TRAINING IN REGISTRY PROCEDURES

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FOOKS HOUSE, PORT LOUIS

KEYNOTE ADDRESS BY THE HONOURABLE SUTYADEO MOUTIA,
MINISTER OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

Mr. Seebaluck, Senior Chief Executive

Mr Mukharji, Security Adviser, Prime Minister’s Office and also
Resource Person for this training programme

Mr. Hoolass, Permanent Secretary

Representatives of Trade Unions

Participants

Distinguished Guests

Ladies and Gentlemen

Good Morning!
It is indeed a great pleasure for me to be in your midst this morning for the launching of a training programme in Registry Procedures.

My ministry has deemed it important to run this training programme on Registry Procedures although we have no doubt that you have been working in registries for quite some time.

You are certainly aware that the **vision** of my Ministry is a Professional public service committed to excellence. Our customers deserve a professional service and we have a duty to drive our public sector organizations towards this vision.
Generally, a vision is a statement that represents a future desired state that would be achieved in a medium to long term time frame.

However, the fast changing pace of the external environment of organizations, the increasing expectation of our internal and external customers and other stakeholders impose on organizations to constantly review the way we do things.

We need to meet the demands of customers for timely, cost-effective and quality services. We may not wait for the medium or long term any longer. We have to do it now.
We have to make it possible in the short run. Otherwise, organizations may run out of business. We may not meet these challenges unless we learn and relearn continuously.

The Registry plays a vital and integral part in the overall Management information system. In general, the value of information is the value of the change in decision behaviour caused by the information, less the cost of the information. This statement implies that information is normally not a free good.

Furthermore, if it does not change decisions to the better, it may have no value. Investing in a “better” management information system is a sound economic decision.
I understand that Registries are repositories of information and knowledge. They hold the data base and huge volumes of data need to be managed very effectively to avoid any chaos. As administrators of registries, you should be aware that format and media of records are changing with the overwhelming influence of modern technology.

Technology has, in fact, prompted organizations to review the definitions of records which have so far been letters, minutes, memoranda and reports. These traditional record formats are still there but there are other new formats such as databases, spreadsheets, electronic mails and facsimiles.
Information and records should be managed properly. I believe, it implies:

> *an application of systematic policies and procedures governing the creation, distribution, maintenance, management, use and ultimate retention or disposal of records to achieve effective, economical, accountable, transparent and efficient administration.*

While ensuring preservation of records, registries also ensure continuity of services. We often say “*Les paroles s’envolent, les écrits restent!*”

- Because registries could ensure the archiving of information, people of our generation can access records of their ancestors.
• Because registries can ensure the right classification and channeling of documents, organizations can deliver timely outcomes.

• Because registries can ensure the preservation and security of records after the departure of people, organizations succeed in offering services without any disruption.

• Because registries ensure record management, it is possible to detect malpractices, tampering and other forms of abuses.
• Because registries ensure recording in a prescribed manner, it is possible to ensure transparency and good governance.

• Because registries are now considered as repositories of knowledge, organizations can emerge as learning organizations.

In a traditional registry, access to records is rather slow and often relating information collected for one purpose for multiple and different uses may not be possible because of the tedious nature of work involved to perform correlations.

However, in a computerized registry with properly managed databases many things are possible at your
fingertips. But, this would be possible only if the data is properly organized, managed and preserved. This is where administrators of registries have a significant role to play.

This training and other subsequent training programmes will aim at keeping you updated on the most desirable ways to do your work and to get you ready to adjust to the imperatives of new technology.

You are our human capital. It is people who give an organization a competitive edge. All other resources, financial and technological would be useless if there are not sufficient, knowledgeable and resourceful people to handle them.
This is why the Government, under the visionary leadership of the Honourable Prime Minister, Dr Navinchandra Ramgoolam, in its wisdom to make our country a knowledge hub for the region, has emphasized the importance of continuing education lifelong learning and development of our intellectual capital.

Ladies and gentlemen, your resourcefulness will depend on how effectively you transfer the learning to your workplace.

Information systems of the past have tended to concentrate on explicit knowledge and to lesser extent on tacit knowledge. Many of the problems of the future will involve tacit knowledge. The challenge will be designing information systems that will allow for an easier
and more effective means of sharing tacit knowledge. The Internet will no doubt play a key role in meeting this challenge.

It is a secret to no one that, in the ever-changing environment, the roles and functions of the Registry Staff are multifarious in nature. Your roles and functions are no longer those routine activities confined to filing, retrieval and disposal of documents only. You are now called upon to play a pro-active role, showing much innovation, initiatives and judgement in your approach.

I take this opportunity to acknowledge the assistance and support of the resource persons and the whole team, not only in the delivery of these courses, but also in working in close collaboration with my Ministry.
Dear Learners, opportunities exist and at times created. This learning opportunity has been created by Government for you. Our earnest wish is that you should capture each and every opportunity you experience along the learning process and maximize the benefits therefrom to enhance your knowledge and competencies.

I wish you all the best for a successful course and most importantly to put into practice what you have learned.

I would like to end with a quotation from Marion Harper who said (quote)

“To manage a business is to manage its future and to manage its future is to manage information.”

(unquote)
With these words, Ladies and Gentlemen, I have now the pleasure to declare open the Training Programme on Registry Procedures.

Thank you for your kind attention.