



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

Circular Letter No. 2 of 2003

17 January 2003

E/62/28/01

From: Secretary for Public Service Affairs
To: Supervising Officers in Charge of Ministries/Departments

Civil Service Reforms - Meeting with Desk Officers

The tenth meeting with Desk Officers will be held on Tuesday 28 January 2003 at 10.30 a.m. in the Conference Room of this Ministry, Level 7, New Government Centre, Port Louis, with the following agenda:

- (a) Approval of the notes of the tenth meeting held on 14 November 2002 (copy enclosed);
 - (b) Matters arising;
 - (c) A.O.B.
2. It would be appreciated if the Desk Officers of your Ministry/Department could be informed and released to attend the meeting.
3. This circular letter has also been despatched by e-mail to all Ministries/Departments.

(D. P. Ruhee)

Secretary for Public Service Affairs

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

Minutes of the 9th Meeting with Desk Officers for Civil Service Reforms held in the Conference Room of the Ministry of Civil Service Affairs and Administrative Reforms on Thursday November 2002 at 14.00 hrs

D.P. Ruhee	-	Secretary for Public Service Affairs (<u>Chairman</u>)
D. Bundhoo	-	Chairman, Steering Committee on Civil Service Reforms
S. Fowdar	-	Permanent Secretary, Ministry of Civil Service Affairs and Administrative Reforms
M. Mahalingam	-	Adviser, Public Service Reforms, Ministry of Civil Service Affairs and Administrative Reforms
S. Y. Moorghen	-	Principal Assistant Secretary, Ministry of Civil Service Affairs and Administrative Reforms
Desk Officers	-	Annex A
Mr D. Mungra	-	Higher Executive Officer, Ministry of Civil Service Affairs and Administrative Reforms (<u>Secretary</u>)

The Chairman welcomed all members present. He then introduced Mr S. Fowdar, Permanent Secretary who was posted to the Ministry and stated that Mr R. Mudhoo, Permanent Secretary on mission in Rodrigues in the context of the regionalisation of Rodrigues.

Approval of the Notes of Meeting

- 1.1 The Notes of the eighth meeting held on 19 September 2002 were approved with the following amendment:

To add at the end of para 8 on page 5 a sub-heading

(e) Public Address System

"Proposals were made for the purchase of a cordless microphone to ensure better communication at the meeting of Desk Officers."

5. Matters Arising

3.1 Announcements made by Chairman

3.1.1 Seminar on Management of Change

A high level seminar on "Management of Change" was organized by the Ministry of Civil Service Affairs and Administrative Reforms in collaboration with the Commonwealth Secretariat from 07 - 11 October 2002 at the Labourdonnais Hotel, Caudan, Port Louis. The seminar was conducted by two consultants, namely, Dr Mohd Tap Salleh and Dr Peter Frost and Mr M. Mahalingam, Adviser, Public Service Reforms. The first day of the seminar was held for Supervising Officers in charge of Ministries/Departments and two 2-day workshops were organised for some 90 senior Public Officers from 08 - 09 October and 10 - 11 October 2002 respectively.

Administrative Reforms to Ministries/Departments in the elaboration of their mission/vision statement. A new Performance Review System would be introduced to replace the annual Confidential Report which had become obsolete. The new system would be performance-oriented, would lay emphasis on individual accountability and would assist in identifying training needs of public officers.

Staff Suggestion Scheme

Mr Mahalingam made a brief presentation on the Staff Suggestion Scheme during the meeting. A circular would be issued to all Ministries/Departments giving all the details of the scheme as well as the guidelines for the awards and the views/suggestions of Supervising Officers would be enlisted.

Civil Service Act

Discussions were held between the representatives from the Commonwealth Secretariat, namely, Dr M. Tap Salleh and Dr P. Frost, during their recent visit and the Secretary to Cabinet and Head of the Civil Service on the drafting of the Civil Service Act which will bring under one umbrella the multiplicity of legislations, rules, regulations and personnel policies governing the Public Service.

Proposals would be submitted to the Commonwealth Secretariat on the type of Civil Service Act needed for the Mauritian Public Service.

Total Quality Management Framework

The Task Force on Quality Management, chaired by Mr A. Caunhye, Director of the Mauritius Standards Bureau, had submitted to the Ministry a draft report on 'Total Quality Management Framework in the Public Service which would serve as a guide to Ministries/Departments for better quality and timely services. The draft report would be circulated, before implementation, to all Supervising Officers of Ministries/Departments and they would be requested to submit their views, comments and suggestions on the report. A copy of the draft report would also be made available to Desk Officers at the next meeting.

Citizens' Charter

The Deputy Prime Minister and Minister of Finance, in his budget speech in 2001-2002, stated that all public bodies providing services to the population should implement their citizens' charters in the current financial year. In this regard, Mr M. Mahalingam, Adviser in Public Service Reforms, had working sessions with representatives of Ministries/Departments to assist them in drawing up their charters. So far, ten Ministries/Departments had already drawn up their charters and more than fifteen other organizations are finalizing their charters. Mr Mahalingam would give further assistance to Ministries/Departments which were still having problems for the elaboration of their charters.

Inclusion of an item for Reforms in the Budget

The issue would be raised at the level of the Steering Committee and the Ministry of Finance.

Newsletter

The seventh issue of the Mauritius Public Sector Newsletter would be available by 20 November 2002. An appeal was made to the Desk Officers to provide input for the Newsletter.

The need for top-level management commitment was raised during the seminar and also at the meeting of the Steering Committee on Civil Service Reforms held on 17 October 2002. The Secretary to Cabinet and Head of the Civil Service would raise the matter at a special meeting to be held with Supervising Officers shortly and stressed on the need to sustain the reform initiatives underway in their respective Ministries/Departments.

1.2 Proposals made by Desk Officers at Brainstorming Session

As proposed at the last meeting of Desk Officers, the suggestions made by Desk Officers at the Brainstorming session held on 29 April 2002 have been transmitted by the Ministry of Civil Service Affairs and Administrative Reforms to the five Task Forces on public sector reforms for consideration.

1.3 Computerised Attendance System (CAS)

The Computerised Attendance System (CAS) was introduced on a pilot basis in November 2002 on a parallel run, at the Ministry of Civil Service Affairs and Administrative Reforms to promote a greater need for punctuality and discipline among officers while constituting a database that would provide readily-available information pertaining to overtime and leave entitlements. The Ministry of Civil Service Affairs and Administrative Reforms would eventually propose that the CAS be extended to other Ministries/Departments.

1.4 Training Needs Analysis (TNA)

Following a recommendation made by the Task Force on Human Resource Management Development, a Training Needs Analysis would be carried out in January 2003 with the assistance of Personnel Officers, the Human Resource Analyst and Officers of the IVTB in the following Ministries with a view to determining the competence gaps in terms of knowledge, skills and attitudes for all grades:

- (a) Finance
- (b) Health and Quality of Life
- (c) Industry and International Trade
- (d) Education and Scientific Research
- (e) Foreign Affairs and Regional Co-operation

The TNA Exercise would then be extended to other Ministries/Departments at a later stage.

3.1.5 ISO 9000 Standards

The Civil Service Protection Scheme Board had been ISO certified by the Mauritius Standards Bureau on 29 July 2002 and the award ceremony would be held on Monday 18 November 2002. The Subramania Bharati Eye Hospital had also been ISO certified on 10 October 2002 and the award ceremony would be held in December. It was noted that a major achievement for the Public Service would be to have all the services of a hospital ISO certified.

3.1.6 Performance Management Framework

A few Ministries/Departments had not yet submitted their views/comments on the Performance Management Framework. Desk Officers were requested to liaise with their Supervising Officers for an early response. Assistance would be provided by the Ministry of Civil Service Affairs and

Administrative reforms to Ministries/Departments in the elaboration of their mission/vision statements. A new Performance Review System would be introduced to replace the annual Confidential Report which had become obsolete. The new system would be performance-oriented, would lay emphasis on individual accountability and would assist in identifying training needs of public officers.

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1.10 Citizens' Charter

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1.11 Inclusion of an item for Reforms in the Budget

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1.12 Newsletter

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ICT Training

For the implementation of the E-Government in the Public Service Rs 5 million were earmarked for ICT training. Initially, 5,000 officers were identified for training at a cost of Rs 14 million. Subsequently, a survey was carried out and it was found that 14,500 officers had to be trained. Provision for additional funds would have to be made. ICT training for Public Officers had already started since 15 October, 2002.

1.14 Counter Services Award

The Mauritian Quality Institute (MQI) which organises the National Quality Award yearly, would assist the Ministry of Civil Service Affairs and Administrative Reforms to work out the criteria for the Counter Services Award for the Public Service.

Any Other Business

1 Public Address System

The Chairman indicated that consideration would be given to the proposal for the purchase of a Public Address System to facilitate communication during the meeting.

2 Staff Suggestion Scheme

Mr M. Mahalingam, Adviser in Public Service Reforms, made a brief powerpoint presentation of the Staff Suggestion Scheme to be implemented in March 2003. He explained that the scheme would be implemented at two levels:

- (a) At Ministry/Department Level – where each Ministry/Department would consider suggestions for improving its operations and/or management; and
- (b) At Central Level – a Central Level Suggestion Committee would be constituted at the Ministry of Civil Service Affairs and Administrative Reforms to consider proposals for improvement which would benefit the whole Civil Service.

He indicated that financial rewards would be given under the scheme to motivate public officers to make valuable suggestions for improvement of services delivered to the public

5 Date of Next Meeting

The date of the next meeting would be fixed by the end of January 2003 after the AGOA Forum.

6. The meeting ended at 15.05 hrs.

Ministry of Civil Service Affairs and
Administrative Reforms
PORT LOUIS

17 January, 2003