



Library

MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

06 February 2004

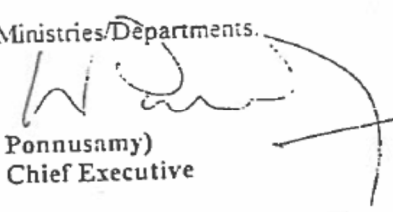
Circular Letter No. 7 of 2004
E/62/28/05

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 fifteenth meeting with Desk Officers will be held on Tuesday 10 February 2004 at 10 30 hrs. in the Lunch Room of the National Assembly, 3rd floor, New Government Centre, Port Louis, with the following agenda:

- (a) Approval of the notes of the fourteenth meeting held on 09 December 2003 (copy enclosed);
 - (b) Matters arising;
 - (c) Overview of reform initiatives following Workshop on Action Plan 2004-2005 held on 09 February 2004, by Mr M. Mahalingam, Adviser in Public Service Reforms;
 - (d) 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.


(K. Ponnusamy)
Senior Chief Executive

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

Administrative Reforms Unit, 7th Floor, New Government Centre, Port Louis.
Tel. (230) 201 1434, (230) 201 3485 – Fax (230) 212 9528 E-mail:

E/60/28/05

Notes of the 14th Meeting with Desk Officers for Civil Service Reforms held in the Lunch Room of the National Assembly on Tuesday 09 December 2003 at 13 30 hrs.

Mr R. Mudhoo - Permanent Secretary, Ministry of Civil Service Affairs and Administrative Reforms (Chairman)
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 (Secretary)

1. The Chairman welcomed all members present.

2. APPROVAL OF NOTES OF MEETING

2.1 The notes of the 13th meeting held on 09 July 2003 were approved.

3. MATTERS ARISING

3.1 Announcements made by Chairman

3.1.1 Computerised Attendance System (CAS)

- ☐ A circular letter concerning the guidelines for the introduction of CAS in the Public Service was being finalised.
- ☐ A circular letter on Attendance would be issued to implement the recommendations of the PRB Report 2003, and would be effective as from 04 January 2004.

3.1.2 Training Needs Analysis (TNA)

- ☐ A 3-day workshop was organized in collaboration with the Ministry of Training, Skills Development, Employment and Productivity and the IVTB on Training Needs Analysis (TNA) from 23 – 25 September 2003 for 26 Public Officers from various Ministries/Departments.
- ☐ As a follow-up of the workshop, a half-day working session would be held in February 2004 to test the understanding of participants of the concepts of TNA.

3.1.3 ISO 9000

- ☐ The Training Unit and the Civil Service Library of the Ministry of Civil Service Affairs and Administrative Reforms together with the Printing Section of the Mauritius College of the Air had been ISO certified by the Mauritius Standards Bureau. Thus a total of 10 public organisations had been ISO certified.

3.1.4 Excellent Customer Service Award in the Public Service 2003

- ☐ There was good participation for the first time that the Award had been introduced in the Public Service in July 2003.
- ☐ 45 entries were received from various Ministries/Departments including 11 from the Police Department and 12 from the Health Sector.
- ☐ The Award ceremony was held on 01 December 2003 in the presence of the President of the Republic and the Hon. Minister of Civil Service Affairs and Administrative Reforms.
- ☐ The Companies Division won the Excellent Customer Service Award and a cash prize of Rs 100,000.
- ☐ Copies of a list of winners of the Award were circulated at the meeting.
- ☐ Desk Officers were requested to assist in making the 2004 edition a bigger event and to have a greater number of participants.

3.1.5 Financial Management

- ☐ A seminar on Financial Management and Corporate Governance was organized for some 200 Senior Public Officers in four different batches during the months of July and August 2003, aiming at promoting good governance, financial probity and effective financial management practices.
- ☐ Similar seminars would be organized next year so that more public officers could be trained.

3.1.6 Gemba Kaizen Workshop

- ☐ 17 Ministries/Departments had so far benefited from the Muda-free Public Service Programme initiated by the Ministry of Civil Service Affairs and Administrative Reforms (M/CSA & AR) in collaboration with the National Productivity and Competitiveness Council (NPCC).

3.1.7 Gemba Kaizen Symposium

- ☐ A Gemba Kaizen Symposium was organized, in collaboration with the NPCC, on 20 October 2003 at the Labourdonnais Waterfront Hotel with a view to celebrate and recognise the valuable contribution of officers in the workshops organized in their respective organisations and to take stock of the progress made.
- ☐ The symposium would henceforth become an annual event.
- ☐ A memorandum of understanding was signed between the Ministry and the NPCC to sustain and consolidate the Muda-free Public Service Programme.
- ☐ A Souvenir Magazine was published on that occasion. Copies were made available for Desk Officers at the meeting.

3.1.8 United Nations Public Service Awards

- ☐ The M/CSA & AR participated in an international competition 'The United Nations Public Service Awards 2003' in November 2003 in the category 'Innovations in the Public Service'. Nomination form in respect of a Muda-free

Public Service was submitted together with supporting documents including a video film on Gemba Kaizen, pamphlet, posters and a souvenir magazine. 3

3.1.9 Action Plan 2004-2005

- A working session would be held in February 2004 for the elaboration of the Action Plan 2004-2005.
- Mr Mahalingam, Adviser in Public Service Reforms would come for a period of two weeks to assist the Ministry of Civil Service Affairs and Administrative Reforms in this exercise.
- Desk Officers were invited to submit their input to the Ministry by January 2004 for the formulation of the Action Plan so that it could benefit a wider cross-section of the Public Service.

3.1.10 Citizens' Charters

- Mr Mahalingam would also provide assistance to Ministries/Departments to finalise their Charters.
- Ministries/Departments which had not yet define their Mission/Vision Statement, Strategic Goals and Objectives were requested to do so at the earliest.

3.1.11 Performance Management

- In line with PRB report and the recommendations of the Task Force on Performance Management, a new Performance Management System would be introduced on a pilot basis for officers of the Administrative Class early next year and which would later be extended to other classes. In this regard a performance Review form and guidelines were being finalized.

3.1.12 Commonwealth Association for Public Administration and Management (CAPAM)

- An international seminar organized by CAPAM on Performance Management for Commonwealth countries would be held at the Plaza Beach Resort, Le Méridien Hotel from 14 to 18 March 2004.
- The Mauritian delegation for the CAPAM Conference would present a paper at the seminar to address the issues of Performance Management in small island states.

4. ANY OTHER BUSINESS

4.1 Comments from Desk Officers

- 4.1.1 □ Mrs Bennett informed the Committee of the following reform initiatives in Rodrigues:
 - 3500 officers had already benefited from the ICT course.

- Proposed the implementation of Gemba Kaizen principles before going for ISO certification.
 - Opening of a Public Service Library and donation of books by the British Council. Additional books on management would be purchased for the library.
 - ☐ The Chairman advised the purchase of basic textbooks on Management.
 - ☐ Mr Veeraragoo informed the Committee as follows:
 - Publication of the Annual report of the Judicial Department highlighting both strengths and weaknesses.
 - Archiving and scanning of all files.
 - Digital status display at the New Supreme court.
 - Launching of a diploma course for Court Officers on Court procedures; and a refresher course for Magistrates.
 - ☐ Mrs Bhanji informed the Committee of the publication of a special magazine on the occasion of the 90th Anniversary celebrations of Co-operatives. Copies were made available for Desk Officers.
 - ☐ Mr Ramdeen stated the following improvements made at the Treasury Department:
 - Payment of pensions effected within 2-3 months following retirement.
 - Other payments which were previously taking 10-15 days had been reduced to 3-4 days.
 - Payments now made by direct debit resulting in a reduction of overtime.
 - Annual accounts prepared within 2 months.
5. The Chairman said that the Ministry of Civil Service Affairs would continue to rely on the fruitful collaboration of Desk Officers for the implementation of reform initiatives and wished all Desk Officers a happy new year.
6. The meeting ended at 14.40 hrs.

Ministry of Civil Service Affairs and
Administrative Reforms
Port Louis

30 January, 2004

Ministry of Civil Service Affairs and Administrative Reforms

Civil Service Reforms – 14th Meeting of Desk Officers

Date: 09th December 2003.

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

Ministry/Department	Name	Designation
Agriculture, Food Technology and Natural Resources	Miss J. Ramrup	Office Superintendent
Arts and Culture	Mr N.A Oozeer	Clerical Officer
Attorney General's Office	Mrs R. Anodin	Assistant Legal Secretary
Cane Planters, Millers Arbitration Control Board	Mr F. Goolamhossen	Area Superintendent
Central Informatics Bureau	-	-
Central Information Systems Division	Mr V. Boodhun	Technical Manager
Central Statistics Office	Mr D. Bahadoor	Senior Statistician
Civil Aviation	-	-
Civil Status Division	-	-
Commerce and Co-operatives (Commerce Division)	Mrs K. Hisaindee	Ag. Establishment Officer
Commerce and Co-operatives (Cooperatives Division)	Mrs K. Bhanji	Principal Assistant Secretary
Companies Division	Mrs I. Gundhooa	Senior Companies Officer
Customs and Excise	Mr C. Burzoo	Principal Customs and Excise Officer
	Mr S. Fydeen	-
Economic Development, Financial Services and Corporate Affairs	-	-
Education and Scientific Research	Mr M. Varaden	Ag. Principal Assistant Secretary
Electoral Commissioner's Office	Mrs Ng Cheong Kin	Higher Executive Officer
Employment Service	Mr A. Golamgouss	Ag. Deputy Director
Energy Services Division	Mr A.K. Herkanaidu	Senior Engineer
Environment	Mr V. Vythilingum	Personnel Officer
External Communications	-	-
Finance	-	-
Fire Services	-	-
Foreign Affairs and Regional Co-operation	Mr J.D.P Labonne	Assistant Secretary
Fisheries	Mr S. Lutchmun	Senior Personnel Officer
Government Audit Office	Mr L. Doorgakant	Chief Examiner of Accounts
Government Information Service	Mr J. Hurry	Principal Information Officer
Government Printing	-	-
Health and Quality of Life	Mr G. Gukhool	Principal Assistant Secretary

Ministry/Department	Name	Designation
Housing and Lands	Mr R. Mohideen	Assistant Secretary
Income Tax	Mrs S. Lim Kong	Assistant Commissioner
Industry and International Trade	-	-
Industry and International Trade (International Trade Div.)	Mrs S. Ramsaha	Establishment Officer
Information Technology and Telecommunications	Mrs. B. F. Abdool Raman Ahmed	Assistant Secretary
Judicial	Mr P. Veeraragoo	Director, Court Services
Labour and Industrial Relations	Mrs P. Seetohul	Establishment Officer
Large Taxpayer	Mr P. Ramphul	Assistant Commissioner
Local Government and Rodrigues	Mr R. Rambhujun	Assistant Secretary
Local Government and Rodrigues (Rodrigues Division)	Mrs D. Emrith	Executive Officer
Local Government and Rodrigues (National Development Unit)	Mr M.A Joomun	Assistant Secretary
Local Government Service Commission	Mr B. Padaruth	Assistant Secretary
Management Audit Bureau	Mrs S.Y. Ho Fong	Principal Financial and Management Analyst
Mauritius Prisons Service	Mrs M. Bayaram	Superintendent of Prisons
Meteorological Services	-	-
National Archives	Mr R. Chung Sam Wan	Acting Deputy Director
National Transport Authority	Mr T.E.K. Loeng Lin	Principal Road Transport Inspector
Office of the President	Mr R. Appanah	Higher Executive Officer
Ombudsman's Office	-	-
Pay Research Bureau	-	-
Permanent Arbitration Tribunal	Mrs R. Mosaheb	Higher Executive Officer
Passport and Immigration Office	Mr K. Appadu	Police Inspector
Police	Mr S. Purhooa	Police Sergeant
Prime Minister's Office	Mr R. Munisamy	Higher Executive Officer
Public Infrastructure, Land Transport and Shipping	Mrs R. Ramoth	Executive Officer
Public Infrastructure, Land Transport and Shipping (Land Transport Division)	-	-
Public Utilities	Mrs R.D. Bungaree	Establishment Officer
Registrar-General	Mr. R. Goorayah	Assistant Registrar-General
Revenue Authority	Ms M. Lallmahomed	Senior Financial and Management Analyst
Rodrigues Regional Assembly	Mrs S.D. Benyett	Senior Personnel Officer
Social Security, National Solidarity and Senior Citizens Welfare	Mr R. Brojolall	Assistant Secretary
Tourism	Mr R. Amourdon	Assistant Secretary

Ministry/Department	Name	Designation
Training, Skills Development, Employment and Productivity	Mr D. Moonegan	Executive Officer
Treasury	Mr S. Ramdeen	Ag. Deputy Accountant General
Valuation	-	-
Value Added Tax	Mr H. Bholah	Assistant Commissioner
Women's Rights, Child Development and Family Welfare	Mrs B. Payneeandy	Assistant Secretary
Youth and Sports	-	-