

Circular Letter No. 14 of 2002

E/62/28/05 V2

22 April 2002

From: Secretary for Public Service Affairs

To: Supervising Officers in Charge of Ministries/Departments

Civil Service Reforms – Brainstorming Session with Desk Officers

Please refer to this Ministry's Circular Letter No. 43 of 2001 dated 12 December 2001.

2. The notes of the seventh meeting with Desk Officers held on Wednesday, 16 January 2002, are enclosed. As agreed, a brainstorming session has been scheduled for Desk Officers on Monday 29 April 2002 at Le Sirius, Labourdonnais Waterfront Hotel, Caudan, from 9 00 hrs to 12 30 hrs.
3. It would be appreciated if the Desk Officer could be released accordingly. The Desk Officer is kindly requested to return the enclosed participation form duly filled in by Wednesday 24 April 2001 at latest to the Administrative Reforms Unit, Ministry of Civil Service Affairs and Administrative Reforms, 7th Floor, New Government Centre.

(D. P. Ruhee)
Secretary for Public Service Affairs

Copy to: Secretary to the Cabinet and Head of the Civil Service
Desk Officers

Brainstorming Session with Desk Officers to be held on
Monday 29 April 2002 at Le Sirius, Labourdonnais Waterfront Hotel
Port Louis

09 00-09 45	<p>Announcements by Mr. Ruhee, Secretary for Public Service Affairs</p> <ul style="list-style-type: none"> ❖ Civil Service Library ❖ Issue of Mauritius Public Service Newsletter No. 5 ❖ Citizens' Charters Launching of Citizens' Charter for the Ministry of Civil Service Affairs and Administrative Reforms on 20 May at 14 00 hrs in Vaghjee Hall ❖ Research & Development Scheme ❖ Circular on Distance Learning Scheme ❖ Code of Ethics (New Format) ❖ Administrative Reforms in Rodrigues 30/31 May 2002.
09 45-10 00	Tea Break
10 00-10 15	Report on projects by Desk Officers
10 15-12 30	<p>Brainstorming exercise</p> <p>Feedback from panel (Secretary for Public Service Affairs, Permanent Secretary, Adviser on Public Service Reforms and Principal Assistant Secretary Mrs. M.)</p>
12 30	Lunch

**REPORT ON THE BRAINSTORMING SESSION WITH DESK OFFICERS
HELD ON MONDAY 29 APRIL 2002 AT LE SIRIUS, LABOURDONNAIS
WATERFRONT HOTEL, LE CAUDAN**

A Brainstorming Session for Desk Officers was organised on Monday 29 April 2002 from 10.00 hrs to 12.30 hrs at Le Sirius, Labourdonnais Waterfront Hotel, Le Caudan. The following officers formed part of the panel:

- Mr. D. P. Ruhee, Secretary for Public Service Affairs (Chairman)
- Mr. D. Bundhoo, Director, Rogers & Co. Ltd
- Mr. M. Mahalingam, Adviser in Public Service Reforms
- Mr. R. Mudhoo, Permanent Secretary, Ministry of Civil Service Affairs & A.R.
- Mrs. K. Bhanji, Principal Assistant Secretary, Ministry of Civil Service Affairs & A.R.
- Mrs. Y. Moorghen, Principal Assistant Secretary, Ministry of Civil Service Affairs & A.R.

Desk Officers listed at Annex A attended the Brainstorming Session. A copy of the programme is at Annex B.

Objectives of the Brainstorming Session

- ❖ to seek the views and suggestions of the Desk Officers regarding reform initiatives in the Civil Service;
- ❖ to inform Desk Officers of the different activities initiated by the Ministry in the context of reforms;
- ❖ To reinforce the Communication Strategy established between the Ministry of Civil Service Affairs and Administrative Reforms and the Desk Officers; and
- ❖ To identify and revisit the role of Desk Officers as liaison officers and as agents of change in the reform process.

Announcements

The following announcements were made by the Chairman.

- ❖ The Training Section, the Civil Service Library and the Public Officers Welfare Council have moved to a newly rented building at Atom House in Port Louis;
- ❖ The Ministry has issued its fifth Mauritius Public Service Newsletter;
- ❖ The Citizen's Charter of the Ministry of Civil Service Affairs and Administrative Reforms will be launched officially by the Hon. A. Jeewah, Minister of Civil Service Affairs and Administrative Reforms, on 20 May 2002 at 14 00 hrs in Sir Harilal Vaghjee Hall;
- ❖ A Circular letter was issued to all Supervising Officers inviting suggestions for research areas in the context of the Research and Development Scheme;
- ❖ The Distance Learning Scheme is already operational;
- ❖ The larger format of the Code of Ethics has been circulated to all Ministries/Departments;
- ❖ A workshop would be organised in Rodrigues in the context of Administrative Reforms in Rodrigues;
- ❖ The Africa Day for the Civil Service will be celebrated on 23 June 2002;
- ❖ A 3-day seminar for Top Technical Cadres would be organised from 8 to 10 May 2002 at Radisson Hotel, Pointe aux Piments.

Proposals

- ❖ An Inspectorate Division should be set up within the Administrative Reforms Unit of the Ministry of Civil Service Affairs and Administrative Reforms to coach/train/report on reform initiatives undertaken at the level of each Ministry/Department;
- ❖ Appointment of officers within the Administrative Cadre should be opened up to other grades of officers e.g. those from the Technical Cadre;
- ❖ The Public Service Commission should be more transparent in so far as selection is concerned. In fact, the responsibility for selection of officers in a Ministry/Department should be confined to the Ministry/Department;
- ❖ Public Service Commission/Establishment forms should be reviewed;
- ❖ The Distance Learning Scheme should be more equitable to every employee in the Civil Service;
- ❖ Disciplinary action must be taken in respect of lateness of officers who repeatedly come late;
- ❖ Promotion should not be automatic as the leadership skills of the officers should be used as a criteria for promotion;
- ❖ The abuse of power on the part of Heads of sections should cease;
- ❖ Projects in respect of reform initiatives should be extended to Ministries which do not deal directly with the public;
- ❖ Officers should be given decent accommodation to enable them to operate effectively;

- ❖ Introduction of flexi-time in the Civil Service;
- ❖ Disciplinary action should be taken in cases of poor performance in order to discourage unprofessional behaviour of public officers;
- ❖ Statement regarding opening hours of offices should be clearly visible in all departments dealing with the public;
- ❖ To avoid transferring Desk Officers since this causes a gap in communication as there is no follow-up;
- ❖ Ministries/Departments should give the necessary support to Desk Officers;
- ❖ Teambuilding should be encouraged among Desk Officers;
- ❖ Heads of Ministries/Departments should be more committed to initiate/ implement reform initiatives.
- ❖ All public officers should respond in writing within a reasonable time to any request or at least acknowledge receipt. A time frame should be inserted for any reply from Ministry/Department.

Ministry of Civil Service Affairs and Administrative Reforms

Civil Service Reforms – Brainstorming Session with Desk Officers

List of Officers Present

Date: Monday 29 April 2002

Venue: Le Sirius, Labourdonnais Waterfront Hotel, Caudan

No.	Name	Designation	Ministry/Department
1.	Mr. A. Zeadally	Principal Assistant Secretary	Reform Institutions
2.	Mrs. M. D. Beeharry	Principal Assistant Secretary	Health & Quality of Life
3.	Mr. A. Fowdar	Ag. Principal Assistant Secretary	Labour & I.R.
4.	Mr. V. Boodhun	Technical Manager	Central Information Systems Division
5.	Mr. S. Thylam	Deputy Chief Fire Officer	Fire Services
6.	Mr. N. A. Khadun	Deputy Commissioner	National Transport Authority
7.	Mr. M. Khadaroo	Deputy Director	Central Statistical Office
8.	Mr. S. Kinnoo	Deputy Director	Civil Aviation
9.	Miss. S. Jiagoo	Deputy Registrar	Civil Status Office
10.	Mrs. I. Seesurrin	Deputy Registrar General	Registrar General's
11.	Mr. R. Chong Sam Wan	Ag. Deputy Director	National Archives
12.	Mr. A. Marraj	Assistant Legal Secretary	Attorney-General
13.	Mr. M. Bholah	Assistant Commissioner	Value Added Tax
14.	Mrs. S. Lim Kong	Assistant Commissioner of Income Tax	Income Tax
15.	Mr. B. K. Goury	Assistant Commissioner of Prisons	Mauritius Prisons Service
16.	Mr. U. Ramdhony	Assistant Comptroller	Customs & Excise
17.	Mr. S. Green	Assistant Government Printer	Printing

18.	Miss. N. Kalachand	Assistant Registrar	Companies Division
19.	Mr. S. Ramdeen	Assistant Accountant-General	Treasury
20.	Mr. C. Bheekhun	Assistant Accreditation Manager	Industry & I.T.
21.	Mrs. G. Hayes	Assistant Secretary	Foreign Affairs & R.C.
22.	Mr. P. Teeloku	Assistant Secretary	Women's Rights, C.D. & F.W.
23.	Mrs. B. Z. Lallmahomed	Assistant Secretary	Local Government
24.	Mrs. J. Coonjan	Assistant Secretary	External Communications
25.	Mr. S. Ramlallah	Assistant Secretary	Arts and Culture
26.	Mr. G. Ramrekha	Assistant Secretary	Education & S.R.
27.	Mrs. A. Pawan	Assistant Secretary	Social Security, National Solidarity, S.C.W. & R.I.
28.	Mr. D. Deenoo	Assistant Secretary	Commerce & Cooperatives
29.	Mr. B. Padaruth	Assistant Secretary	Local Government Service Commission
30.	Mr. V. Virahsawmy	Assistant Secretary	National Development Unit
31.	Mr. S. Ramrup	Assistant Secretary	Housing & Lands
32.	Miss. A. Gajeelee	Assistant Secretary	Agriculture, Food Technology & N.R.
33.	Miss. A. Soondur	Assistant Secretary	Public Infrastructure, Land Transport & Shipping (Land & Transport Division)
34.	Mrs. M. Ramdin	Assistant Secretary	Commerce & Cooperatives
35.	Miss. K. Kautick	Assistant Secretary	Cabinet Office (PMO)
36.	Mr. N. Jurawon	Assistant Secretary	Youth & Sports
37.	Mr. H. Hosanee	Secretary	Ombudsman's Office
38.	Mr. S. Awatar	Principal Electoral Officer	Electoral Commission
39.	Mr. L. Doorgakant	Chief Examiner of Accounts	Government Audit Bureau
40.	Mr. A. Herkanaidu	Electrical Engineer	Energy Services Division
41.	Mr. J. Hurry	Ag. Principal Information Officer	Government Information Service (PMO)

42.	Mr. T. Jeebodhun	Job Analyst	Pay Research Bureau
43.	Mr. D. Busgeeth	Sugar Technologist	Arbitration & Control Board
44.	Mr. R. Leelodharry	Senior Personnel Officer	Public Infrastructure, Land Transport and Shipping (Public Infrastructure Division)
45.	Mr. K. Lotun	Senior Personnel Officer	Public Utilities
46.	Mr. P. Ramsamy	Senior Postal Executive	Postal Services
47.	Mrs. T. Khedun	Ag. Senior Government Valuer	Valuation
48.	Mr. J. Allken	Ag. Personnel Officer	Prime Minister's Office
49.	Mr. M. Louison	Police Press Officer	Police
50.	Mrs. Jugroo	Executive Officer	Ministry of Industry and International Trade (International Trade Division)