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MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

26 February 2003

Circular Letter No. 7 of 2003
E/62/28/05

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

Civil Service Reforms – Meeting with Desk Officers

The eleventh meeting with Desk Officers will be held on Tuesday, 04 March 2003, at 10.00 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 28 January 2003 (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 dispatched 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
Desk Officers

Notes of 10th Meeting with Desk Officers for Civil Service Reforms held in the Conference Room of the Ministry of Civil Service Affairs and Administrative Reforms on Tuesday 28 January 2003 at 10.30 hrs.

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| Mr S. Fowdur | - | Permanent Secretary, Ministry of Civil Service Affairs and Administrative Reforms (<u>Acted as Chairman</u>) |
| Mr M. Mahalingam | - | Adviser in Public Service Reforms, Ministry of Civil Service Affairs and Administrative Reforms |
| Mrs 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>) |

1. Mr S. Fowdur, Permanent Secretary, welcomed all members present. He then informed that he was called upon to chair the meeting in the absence of the Chairman, Mr D.P. Ruhee, Secretary for Public Service Affairs and Mr K.R. Mudhoo, Permanent Secretary who were both taken up in an urgent meeting with the Secretary to Cabinet and Head of the Civil Service.

2. Approval of Notes of Meeting

2.1 The notes of the ninth meeting held on 14 November 2002 were approved.

3. Matters Arising

3.1 Announcements made by Chairman

3.1.1 Computerised Attendance System (CAS)

The Computerised Attendance System which was introduced on a pilot basis in November 2002 on a parallel run, at the Ministry of Civil Service Affairs and Administrative Reforms would be on line as from 03 February 2003.

The system would soon be extended to the Training Unit of the Ministry at ATOM House, at the Prime Minister's Office and the Ministry of Training, Skills Development, Employment and Productivity.

3.1.2 Training Needs Analysis (TNA)

All Ministries/Departments should start working out their training needs. The Training Needs Analysis would start initially in the following five Ministries as from February 2003:

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

3.1.3 ISO 9000 Projects

The Employment Services Division of the Ministry of Training, Skills Development, Employment and Productivity had been ISO Certified by the Mauritius Standards Bureau on 28 November 2002 and the award ceremony would be held soon.

3.1.4 Civil Service Act

A proposed draft of the Civil Service Act had been worked out and was submitted to the Secretary to Cabinet and Head of the Civil Service for consideration. After agreement, it would be submitted to the Commonwealth Secretariat for technical assistance.

3.1.5 Total Quality Management Framework

Prior to implementation, the Draft report on Total Quality Management (TQM) Framework had been circulated (circular letter No. 51 of 2002 dated 2 December 2002) to all Supervising Officers in charge of Ministries/Departments, and they had been requested to submit their views/comments on the draft report by the 10 January 2003. So far thirteen Ministries/Departments had responded. An appeal was made to Desk Officers to liaise with their respective Ministries/Departments for the submission of their views at the earliest.

Copies of the draft report were made available to Desk Officers at the meeting and they were asked to submit their views equally.

Mr Mahalingam would make a powerpoint presentation on the guidelines of the TQM framework during the meeting so as to familiarise Desk Officers with the various tools of Total Quality Management.

3.1.6 Citizen's Charter

Ten Ministries/Departments had already drawn their Citizen Charters and more than fifteen Ministries/Departments were finalizing their Charters.

The Archives Department had just published their Charter and copies were available to Desk Officers at the meeting.

Desk Officers of Ministries/Departments providing services to the public were requested to draw up their Charters at the earliest and Mr Mahalingam would provide the necessary guidance in this exercise.

- (a) Ministry of Finance
- (b) Ministry of Health and Quality of Life
- (c) Ministry of Industry and International Trade
- (d) Ministry of Education and Scientific Research
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Staff Suggestion Scheme

Copies of the Staff Suggestion Scheme in the Civil Service were circulated (Ministry's Circular No. 50 of 2002 dated 29 November 2002) to all Supervising Officers in charge of Ministries/Departments and they had been requested to submit their views/suggestions by 13 January 2003.

So far, seven Ministries/Departments had submitted their views and an appeal was made to Desk Officers to ensure that their Ministries/Departments submit their views at the earliest. The scheme would be implemented as from 3 March 2003.

3.1.8 Newsletter

The seventh issue of the Mauritius Public Sector Newsletter had been published in November 2002. Copies were made available to Desk Officers at the meeting. Contribution from Desk Officers were sought for inclusion in the next newsletter.

3.1.9 ICT TRAINING

Since October last, 500 Public Officers had already benefited from training in ICT from three local training institutes.

3.1.10 Public Address System

The Ministry had favourably considered the request of Desk Officers and had thus provided a Public Address System to facilitate communication during the meeting.

4. Suggestions/Observations from Desk Officers

(a) Staff Suggestion Scheme

To provide Desk Officers with additional copies of the Staff Suggestion Scheme.

(b) Information Technology

To impress on Ministries/Departments to provide adequate I-T tools and internet facilities to enable public officers to be better prepared for the E-Government.

(c) Civil Service Week

To have a Civil Service week to sensitize Public Officers on the reform initiatives underway.

Mrs Moorghen pointed out that the Ministry of Civil Service Affairs and Administrative Reforms celebrated the Africa Day for the Civil Service and Administration in June last year. She added that the Africa Day would be celebrated in coming June.

(d) ISO 9000 Project

The Judicial Department proposed to implement ISO 9000 standards in their organization.

(e) Counter Services

The Counter Services project at the Ministry of Arts and Culture had been delayed due to defective materials provided by supplier.

5. The meeting ended at 11.50 hrs.

Ministry of Civil Service Affairs
and Administrative Reforms
Port Louis

24 February, 2003