Good Morning!

It is indeed a great pleasure for me to be here this morning on the occasion of the “Launching of the new counter area and waiting room of the Correctional Youth Centre (CYC) of Barkly”. Allow me to
thank you all and, particularly the Commissioner of Prisons, for associating me with today’s event as it is an opportunity to further consolidate our harmonious working relationships.

**Ladies and Gentlemen,**

Let me commend this initiative of the Mauritius Prisons Service for showing so much interest in the improvement of its counter services, the final objective of which is to provide better services to both its internal and external customers.

**Ladies and Gentlemen,**

No organization can afford to fail in customer care. We know that times have changed and will continue to change. The external environment of organizations is fluctuating at an increased rate in the wake of a volatile, uncertain, complex and turbulent world. Management of organizations are bound to adapt their services to the changing circumstances. You will certainly agree, ladies and gentlemen, that people have always had the perception that the prisons services have the responsibility of punishing those individuals who have failed to conform to societal laws and norms. This is no more the case as our prisons services are focused on reform, rehabilitation and empowerment of their inmates.

For many people and organizations nowadays, a high standard of quality and customer care is taken for granted. It is no secret that the quality of service matters greatly in creating a positive experience with customers. A smarter Civil Service should be characterized by innovation, in the wake of a rapidly changing business environment so as to provide rapid responses to the expectations and aspirations of the Mauritian population.
In his Economic Mission Statement 2030, the Prime Minister stated: “I expect you (In relation to public officers) to be active drivers in the nation building process. I want a new mindset that focuses on national targets rather than on routine administrative jobs only. I want civil servants to act like passionate facilitators for achievements to happen. I want the public service to be efficient and creative ...”

I would like, once again to add my voice to the Prime Minister’s statement and appeal to everyone to help and make sure that this statement be translated into concrete actions and that the results may be visible.

*Ladies and Gentlemen,*

As you are all aware, my Ministry has introduced major reforms which will enable officers across the Service to better perform their duties as well as to facilitate and modernize the service delivery. A customer focused approach is therefore being promoted through the ‘Improvement of Counter/Customer Services Scheme’. Under this scheme, funds are allocated to Ministries/Departments for the upgrading/modernization of their customer/counter services. Measures taken so far have contributed to improve waiting areas, to put in place a better channeling of customers and to streamline processes, and all these initiatives resulted in faster service delivery for critical public services delivered to a large number of members of the public daily. For the year 2014, twenty three projects to the tune of 3.6 million rupees have been implemented and financed under this programme. It is worth noting the laudable improvement of service delivery at the Registrar General’s Department. Moreover, this Ministry has funded the “Setting up of the new counter area and waiting room of the Correctional Youth Centre (CYC) of Barkly”, up to
the tune of Rs 391,416.15 during the financial period January 2015 to June 2015.

Previously, under the same scheme, the Mauritius Prisons Service benefitted from grants on several occasions to improve counter / customer service at the Petit Verger Prison and Central Prison, Beau Bassin which have been equipped with electronic ticketing machine, calling machine, breast feeding booth, children corner, changing room for babies, directional signs amongst others. These are tangible and visible results which cannot be denied.

Ladies and Gentlemen,

In fact, Government has set clear objectives to bring about meaningful changes for the Civil Service to become more efficient and effective. Government relies on the Public Service as its executive arm to translate its vision into reality. I am sure you will agree with me, that we cannot build the Mauritius of tomorrow with the Public Service of yesterday. As I always pointed out since my assumption of office as Minister of Civil Service and Administrative Reforms, there is a need for a new mind-set and the commitment and cooperation of one and all in order to achieve the goals set.

Ladies and Gentleman,

I would like to take the opportunity to thank Mr. Bruneau, the Commissioner of Prisons, for this fruitful partnership and collaboration to improve the efficiency and quality of public service delivery.

Ladies and Gentlemen, I would like to end here with a quote from Peter Drucker,

Quote:
“Quality in a service or product is not what you put into it. It is what the customer gets out of it”.

With these words, Ladies and Gentlemen, I thank you for your kind attention.

A.W

Minister of Civil Service and Administrative Reforms