



GOVERNMENT OF MALAYSIA

Development Administration Circular No. 2 of 1993

**GUIDELINES ON PRESENTATION OF
CIVIL SERVICE EXCELLENT SERVICE AWARDS**

Prime Minister's Department
Malaysia
27 January 1993

Circulated to:

Secretaries General of Ministries
Heads of Federal Departments
Heads of Federal Statutory Bodies
Hon. State Secretaries
Local Government Authorities

Objective

This Circular serves as a guide for the presentation of Excellent Service Awards in the Civil Service. The guidelines on the presentation of the Excellent Service Awards are as contained in the appendix to this Circular.

Background

2. The Government is desirous that civil servants will always uphold a quality and excellent civil service. Various efforts have been taken to ensure that civil servants attain that objective.

The presentation of Excellent Service Awards, as provided for in General Circular Letter No. 2 of 1983, which accords recognition to excellent service, is one way of motivating civil servants to always accomplish excellence in the performance of their work.

3. The Government will continue to present the Excellent Service Awards. Nevertheless, this circular on the presentation of the Excellent Service Awards takes into account developments and changes, including the implementation of the New Remuneration System, with the aim of establishing a more orderly and simplified system of recognition. It is hoped that the presentation of this recognition will foster healthy competition as a means of enhancing the quality of service of civil servants.

Annulment

4. With the issuance of Development Administration Circular No. 2 of 1993, General Circular Letter No. 2 of 1983 is annulled.

Effective Date

5. These guidelines will be effective from the date of issue of this circular.

"SERVICE TO THE NATION"



Tan Sri Dato Seri Ahmad Sarji Bin Abdul Hamid,
Chief Secretary to the Government

Appendix to
Development Administration Circular
No. 2 of 1993

**GUIDELINES ON PRESENTATION OF
CIVIL SERVICE EXCELLENT SERVICE AWARDS**

CONTENTS

| | <i>Page</i> |
|---|-------------|
| A. Objective | 4 |
| B. Background | 4 |
| C. Definition of Excellent Service | 4 |
| D. System of Nomination to Receive the Excellent Service Award | 4 |
| E. Types of Prizes and Incentives | 5 |
| APPENDIX A: | 6 |

A. Objective

This Circular serves to standardise the presentation of Excellent Service Awards to civil servants so that there is a more orderly, fair and effective implementation.

B. Background

2. The Government always accords great attention and priority to the awarding of recognition and appreciation to civil servants. Such appreciation is important as it serves as a motivation and example for civil servants to enhance their performance with the intention of providing quality service.

3. Various efforts had been taken to accord such recognition, one of which the presentation of Excellent Service Awards as provided for in the General Service Letter No. 2 of 1983.

4. The Government will continue to present this Excellent Service Awards. However, developments and changes, including the implementation of the New Remuneration System (SSB), demand modifications to the presentation of the Excellent Service Awards.

C. Definition of Excellent Service

5. Excellent Service in the Civil Service refers to service discharged by a civil servant that exceeds the requirements of normal responsibilities for the post in terms of quality or output. The service is exemplary and motivates other civil servants to discharge their duties diligently and competently.

D. System of Nomination to Receive the Excellent Service Awards

6. The General Circular Letter No. 2 of 1983 sets down that the selection of recipients of the Excellent Service Awards in a Department be undertaken by a Selection Panel established by the Head of Department. The evaluation is made based on the Nomination Form for Selection as set down in that General Circular Letter.

7. As of now, the system of selection of recipients of the Excellent Service Awards will utilise the annual performance evaluation system under the New Remuneration System (SSB).

8. The selection of recipients of the Excellent Service Awards should be made annually based on the work performance evaluation report. Only personnel who have achieved an excellent work performance and had received a diagonal salary movement will receive the Excellent Service Awards.

9. The selection of civil servants to receive the Excellent Service Awards should be made by the Performance Evaluation and Salary Movement Coordination Panel under the SSB.

10. Government Ministries / Departments / Agencies can hold Excellent Service Awards Presentation Ceremonies. For small Departments / Agencies, the ceremonies can be held along with that at the relevant Ministry level.

11. The Awards presentation ceremonies for any year should be held as soon as possible, i. e. by April of that year at the latest.

12. All civil servants can be considered for receipt of the Excellent Service Awards except civil servants in the Main Posts of the Top Management Group (JUSA).

E. Types of Prizes and Incentives

13. A personnel selected as the winner of an Excellent Service Award will be given prizes and incentives as follows:

i. Excellent Service Certificate:

Example as in Appendix A. State Governments / Local Government Authorities can replace the Federal Government Emblem on the Service Certificate with the respective State Government emblem.

ii. Suitable Souvenir:

The value of the Souvenir will not exceed RM300.00.

iii. Bonus of one month's salary:

The calculation of bonus will be determined by the Public Services Department.

iv. Unrecorded Leave With Full Pay for seven days:

This leave is in addition to the eligible existing annual leave and should be taken in the year the Award is given, unless it cannot be taken for service reasons. This leave cannot be substituted with cash.

v. The names and photographs of the winners will be displayed at their offices, at a strategic place or that which is frequented by the public or visitors.

14. The Heads of Department are encouraged to give the opportunity and priority to these Excellent Service Award winners to improve their career, such as by sending them for courses, seminars or conferences that can contribute to enhancing their work performance.

15. It is hoped that the this recognition system will consolidate other recognition systems such as promotions, presentation of other awards at the Federal and State levels and award of scholarships apart from creating excellence among civil servants in the interests of the Civil Service and the nation.

**Appreciation of
Excellent Service**

EXCELLENT SERVICE CERTIFICATE

It is with pleasure that

awards
this Excellent Service Certificate
to

for having shown
excellent service
in the year