showcasing creative thinking on an important, enduring or emerging management, service or societal challenge such as green innovation and medical innovation.
- This category includes, but is not limited to, innovative ICT solutions; innovation incubation and other innovations that contribute to the transformation, modernisation and re-industrialisation imperative of the Gauteng City Region.

CATEGORY E: SUSTAINABLE DEVELOPMENT AWARD

- This category will award projects that contributed to sustainable development such as infrastructure; housing and environmental projects.
- Nominees are expected to demonstrate good governance and Corporate Social Responsibility activities including the impact of their project in improving the livelihoods of the society.
- These may be initiatives/projects owned and managed by government, private business, or public-private partnerships. The projects may be involved in building new or upgrading existing infrastructure which improves access and contributes to economic development of the Gauteng City Region. They must demonstrate how they minimise environmental impact and reduce their carbon footprint.

Sub-categories and Criteria

No	Sub-Category	Criteria
1. Environmental Sustainability Award:		<ul style="list-style-type: none">• Innovation and creativity• Environmental sustainability• Economic Impact• Social responsibility• Transformation
2.	Infrastructure Development Award:	

1. Sub-Category: Environmental Sustainability Award

- This sub-category will award excellence in delivery of service by industries that cater for a wide range of contributors in economic development and growth through job creation and poverty alleviation in an environmentally sustainable manner, while also being innovative in their delivery of service.
- Examples of project eligible to this category: Eco-Mobility Projects, Agro processing, Food Security, Clean Energy/ Solar Power, Water Management, Waste Management. Piggeries and etc.
- Nominees must be able to demonstrate the ability of their projects/initiatives to be maintained and operated in an environmentally friendly principle

2. Sub-Category: Infrastructure Development Award

- This sub-category will award infrastructure development that demonstrates the ability of their projects/initiatives to be maintained and operated in an environmentally friendly manner. Infrastructure development may showcase how the project contributes to job creation, as well as stimulating the economy by unlocking economic opportunities; addressing socio-economic needs; promoting balanced economic development and/ or promoting mineral extraction and beneficiation; provides energy infrastructure and helps to integrate human settlements and economic development.
- Infrastructure Development examples are: Telecommunications, Water Supply, Bridges, Roads, Electrical Projects, Public Pools, refurbishing, rebuilding and revamping schools, public health facilities, hospitals, Libraries, Waste Management, Tunnels, ICT & Broadband, Mass Transit, etc

CATEGORY F: CELEBRATED INDIVIDUAL AWARD

- This category will recognise contribution by individuals who made exceptional and distinguished contribution towards social cohesiveness and inclusivity in uplifting the lives of communities.
- This includes outstanding performers in activism, acts of bravery, excellent contribution in community service and any other selfless act.
- Cross cutting themes: innovation, public private partnerships, inclusive equitable growth, and social cohesion.
- This category is for Individuals who have demonstrated meritorious leadership. They can enter themselves for this category or be nominated by other people.

Sub-categories and Criteria

No	Sub-Category	Criteria
1	Leadership Award	<ul style="list-style-type: none">• Leadership• Innovation and creativity• Social cohesion• Transformation• Impact• Sustainability
2	Innovator of the Year Award	
3	Outstanding Individual Award	

1. Sub-Category: Leadership Award

- A category for individuals who have set themselves apart from others through exceptional leadership of teams in ensuring the wellbeing of communities and curbing the ills of society. These are people who act as liaisons between the government/other authorities and civil society.
- Leadership nominees are individuals such as civil leaders, activists, professionals, and volunteers.

2. Sub-Category: Innovator of the Year Award

- This sub-category is for those who have designed or implemented new dynamic methods, approaches or solutions in delivery of service in a sustainable manner.
- Innovators would be people who spearheaded the creation of new methods or approaches in service delivery.

3. Sub-Category: Outstanding Individual Award

- This sub-category is for individuals offering distinguished services or having done meritorious work/acts that contribute to improving the lives of others.
- This could be a person who has taken it upon themselves to organise soup kitchens, working in orphanages, beautifying a public space, providing assistance to students with their home-work, etc.

CLOSING DATE

The closing date for nominations is: **30 September 2019**

Submission of entries:

The completed entry form must be submitted together with supporting evidence and all the other aspects of evaluation requested. Entry tools would also be available by contacting the Project Office and requesting them by email or to collecting them.

Submit your entries by filling in the entry form and submit through one of the following channels:

Hard Copy Files to be Delivered to:

The PSEA Project Office
Office of the Premier
Turbine Hall
65 Ntemi Piliso,
Newtown

Electronic Submissions: Email to: psea@gauteng.gov.za

Assessment of entries

The Premier's Service Excellence Awards will have a team of assessors and moderators who will conduct a desktop evaluation of your entries, they will measure your claims against the evidence that you have submitted. It is therefore your responsibility to ensure you submit all the evidence that will help you pitch yourself as the best and deserving of an award.

This team of assessors and moderators will be given a score sheet outlining the standards that were set for your submission. They will be thoroughly trained and coached to conduct a sincere and fair evaluation of your entries. The level of score they will allocate will depend on your response and the amount of evidence given. Assessors will visit all the shortlisted projects to verify the existence and operation of these projects:

Example: (The assessors will use the following weighting):

1	No evidence to support claim	2	Insufficient Evidence	3	Satisfactory/Acceptable evidence submitted	4	Adequate evidence
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At the end of desktop evaluation, the assessors will shortlist the 4 top performing entries for adjudication. If you are selected in the top four you will be informed and your submission will move to the next step which is adjudication. Nominees who did not make it to the top 4 will also be informed by email or telephonically.

The adjudication process

An adjudication panel will conduct site visits to all the shortlisted entries to verify your project or initiative. This team of adjudicators who will be selected will be of high level, credible and external/non-partisan.

Schedule for entrants

Activity	Timeline
Call for entries	12 August 2019
Closing date for submission of entries	18 October 2019
Assessment of entries and site visits	October/November 2019
Adjudication process	November 2019/January 2020
Announcement of winners	28 February 2020

Further details/enquiries on the awards:

Contact the PSEA project office for any queries and additional information:

Tel: 011355 6215/ 6286

Email: psea@gauteng.gov.za

Hotline: 086001 1000