



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

23 July 2004

Circular Letter No. 39 of 2004
E/62/28/05

From: Senior Chief Executive, Ministry of Civil Service Affairs and Administrative Reforms
To: Supervising Officers in charge of Ministries/Departments

Civil Service Reforms – Meeting with Desk Officers

The seventeenth meeting with Desk Officers will be held on Monday 16th August 2004 at 11 00 hrs. at the Lecture Theatre of the Training Unit of the Ministry of Civil Service Affairs and Administrative Reforms, 6th Floor, Fooks House, Bourbon Street, Port Louis.

2. The Agenda will be as follows:

- (a) Approval of the notes of the sixteenth meeting held on 12 May 2004 (copy enclosed);
- (b) Matters arising;
 - (i) Setting up of Reforms Unit in Ministries and Departments as recommended in Pay Research Bureau Report 2003;
 - (ii) Updating the list of Desk Officers;
 - (iii) Computerised Attendance System
 - (iv) Computerisation of Registry System
 - (v) Excellent Customer Service Award 2004;
 - (vi) Outstanding Achievement Award in the Public Service;
 - (vii) Gemba Kaizen Workshops;
 - (viii) ISO Projects;
 - (ix) Public Sector Research Grant Scheme;
- (c) A.O.B.

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3. It would be appreciated if the Desk Officers of your Ministry/Department could be informed and released to attend the meeting.

4. This circular letter has also been despatched by e-mail to all Ministries/Departments.



(K. Ponnusamy)
Senior Chief Executive

Copy to:

Secretary to Cabinet and Head of the Civil Service
Desk Officers

Notes of the 16th Meeting with Desk Officers for Civil Service Reforms held in the Lunch Room of the National Assembly on Wednesday 12 May 2004 at 10 30 hrs.

Mr K. Ponnusamy	-	Senior Chief Executive, Ministry of Civil Service Affairs and Administrative Reforms (Chairman)
Mrs D. Bootun	-	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 (Secretary)

1. The Chairman welcomed all members present and invited Desk Officers to make the meeting more interactive and to adopt a participative approach.

2. APPROVAL OF NOTES OF MEETING

- 2.1 The notes of the 15th meeting held on 10 February 2004 were approved.

3. MATTERS ARISING

- 3.1 Announcements made by Chairman

- 3.1.1 Computerised Attendance System (CAS)

- ☐ The Ministry of Civil Service Affairs and Administrative Reforms (MCSA & AR) would move in phases with the implementation of the Computerized Attendance System from building to building.
- ☐ Procurement procedures were being finalized for the extension of the project in the Ministries at the New Government Centre before the end of this financial year.
- ☐ The Estimates Committee had agreed to provide funds to the MCSA & AR in the next Estimates for a new item 'Electronic Attendance System' under Capital project for the implementation of CAS in the other remaining Ministries and Departments.

- 3.1.2 Training Needs Analysis (TNA)

- ☐ The MCSA & AR was liaising with the Indian High Commission for the coming of the experts from India to assist the Ministry in the field of Training Needs Analysis.
- ☐ The TNA exercise would be conducted at the Training Unit of the Ministry at Fooks House, Port Louis. A circular letter would be issued to give an indication of the time-table.

- 3.1.3 ISO 9000

- ☐ The MCSA & AR issued a Circular on 07 May 2004 inviting Supervising Officers of Ministries and Departments to identify at least a core activity in their

organisations which had great impact on services provided directly to the public for implementing ISO principles with a view to reinforce quality culture in the Public Service.

- ☐ The Central Information Systems Division (CISD) and the Library 'Olof Palme' of the Municipality of Beau Bassin/Rose Hill had been ISO certified on the 01 April and 29 April 2004 respectively, making a total number of 13 ISO certified organisations.

3.1.4 Excellent Customer Service Award 2004

- ☐ A circular would be issued in July 2004 to invite participation from Ministries and Departments to the Award 2004.
- ☐ The scheme would be launched by the Hon. Prime Minister on 15 July 2004 and the Award Ceremony would be held on 18 November 2004.
- ☐ A Briefing Session would be conducted in mid-July in collaboration with the Mauritian Quality Institute with prospective participants on the writing-up of the self-assessment report

3.1.5 Gemba Kaizen Principles and 5S Certification

- ☐ The 17 Ministries and Departments which had already implemented Gemba Kaizen principles had been requested to:
 - register for '5S' Certification;
 - submit the composition of their Steering committee, designation of officers to act as Pillar Head and Process Improvement Pillar Head;
 - constitute Gemba Kaizen cells.
- ☐ The MCSA & AR would register for '5S' certification and a team of auditors would conduct auditing any time from May to September 2004.

3.1.6 Gemba Kaizen Symposium

- ☐ The Gemba Kaizen Symposium would be held on 07 October 2004 at the Octave Wiehe Auditorium and Mr Masaki Imai, Founder and Chairman of the Kaizen Institute would be invited to grace the function.
- ☐ During the CAPAM seminar in March 2004, a documentary film on Gemba Kaizen was shown. The delegates were extremely surprised how Gemba Kaizen principles had been introduced in the Mauritius Public Service.

3.1.7 Africa Day of the Civil Service and Administration and United Nations Public Service Day

- ☐ The MCSA & AR would organise a ceremony to mark this event on the 23 June 2004 at Labourdonnais Waterfront Hotel, Port Louis.
- ☐ Message of the Hon. Prime Minister on that occasion.

- ☐ An essay competition on the theme 'Public Service Capacity Building for the African Renaissance', would also be organized and prizes would be awarded to winners on that day.
- ☐ The Civil Service Day could be celebrated at the level of each organisation or building.

3.1.8 Action Plan 2004-2005

- ☐ The MCSA & AR had published a document 'Towards the Modernisation of the Public Service' highlighting the achievements of the Ministry's Action Plan 2001-2003.
- ☐ Copies were made available to Desk Officers.
- ☐ Government had approved the next Action Plan 2004-2005 'The Route to Excellence' which would be launched soon.

3.1.9 Citizens' Charters

- ☐ The elaboration of the Citizens' Charters of Ministries and Departments should be speed up and organisations should set a target date to finalise their Charters.

3.1.10 Performance Review System

- ☐ The Performance Review System would be introduced this year on a pilot basis for the Personnel Cadre instead of the Administrative Cadre as indicated previously.

3.1.11 Commonwealth Association for Public Administration and Management (CAPAM)

- ☐ The CAPAM Regional Seminar held at the Méridien Plaza Hotel from 15-18 March 2004 on the theme 'Implementing a Public Performance Management System' was well organised. The delegates were impressed by the successful implementation of the reforms initiatives in the Mauritius Public Service.

3.1.12 Newsletter

- ☐ A special issue of the Public Sector Newsletter highlighting the CAPAM seminar was circulated during the meeting.
- ☐ The Newsletter was circulated overseas and regularly referred to by CAFRAD and CAPAM.
- ☐ The next issue of the Newsletter is scheduled for June 2004 and Desk Officers were invited to submit articles for publication on the reforms that were being carried out in their respective organisations.

3.1.13 CAPAM International Innovations Awards 2003-2004

- ☐ The MCSA & AR participated in March 2004 in the CAPAM International Innovations Awards Programme 2003-2004 and submitted a project entitled 'Quality Service through ISO and Gemba Kaizen Principles.'

4. **ANY OTHER BUSINESS**

4.1 **Comments from Desk Officers**

4.1.1 **Mr Bahadoor** of the Central Statistics Office said that the Estimates Committee had turned down their proposals for additional posts.

4.1.2 **The Chairman** suggested that discussions with the Ministry of Finance took into consideration priorities and financial constraints. The Director, Central Statistics Office should pursue the matter in the course of the financial year.

4.1.3 **Mrs Philio** of the Central Information Systems Division pointed out that 50% of vacancies had not yet been filled in her organisation.

4.1.4 **The Chairman** proposed that Responsible Officers should establish a priority list for the filling of vacancies and thereafter seek an appointment with the Chairman of the Public Service Commission to speed up the recruitment process.

4.1.5 **Mr Veeraragoo** of the Judicial Department raised the issue of training in connection with the implementation of the ISO project in his organisation.

4.1.6 **The Chairman** invited the Desk Officer to submit his request to the MCSA & AR for consideration.

5. The meeting ended at 11.40 hrs.

Ministry of Civil Service Affairs and
Administrative Reforms
Port Louis

22 July, 2004

Ministry of Civil Service Affairs and Administrative Reforms

Civil Service Reforms – 16th Meeting of Desk Officers

Date: 12th May 2004.

Venue: Lunch Room of the National Assembly, 3rd Floor, New Government Centre

Ministry/Department	Name	Designation
Agriculture, Food Technology and Natural Resources	-	-
Arts and Culture	Mrs I. Pudaruth Ruchaia	Assistant Secretary
Attorney General's Office	Mrs H. Ramkurrun	Higher Executive Officer
Cane Planters, Millers Arbitration Control Board	Mr L. Li Ting Wai	Senior Area Superintendent
Central Informatics Bureau	Mr N. Jondah	Project Manager
Central Information Systems Division	Mr M. Philio	Assistant Operations Manager
Central Statistics Office	Mr D. Bahadoor	Senior Statistician
Civil Aviation	-	-
Civil Status Division	-	-
Commerce and Co-operatives (Commerce Division)	Mr N. Seebaluck	Establishment Officer
Commerce and Co-operatives (Cooperatives Division)	Mrs M. Hoolass	Establishment Officer
Companies Division	Miss N. Kalachand	Deputy Registrar of Companies
Customs and Excise	Mr C. Burzoo	Principal Customs and Excise Officer
Economic Development Division	Mrs F. Busawon	Senior Personnel Officer
Education and Scientific Research	-	-
Electoral Commissioner's Office	Mr S. Awatar	Principal Electoral Officer
Employment Service	Mrs P. Dassaye	Assistant Secretary
Energy Services Division	Mr A.K. Herkanaidu	Senior Engineer
Environment	Mr V. Vythilingum	Personnel Officer
External Communications Division	Mr S. Sukhari	Executive Officer
Finance	-	-
Fire Services	Mr S. Thylam	Deputy Chief Fire Officer
Foreign Affairs and Regional Co-operation	Mr G. Seewoosunkur	Higher Executive Officer
Fisheries	Mr S. Luchmun	Senior Personnel Officer
Government Audit Office	Mr L. Doorgakant	Chief Examiner of Accounts
Government Information Service	Mr J. Hurry	Principal Information Officer
Government Printing	Mr S. Green	Assistant Government Printer

Ministry/Department	Name	Designation
Health and Quality of Life	Mr K. Conhye	Principal Assistant Secretary
Housing and Lands	Mr H.M. Verny	Executive Officer
Income Tax	Mrs S. Lim Kong	Assistant Commissioner
Industry, Financial Services and Corporate Affairs	Mrs S. Doorgakant	Ag. Principal Assistant Secretary
International Trade Division - Information Technology and Telecommunications	-	-
Judicial	Mr P. Veeraragoo	Director, Court Services
Labour and Industrial Relations & Employment	Mrs N. Tiroumalechetty	Ag. Principal Assistant Secretary
Large Taxpayer	Mr I. Bahadoor	Ag. Deputy Commissioner
Local Government and Rodrigues	Mr R. Rambhujun	Assistant Secretary
Local Government and Solid Waste Management	Mrs V. Rajanah	Executive Officer
Local Government Service Commission	Mr B. Padaruth	Assistant Secretary
Management Audit Bureau	Mrs S.Naiken	Senior Financial and Management Analyst
Mauritius Prisons Service	Mr N. Naiken	Ag. Principal Prisons Welfare Officer
Meteorological Services	Mr R. Mungra	Meteorologist
National Archives	Mr R. Chung Sam Wan	Acting Deputy Director
National Development Unit	Mr S. Poomun	Ag. Assistant Secretary
National Transport Authority	Mr N.A. Khadun	Deputy Road Transport Commissioner
Office of the President	Mr R. Appanah	Higher Executive Officer
Ombudsman's Office	-	-
Pay Research Bureau	Mr T. Jeebodhun	Job Analyst
Permanent Arbitration Tribunal	-	-
Passport and Immigration Office	Mr. K. Appadu	Police Inspector
Police Press Office	Mr M. Louison	Police Press Officer
Prime Minister's Office	Mr R. Munisamy Mr. V. Dookun	Higher Executive Officer Higher Executive Officer
Public Infrastructure & Land Transport	Mrs K. Heeramun-Rudhee	Assistant Secretary
Public Utilities	Mr Y.K. Umarchan	Senior Personnel Officer
Registrar-General	Mr. R. Goorayah	Ag. Deputy Registrar-General
Revenue Authority	Mr M.S. Lallmahomed	Senior Financial and Management Analyst
Rodrigues and Outer Islands Div.	Mr S. Ramchurn	Executive Officer
Rodrigues Regional Assembly	-	-
Shipping & Rodrigues and Outer Islands (Shipping Div.)	Mrs A.Dabeedeen	Assistant Secretary

Social Security, National Solidarity and Senior Citizens Welfare	Mrs R Brojolall	Assistant Secretary
Tourism	Mr S. Nuckchady	Personnel Officer
Training, Skills Development, Productivity & External Communications	Mr A. Mudhoo	Assistant Secretary
Treasury	Mr S. Ramdeen	Ag. Deputy Accountant General
Valuation	Mrs T. Khedun-Sewgobind	Senior Government Valuer
Value Added Tax	Mr R. Seechurn	Assistant Commissioner
Women's Rights, Child Development and Family Welfare	Mr G. Nadal	Ag. Higher Executive Officer
Youth and Sports	Mrs S. Sawmynaden	Establishment Officer