REPORT
ON
TRAINING COURSES ORGANISED

By
THE HUMAN RESOURCE DEVELOPMENT DIVISION

For period: January – October 2013
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<td><strong>Total</strong></td>
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<td><strong>1688</strong></td>
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**Note:**
IC: Induction Course  
OT: Overseas Training  
T: Training  
W: Workshop  
P: Presentation
Course:  Induction Course for New Recruits Employed to give assistance at Officer Level (IC1)

Aims and objectives:

- render the newly recruited Officers multi-skilled and polyvalent as recommended in the Pay Research Bureau Report 2008
- equip them with the necessary knowledge and skills to enable them to perform their duties more efficiently
- facilitate their integration in the Civil Service

Course contents:

- Roles and responsibilities devolving on the post of Officer
- Importance of Communication within an Organization
- Basic Store Duties
- Human Resource Management (Basic Functions)
- Security and Safe Keeping of official information
- Code of Ethics and Good Governance
- Machinery of Government
- Administrative Reforms in the Civil Service
- Financial Operations in Government
- Registry Procedures
- Code of Ethics and Good Governance
- Prevention of Corruption
- Gender Equality – Concept
- Customer Care
- Occupational Safety and Health
- Team Building and Team Work
- Secretarial Duties

Duration:  5 day session

Batch 13:  15-18 & 21 January 2013

Venue:  Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers:  Newly recruited Officer to give assistance at Officer Level
Number of officers trained:  29
**Course:** Induction Course for Newly Appointed General Services Executives (IC2)

**Aims and objectives:**

- to sensitize the newly appointed General Services Executive on their role and functions;
- to help them develop the right mindset and proper attitude to perform their job with a customer centered and performance oriented approach; and
- to equip them with the necessary skills to supervise their subordinates and lead a small team.

**Course contents:**

- Duties and Responsibilities devolving the post of General Services Executive
- Effective Communication and Interpersonal Skills
- Note Taking and Report Writing Skills
- Team Work and Motivation
- Corruption, Prevention and Integrity Enhancement in the Public Service
- Maurice Ile Durable
- Conflict Management
- Gender Equality Concept
- Customer Care in the Public Service
- Events Management
- Cultural Awareness and Diversity
- Safety and Health in Practice
- Safekeeping of Official Documents

**Duration:** 3 day session

- Batch 1: 22-24 January 2013
- Batch 2: 29-31 January 2013
- Batch 3: 12, 14 & 18 February 2013
- Batch 4: 26-28 February 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Newly Appointed General Services Executives

**Number of officers trained:** 133
**Course:** 2- day Orientation Programme for Senior Office Care Personnel (IC)

**Aims and objectives:**

- To help the participants understand their role and responsibilities in their new post.
- To help them develop the right mindset, positive attitude to enable them to adopt a performance oriented approach.
- To sensitize them on effective interpersonal and communication skills

**Course contents:**

- The Role and Responsibilities of Office Care Attendant/ Senior Office Care Attendant
- Ethics in the Public Service
- Customer Care and Public Relations
- Occupational Safety and Health Procedures
- Interpersonal and Communication Skills
- Gender – Based Violence
- Personal Grooming
- Cultural Awareness

**Duration:** 2 day session

Batch 6: 14 & 15 March 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Senior Office Care Attendants

**Number of officers trained:** 36
**Workshop:** Reconciling Efficiency and Fraud Avoidance in the Public Service– (W1)

**Aims and objectives:**

- to sensitize senior government officials on the need to avoid fraud and increase efficiency

**Course contents:**

- Reconciling Efficiency and Fraud Avoidance

**Duration:** 1 ½ hour session

Date: 30 January 2013

**Venue:** La Petite Cannelle,
Domaine Les Pailles,
Les Pailles

**Category of officers:** Supervising Officers, Principal Assistant Secretaries, officers at Director Level, Managers Procurement and Supply and Managers Financial Operations

**Number of officers trained:** 150
Workshop: Knowledge Sharing and Capacity Building Programme for the Successful Implementation of the MID PSAP (W2)

Aims and objectives:

- to sensitize senior government officials to be at the centre of Sustainable Management of our country and that the concepts and norms underpinning MID be fully integrated into their policies

Course contents:

- To make Mauritius a model Sustainable Development

Duration: 2 ½ hour session

Date: 28 August 2013

Venue: La Grande Cannelle,
Domaine Les Pailles,
Les Pailles

Category of officers: Senior Chief Executives, Permanent Secretaries, Supervising Officers,

Number of officers trained: 45
**Presentation:** Australia Awards

**Aims and objectives:**
- To further enhance awareness on Australia Awards across the Public Sector

**Course contents:**
- Presentation on Australia Awards

**Duration:** 1 ½ hour session

- Date: 22 August 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Assistant Manager Human Resources, Technical Grades, Assistant Permanent Secretaries, Senior Human Resource Executives, Human Resource Executives

**Number of officers trained:** 65
**Course:** 2 Half Day Advanced Training on Excel for WPOs– (T1)

**Aims and objectives:**

- exposing the participants to advanced applications of Excel to enable them to accomplish complex tasks in Excel in formatting of cell/worksheet/workbook, filtering and sorting data, creating charts and graphs, working with functions/formulas, data analysis tools, working with macro-recording and inserting drawing objects; and
- enhancing their knowledge and providing them with hands-on technical practice

**Course contents:**

- Excel

**Duration:** 2 half-day session

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<td>15 &amp; 22 July 2013</td>
<td>17 &amp; 24 July 2013</td>
<td>19 &amp; 26 July 2013</td>
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**Venue:** Computer Lab,
3rd Floor, Atom House,
Royal Street,
Port Louis

**Category of officers:** Word Processing Operators

**Number of officers trained:** 298
**Course:** 2-day Training Programme on Interpersonal Communication Skills and Managing Conflict for General Services Executives – (T2)

**Aims and objectives:**

- participants will be equipped with the required knowledge and necessary analytical, technical and interpersonal skills to enable them to perform their jobs more efficiently;
- they will be expected to develop a positive mindset to work better in a team and operate in the challenging work environment; and
- their problem solving and decision making skills will be enhanced.

**Course contents:**

- Note Taking and Report Writing Skills
- Safety & Health in Practice
- Team Work and Motivation
- Events Management
- Cultural Awareness and Diversity
- Change Management
- Gender Equality - Concept
- Conflict Management

**Duration:** 2 day session

- Batch 6: 21 & 22 February 2013
- Batch 7: 04 & 05 March 2013
- Batch 8: 18 & 19 April 2013
- Batch 9: 25 & 26 April 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** General Services Executives

**Number of officers trained:** 129
**Course:** 2-day Training Programme on Negotiation Skills - (T3)

**Aims and objectives:**

- to upgrade the participants’ awareness of the basics of negotiations through highly interactive methodology
- to understand better the principles and techniques of negotiations
- to examine the negotiations process, the gaps in the preparation and the use of tools to enhance preparation
- to differentiate between different negotiation strategies and explore the benefits of principled negotiations
- to be more alert to the problems, barriers and pitfalls encountered during negotiations

**Course contents:**

- Introduction to the Themes of Negotiation
- Preparation Phase of Negotiation
- Processes of Negotiation
- Principles of Negotiation
- Negotiation on stimulated Exercise

**Duration:** 2-day session

Batch 4: 25 - 26 March 2013
Batch 5: 15 – 16 April 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Officers of the Technical / Non-Technical Cadre

**Number of officers trained:** 48
**Course:** 3-day Training Programme for Office Management Executives and Higher Executive Officers – (T4)

**Aims and objectives:**

- To equip newly OMEs and HEOs with the supervisory skills and core competencies required for successful execution of their tasks; and

- To help them develop the right mindset to be able to adapt to different working conditions.

**Course contents:**

- The Human Side of Change
- Integrity Enhancement in the Public Service
- Occupational Safety and Health Management
- Interpersonal and Communication Skills
- Financial Management, Budget Monitoring and Programme Based Budgeting
- Assets Management
- Government Major Projects
- Office Management and Supervision
- Procurement in the Public Sector
- Writing Skills
- Events Management
- Team Building and Motivation

**Duration:** 3-day session

Batch 1: 29 April – 02 May 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** OMEs & HEOs

**Number of officers trained:** 27
**Course:** 2- Half Day Training in Customer Care and Service Delivery for Prisons Officers – (T5)

**Aims and objectives:**

The objectives of the course are, inter alia, to:

- equip Prisons Officers with the necessary skills and competencies in order to be more customer oriented
- promote effective communication and interpersonal relationships towards both their internal and external customers and other stakeholders.

**Course contents:**

- Effective Communication
- Customer Care
- Practical Session / Role Play
- Group Discussion

**Duration:** 2 Half Day session

Batch 1: 16 – 17 May 2013

**Venue:** Prisons Training School, Beau Bassin.

**Category of officers:** Prisons Officers

**Number of officers trained:** 20
Course: A 2-day Customized Training Programme for Drivers in collaboration with Very Important Persons Security Unit (VIPSU) of the Mauritius Police Force (T6)

Aims and objectives:
- to enhance the personal effectiveness of Drivers in the discharge of their duties;
- to groom them in reception duties, good stewardship and passenger care; and
- to get them acquainted with practical security and preventive driving techniques.

Course contents:
- Safe Driving
- Protocol / Etiquette
- Know your Vehicle / Daily Routine Check
- Basic Driving Techniques
- Practical Session at Grand Bassin
- Debriefing Session and Evaluation

Duration: 2 Day session

Batch 1: 29 – 30 May 2013
Batch 2: 10 – 11 June 2013
Batch 3: 11 – 13 September 2013
Batch 4: 02-03 October 2013

Venue: VIPSU Headquarters,
Farquhar Street,
Vacoas.

Category of officers: Drivers

Number of officers trained: 78
**Course:** 2- Day Training Programme for Registry Staff– (T7)

**Aims and objectives:**

The objectives of the course are, inter alia, to:

- to provide the Registry Staff with the required principles, procedures and practical hints for the successful execution of their tasks; and
- to help them develop an efficient and effective approach to Registry management.

**Course contents:**

- Registry Management and Supervision
- Registry Procedures and Practical Hints
- Security Consciousness
- Integrity Enhancement in the Public Service
- An Overview of the Computerised Registry System
- Role and Functions of Registry within the Management Information System
- Interactive Discussion Panel

**Duration:** 2- Day session

- Batch 1: 06 – 07 June 2013
- Batch 3: 01 – 02 July 2013
- Batch 4: 26 – 27 August 2013
- Batch 5: 29 – 30 August 2013
- Batch 6: 02 – 03 September 2013
- Batch 7: 12 – 13 September 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis.

**Category of officers:** Officers in charge of Registry / Registry Staff

**Number of officers trained:** 241
Course: 2½-Day Training Programme on Effective Communication Skills (Write It Right) – (T8)

Aims and objectives:

The objectives of the course are, inter alia, to:

- Communicate effectively using simple, concise and direct language;
- Enhance active listening skills to anticipate and avoid common misunderstandings;
- Foster cross-cultural understanding in the workplace;
- Eliminate the roadblocks that undermine the ability to communicate effectively; and
- Use French language effectively in communication.

Course contents:

- Written Communication in the Public Service
- Technical Writing Skills
- Importance of Effective Communication
- Report Writing (Write It Right)
- Board Minutes and Notes – Recording Minutes
- La Communication écrite

Duration: 2½-Day session

Batch 1: 17 – 19 June 2013

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis.

Category of officers: Officers of technical / non-technical staff

Number of officers trained: 27
**Course:** 2 Half-day Basic Course in Information and Communication Technologies  
in collaboration with  
Ministry of Gender Equality, Child Development and Family Welfare-(T9)

**Aims and objectives:**

The course aims at:

- familiarizing the participants with Word 2007 to enable them to accomplish different tasks in Word like creating new document, entering and editing text, copying, cutting and pasting, formatting and saving, creating tables and printing documents;

- equipping and upgrading them with the competencies, skills and techniques required to operate Excel like formatting cell/worksheet/workbook, creating charts and graphs, filtering and sorting data, working with functions/formulas; and

- enhancing their knowledge with E-Mail and Internet search to enable them to accomplish different tasks using these applications

**Course contents:**

- Word 2007
- Excel
- Use of E-mail and Internet Search

**Duration:** 2 Half Day session

**Venue:** Computer Lab,  
3rd Floor, Atom House,  
Royal Street,  
Port Louis.

**Category of officers:** Office Field Assistant, Family Support Officer and Care workers

**Number of officers trained:** 19
The Elaboration of Customers’ Charter - (T10)

**Aims and objectives:**

The objectives of the course are, inter alia, to:

- To guide Officers on the effective and consistent elaboration of Customers’ Charter in adopting a comprehensive and holistic approach with a view to ensuring better services to customers.
- To provide participants with the skills and competencies required to drive the design and implementation of a Customers’ Charter.

**Course contents:**

- Setting the Context
- Why is a Customers’ Charter important?
- Whom is the Customers’ Charter meant for?
- Discussions on Customers’ Charter (samples / case studies)

**Duration:** 1 Day session

Batch 1: 24 September 2013  
Batch 2: 14 October 2013  
Batch 3: 16 October 2013  
Batch 4: 22 October 2013

**Venue:** Lecture Room,  
6th Floor,  
Fooks House,  
Bourbon St, Port Louis.

**Category of officers:** Officers of the Technical and Managerial Grades

**Number of officers trained:** 107
**Course:** Training Programme on Planning for Performance (T 11)

**Aims and objectives:**

The objectives of the course are, inter alia, to:

- To enrich participants’ knowledge and understanding of the concept of planning for performance,
- To enhance their skills in drafting the components of a work plan and
- To provide guidance in dealing with performance-related issues

**Course contents:**

- Planning For Performance
- Practical Exercise
- Group Presentation
- Performance-Related Issues

**Duration:** 1 Day session

Batch 1: 23 September 2013  
Batch 2: 30 September 2013  
Batch 3: 07 October 2013

**Venue:** Lecture Room,  
6th Floor,  
Fooks House,  
Bourbon St, Port Louis.

**Category of officers:** Officers of Human Resource Section

**Number of officers trained:** 81
**Course:** Training Programme on Stress Management (T 12)

**Aims and objectives:**

The objectives of the course are, inter alia, to enable participants to:

- understand stress and its mechanism;
- learn about the physiological, psychological and mental aspects of stress;
- acquire techniques enabling them to better manage their stress in their life in general and at the workplace; and
- learn about what triggers stress, how to react to it and how to calm themselves.

**Course contents:**

- What is stress?
- Coping with Stress
- Psychological Aspects of Stress
- Positive living and Suicide prevention at the workplace
- Medical Aspects of Stress

**Duration:** 2 Days session

Batch 1: 23 & 24 October 2013
Batch 2: 29 & 30 October 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis.

**Category of officers:** Officers of Human Resource Section

**Number of officers trained:** 69

**Course:** 3 half-day Refresher Course in Information and
Communication Technologies for Confidential Secretaries (T 13)

Aims and objectives:

The course aims at:

- equipping and upgrading the participants with the competencies, skills and techniques required to operate Microsoft Office 2007 (Word, Outlook & PowerPoint); and
- enhancing their knowledge in the use of e-mail and Internet search to enable them to accomplish different tasks using these applications.

Course contents:

- Word 2007
- Microsoft Outlook
- PowerPoint
- Use of E-mail and Internet Search

Duration: 3 half-day session

Batch 1: 07 – 09 October 2013
Batch 2: 16 – 18 October 2013
Batch 3: 21 – 23 October 2013
Batch 4: 28 – 30 October 2013

Venue: Computer Lab
- 3rd Floor, Atom House
- Royal Street
- Port Louis

Category of officers: Officers of Human Resource Section

Number of officers trained: 48
## Course: Overseas Training – (OT1)

<table>
<thead>
<tr>
<th>SN</th>
<th>Name, Designation &amp; Ministry</th>
<th>Description of Course</th>
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<tr>
<td>1.</td>
<td>JANKEE Madhoosingh&lt;br&gt;General Service Executive&lt;br&gt;Ministry of Civil Service &amp; Administrative Reforms</td>
<td>Master of Public Policy and Management at Monash University from 7 Jan 2013 to 31 July 2014</td>
</tr>
<tr>
<td>2.</td>
<td>PAYENDEE Mayen Dorsa,&lt;br&gt;Second Secretary&lt;br&gt;Ministry of Foreign Affairs, Regional Integration and International Trade</td>
<td>Master of Diplomacy/Master of Public Policy (International Policy) at The Australian National University from 9 Jan 2013 to 31 July 2015.</td>
</tr>
<tr>
<td>3.</td>
<td>RUMJAN Salim,&lt;br&gt;Town and Country Planning Officer&lt;br&gt;Ministry of Housing and Lands (Planning Division)</td>
<td>Master of Urban and Regional Planning at Curtin University from 28 Jan 2013 to 31 July 2014.</td>
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<td>4.</td>
<td>BHIKAJEE Devenrao,&lt;br&gt;Town and Country Planning Officer&lt;br&gt;Ministry of Housing and Lands (Planning Division)</td>
<td>Master of Urban Planning at The University of Melbourne from 23 Feb 2013 to 31 July 2015</td>
</tr>
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<td>5.</td>
<td>GOPAUL Chandrani (Miss),&lt;br&gt;Analyst&lt;br&gt;Ministry of Finance and Economic Development</td>
<td>Master of Public Policy at Crawford School of Public Policy from 24 Feb 2014 to 31 Dec 2014.</td>
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<tr>
<td>6.</td>
<td>AUBEELUCK Hurryvansh,&lt;br&gt;Assistant Secretary&lt;br&gt;Ministry of Education and Human Resources (School Management Department)</td>
<td>Master of Public Policy and Management at Monash University from 7 Jan 2013 to 31 July 2014.</td>
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<td>7.</td>
<td>BANGAROO Vijay Pyranah ,&lt;br&gt;Planning Officer&lt;br&gt;Municipal Council of Beau Bassin/Rose Hill</td>
<td>Master of Urban and Regional Planning at University of Sydney from Jan 2013 to Aug 2014.</td>
</tr>
<tr>
<td>8.</td>
<td>MUNBODHE Vikash,&lt;br&gt;Technical Officer&lt;br&gt;Ministry of Fisheries (Albion Fisheries Research Centre)</td>
<td>Master of Science at James Cook University from 21 Jan 2013 to 7 July 2014.</td>
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<td>9.</td>
<td>JAUNBOCUS Janick Marie-Anne (Mrs),&lt;br&gt;Principal Assistant Secretary&lt;br&gt;Ministry of Education, Science and Research</td>
<td>Master of Public Policy and Management at Monash University from 7 Jan 2013 to 31 July 2014.</td>
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<tr>
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<td>10.</td>
<td><strong>MOORADKHAN Bibi Jasbeen (Mrs)</strong>, Technical Assistant</td>
<td>Ministry of Agro Industry and Food Security (Food Technology Laboratory)</td>
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<td>12.</td>
<td><strong>COOBALL Varuna (Mrs)</strong>, Laboratory Technologist</td>
<td>Ministry of Agro Industry and Food Security (Division of Veterinary Services)</td>
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<td>13.</td>
<td><strong>KALLYDIN Hemlata</strong>, Assistant Research Scientist</td>
<td>Agricultural Research Scientist</td>
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<td><strong>SAMLALL Keerunduth</strong></td>
<td>Principal Assistant Secretary</td>
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<td><strong>BAHADOOR Savitree</strong></td>
<td>Assistant Secretary</td>
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<td>16.</td>
<td><strong>BEERACHEE Bhaguthsing (Mr)</strong></td>
<td>Deputy Director</td>
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<tr>
<td>17.</td>
<td><strong>GONPOT Tara Kumari (Mrs)</strong></td>
<td>Temporary Human Resource Officer</td>
</tr>
<tr>
<td>No.</td>
<td>Name</td>
<td>Position</td>
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<tr>
<td>18.</td>
<td>REEGA Indranee (Mrs)</td>
<td>Assistant Manager, Human Resources Ministry of Civil Service and Administrative Reforms</td>
</tr>
<tr>
<td>19.</td>
<td>ANGATEEAH Laxmi Devi (Mrs)</td>
<td>Educator Ministry of Education and Human Resources</td>
</tr>
<tr>
<td>20.</td>
<td>PERRINE Michael (Mr)</td>
<td>Training Officer Mauritius Institute of Training and Development</td>
</tr>
<tr>
<td>21.</td>
<td>BEDACEE-DINDOYAL Hansa Devi (Mrs)</td>
<td>Assistant Permanent Secretary Prime Minister’s Office (Rodrigues Division)</td>
</tr>
<tr>
<td>22.</td>
<td>PARAOHTY Nusrullah (Mr)</td>
<td>Assistant Manager Mauritius Institute of Training and Development</td>
</tr>
<tr>
<td>23.</td>
<td>BUCKTOWAR Rajwantee (Mrs)</td>
<td>Assistant Permanent Secretary Local Government Service Commission</td>
</tr>
<tr>
<td>24.</td>
<td>RAMJUTTON Sarla Devi (Mrs)</td>
<td>Assistant Permanent Secretary Ministry of Health and Quality of Life</td>
</tr>
<tr>
<td>25.</td>
<td>CALLYCHURN Gyaneswaree (Mrs)</td>
<td>Assistant Permanent Secretary Ministry of Tourism and Leisure</td>
</tr>
<tr>
<td>No.</td>
<td>Name</td>
<td>Position/Role</td>
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<tr>
<td>26</td>
<td>MOOLOO Shailendre (Mr)</td>
<td>Engineer Irrigation Authority</td>
</tr>
<tr>
<td>27</td>
<td>EMRITH Rakesh (Mr)</td>
<td>Assistant Permanent Secretary Ministry of Labour, Industrial Relations and Employment</td>
</tr>
<tr>
<td>28</td>
<td>RAMSURN Maneesha Sandiana (Mrs)</td>
<td>Assistant Permanent Secretary Ministry of Energy and Public Utilities</td>
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<tr>
<td>29</td>
<td>RUPEAR Lakshmi Devi (Mrs)</td>
<td>Assistant Permanent Secretary Ministry of Education and Human Resources</td>
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<tr>
<td>30</td>
<td>BUTON Santosh (Mr)</td>
<td>Assistant Permanent Secretary Ministry of Civil Service and Administrative Reforms</td>
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<td>31</td>
<td>UTEEBRIROVA Anoopah (Mrs)</td>
<td>Educator Ministry of Education and Human Resources</td>
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<td>32</td>
<td>BAWAMIA Sayeenazbee (Ms)</td>
<td>Senior Human Resource Officer Ministry of Housing and Lands</td>
</tr>
<tr>
<td>No.</td>
<td>Name</td>
<td>Position</td>
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<td>33</td>
<td>RAMJUTTON Krishan (Mr)</td>
<td>Training Officer</td>
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<tr>
<td>34</td>
<td>RAMASAMY Marveen (Mr)</td>
<td>Assistant Chief Executive</td>
</tr>
<tr>
<td>37</td>
<td>CASTEL Marc (Mr)</td>
<td>Training Officer</td>
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<tr>
<td>38</td>
<td>AWOTAR Ranjeeta Surdharam (Mrs)</td>
<td>Training Officer</td>
</tr>
</tbody>
</table>

**Category of officers:**
- Officers of the Administrative and Technical Cadre

**Number of officers trained:** 38