

TRINIDAD AND TOBAGO PULIC SERVICE EXCELLENCE AWARD 2023

NOMINATION FORM

Name of Ministry/D	epartment/Agency:
	Overall Goal of the Public Service Excellence Award
interactions, con	and reward Public Sector Employees who by their disposition, actions and sistently demonstrate themselves to be Ambassadors for an agile, proactive, oriented Public Service that seeks to meet and exceed customer expectations in the delivery of high quality public services.
SECTION ONE: NOMIN	ATION DETAILS
1.0 Please provide the Excellence Award.	e basic details for the person you wish to Nominate for the Public Service
	NOMINEE INFORMATION
Name of Nominee:	Last Name First Name
Post:	
Contact Information:	Office Number Ext. (if applicable)
	Official Email address
Gender:	M □ F □ Other □
Division/Unit:	

1.1 As **Nominator**, please provide your name and contact information.

	NOMINATOR INFORMATION
Name of Nominator:	
Last Nan	ne First Name
Post:	
Contact Number: Office N	umber Ext. (if applicable)
Official B	Email address
Gender: M □	F □ Other □
Division/Unit:	
SECTION TWO: AWARD CRITER	A AND SUB-CRITERIA
	a, descriptors, and associated Sub-Criteria. Select at least three (3) of
the Criteria and at least four demonstrate Public Service Exce	(4) of the Sub-Criteria that the Nominee best satisfies in order to llence.
CRITERIA	SUB-CRITERIA
☐ 1.0 PROFESSIONALISM	JOB-CRITERIA
DESCRIPTOR: Presents a positive	☐ Friendly, courteous, helpful and displays good manners
image of the Public Service, keeps current regarding updates and	☐ Neatly attired with good deportment
changes in Divisional/Unit	☐ Maintains composure under pressure ☐ Knowledgeable of general divisional/unit systems and
programming, treats	processes
stakeholders with respect, equity and fairness, regardless of the	☐ Impartial in delivering service
presenting situation.	
☐ 2.0 INNOVATION AND	
CREATIVITY	
DESCRIPTOR: Is proactive and takes measured risks for	☐ Introduces new ideas and approaches, even if simple and small, but within Public Service rules and regulations, to
improving services, seeks and	improving services
communicates new and/or better	☐ Seeks to remove bottle necks in the delivery of service
ways for adding value to the design, development and/or	☐ Embraces technology as a means to improve service delivery
delivery of services that can	☐ Focused on improving timeliness of service offerings
contribute to tangible increases in	☐ Embraces change as necessary for personal and organizational development
efficiency, effectiveness, and/or cost reductions for the Unit/	33.339
Division/ Ministry.	

□ 3.0 TEAM SPIRITED AND PERFORMANCE ORIENTED DESCRIPTOR: Is responsive to the needs of others, embraces challenges, does not step back from assigned responsibilities, empowers and/or supports team members to accomplish individual and team goals.	 ☐ Fosters good working relationships ☐ Works well within diverse teams ☐ Openly shares information and advice to assist others. ☐ Assumes leadership when necessary to accomplish team goals and tasks ☐ Assists team to meet or exceed performance targets and service standards
□ 4.0 CUSTOMER-FOCUSED ORIENTATION DESCRIPTOR: Displays sensitivity in engaging with customers including those with special needs, facilitates customers' ease of doing business with the organisation, goes the extra mile in actively seeking to address the outcomes that matter to customers, and which can improve their experience and satisfaction with services.	 □ Anticipates customer needs □ Readily provides accurate information and advice to those requiring same □ Seeks to resolve challenges faced by customers □ Seeks to resolve customer complaints □ Encourages customer feedback, whether positive or negative to effect service improvements

SECTION THREE: NARRATIVE ON THE NOMINEE'S CONBTRIBUTIONS

3.0 Based on the Criteria and Sub-Criteria selected, please provide in the space below, a brief description of how the Nominee fulfilled them. In so doing, highlight at least two (2) specific examples per Criteria of the scenarios, actions and contributions of the Nominee, and the results and/or impacts that were achieved. Please <u>do not exceed 500 words</u> across all Criteria for this section.

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	CRITERION 2.0 - INNOVATION AND CREATIVITY
	<u>Example</u>
(a)) What was the situation?
(b) What did the Nominee do/what were the Nominee's contributions?
(C)) What was the result/what was achieved?
	CRITERION 3.0 - TEAM SPIRITED AND PERFORMANCE ORIENTED
	Example
(a) What was the situation?
(

/ \ \	
(c) What wa	as the result/what was achieved?
	CRITERION 4.0 - CUSTOMER-FOCUSED ORIENTATION
	<u>Example</u>
(a) What w	as the situation?
(b) What di	d the Nominee do/what were the Nominee's contributions?
(c) What wa	as the result/what was achieved?

3.1 Declaration of Nom	inator
Please complete your d	eclaration:
☐ I hereby declare that knowledge and belie	the information furnished above is true, complete and correct to the best of my f.
Signature of Nominat	or:
Date:	/
SECTION FOUR: <u>(FOR C</u>	OFFICIAL USE ONLY) – MINISTERIAL COMMITTEE
1. Nominee's Post:	
2. Type of Employm	ent:
☐ Daily Paid ☐	☐ Fixed-Term Contract ☐ On-the-Job (OJT) ☐ Public Service Establishment
☐ Short-Term Co	ntract
3. Length of Time in	the Trinidad and Tobago Public Service: () years Words (number)
4. Length of Time in	words (number)
• •	raisal Rating (last period appraised). to those used in the PAR systems per Employment Type at No. 2 above)
☐ Excellent ☐	l Very Good □ Fair □ Poor □ Very Poor
6. Disciplinary Action	on History:
□ None □] Pending □ Prior
7. Nomination Forn	n Satisfies all Nomination Parameters Identified in Guidelines:
If No, please expl	ain:
8. Sections ONE to	THREE Completed: by Nominator:
If No/Partially, pl	ease explain:
9. Comments (if any	by Ministerial Committee:
	Approved to Proceed to Open/Peer Voting:

	omination Form Reviewed:/ DD MM YYYY			
12. Official S	12. Official Sign Off:			
Head of Minist	terial Committee (Name in Block Letters):			
Signature:				
Post:				
Date:	DD MM YYYY			