



# Update

A Public Sector Newsletter

...a professional public service committed to excellence

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## 10<sup>th</sup> Forum of Commonwealth Heads of African Public Service

**GABORONE, BOTSWANA**  
23<sup>rd</sup> to 26<sup>th</sup> July 2013



**SUPPLEMENT:**  
*Special Issue*  
**Public Service  
Excellence  
Award 2012**

**Interview:**

**Raj Dussoye**  
as Chairman of the panel  
of juries PSEA 2012

**Launching of Publication on**  
**“Understanding Performance  
Appraisal Forms and Performance  
Improvement Plans”**

**Establishment of an  
Institutional Framework  
to steer reforms in the  
Public Service**





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# Establishment of an Institutional Framework to Steer Reforms in the Public Service

Since Independence our Civil Service has diligently and relentlessly served the government of the day and it has been instrumental in the process of nation building. We need to continue on this path to make of the Civil Service a powerful instrument for the implementation of government policies.

**It is in this endeavour and with a view to re-engineer the reform agenda for a more efficient and effective public service, Government has approved the Establishment of an Institutional Framework.**



The framework proposes:-

(i) The establishment of a Strategic Policy Unit at the Prime Minister’s Office, to act as a specialised think tank for Government for reforms policy to improve long term development strategies. The Strategic Policy Unit will be responsible for building a cohesive policy framework aligning specific sectorial needs within the holistic set of national priorities.

(ii) The setting up of a Reforms Steering Council at the Ministry of Civil Service and Administrative Reforms in order to ensure timely implementation of change management and improvement programmes in the public sector.

(iii) The Setting up of the Public Sector Re-engineering Bureau at the Ministry of Civil Service and Administrative Reforms to better coordinate action and to secure the commitment of all stakeholders in the whole

process. The Bureau will, inter-alia, be responsible to spearhead reforms, tackle change management issues, focus on improvement programmes and restructuring of the public sector, in line with the policy orientation of the Strategic Policy Unit. It will also monitor and supervise the planning and implementation of reforms initiatives in Ministries and Departments.

(iv) The putting up of Reforms Cells in each Ministry/ Departments Parastatal/ Local Authority to monitor performance indicators and facilitate the implementation of reforms.



# Public Service in Commonwealth Africa countries



**Strong and effective public service is crucial to facilitating achievement of national development goals, says Deputy Secretary-General Masire-Mwamba**

**Heads of public service from 19 Commonwealth Africa countries met in Gaborone, Botswana, to explore ways of improving the interaction between politics and public service to foster sustainable development in their countries.**

Mauritius was represented by the Senior Chief Executive of the Ministry of Civil Service and Administrative Reforms, Mr. Sateev Seebaluck.

The meeting from 23 to 26 July 2013 marks the tenth anniversary of the Forum of Commonwealth Heads of African Public Service. The Commonwealth Secretariat's Governance and Institutional Development Division initiated the forum, which has run every year since 2004. Its objective is to bring together public service leaders to dialogue, network and share best practices on contemporary issues in public sector management and service delivery.

The meeting in Gaborone opened with a keynote speech from Vice President Ponatshego Kedikilwe of Botswana and

remarks by Commonwealth Deputy Secretary-General Mmasekgoa Masire-Mwamba.

This year's forum is being held under the theme: 'Improving the Political-Administrative Interface to Achieve Sustainable Development'.

In her opening remarks, Mrs Masire-Mwamba said that a strong and effective public service is crucial to facilitating achievement of national development goals.

"The theme of this year's forum is important, particularly now as the world is awakening to Africa's potential for economic prosperity. We need to demonstrate we are doing our part to realise this potential and are committed to moving our countries from poverty to prosperity," she said.

The Deputy Secretary-General pointed out that development is not just a technical process - it is also a political process.

"Development requires good politics, an effective public service and a robust civil society that work in synergy to support the national development agenda."

She said that for sustainable development to be achieved in Africa, politicians, public sector leaders and leaders from other sectors, have to work in

collaboration for the common good.

"Many African countries have been experiencing challenges in reducing poverty, improving literacy rates, improving health care and achieving many other development priorities, not only because of limited resources, but sometimes because of inadequate collaboration between politicians and public servants in ensuring that national development priorities are achieved. In addition, for development to take place, public servants who are the technical experts have the responsibility to provide professional and honest advice to politicians with integrity," she added.

The meeting has drawn participants from Botswana, Cameroon, The Gambia, Ghana, Kenya, Lesotho, Malawi, Mauritius, Mozambique, Namibia, Nigeria, Rwanda, Seychelles, Sierra Leone, South Africa, Swaziland, Tanzania, Uganda and Zambia.

***Mauritius will host the 11th Commonwealth African Heads of Public Services Forum next year on the theme "E-Government for inclusive and sustainable development"***

# Launching of Publication on “Understanding Performance Appraisal Forms and Performance Improvement Plans”



*Launching of the Performance Management System Booklet*

*From left to right: Mr S. Seebaluck, Senior Chief Executive, Hon. S. Moutia, Minister of Civil Service and Administrative Reforms, Mr A.K. Hoolass, Permanent Secretary.*

**A publication on “Understanding Performance Appraisal Forms and Performance Improvement Plans” was officially launched on 19 March 2013 by the Honourable Minister of Civil Service and Administrative Reforms at Domaine Les Pailles in the presence of several Heads of Ministries, Technical Heads of Departments and Trade Union leaders.**

As from the beginning of this year, the Performance Appraisal Forms (PAFs) developed under the Performance Management System (PMS) are being used as the official instrument for assessing and reporting on individual performance in the civil service. In that context, the appraisal forms and inherent processes have been reviewed and streamlined to make them simpler, more user-friendly and more adaptable to the exigencies of the service.

Three sets of forms have thus been designed to cater for different categories of public officers, a Performance Improvement Plan (PIP)

introduced for facilitating the monitoring of under-performance and a handbook published to ease the understanding and proper filling of PAFs by public officers in Ministries and Departments.

In his speech, the Minister stressed that a change in mindset is necessary for shifting from the traditional transactional management model to a more strategic approach. According to him the PMS is arguably the boldest initiative being taken among a series of reforms processes over the past ten years undertaken by the ministry.

He also pointed out that officers

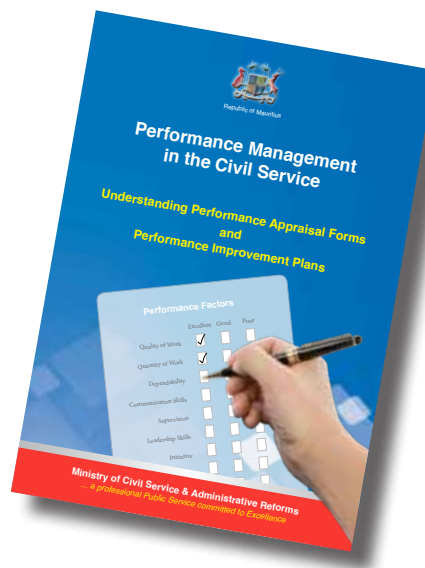
in the Human Resource cadre have a defining role to play in making the system work. They are expected to be the pace-setters of reforms in the civil service and their entire commitment, determination and professionalism are crucial for the smooth implementation of the change process. The Minister remained confident that during the course of this year, the PMS will be extended to cover top management of Ministries and organisational performance as well, while the Human Resource Management Information System and the Civil Service College will ultimately support and strengthen the PMS.

The launching ceremony was followed by a power point presentation cum explanatory session conducted by Mr D.Jannoo, HRMO, on the components of the new PAFs and the different processes involved. A group of 90 HR Managers/ Asst HR Managers and Facilitators responsible for implementing the project in

Ministries/Departments were in attendance. Participants were enlightened on the objectives of the review exercise which were not limited only to the design of user-friendly forms, but also dealt with the capture of critical elements of individual performance which would serve as valuable inputs in important decision-

progression, policy formulation with respect to training and grant of increment and the management of organizational performance as a whole.

Finally Mr. K.Lotun, Director HR Management, addressed the participants on the role and functions devolving on the HR cadre to ensure the successful implementation of the project. Apart from operationalisation issues, the Director stressed on the full commitment, motivation and seriousness of purpose that should drive officers in that cadre, bearing in mind that while performance management is the responsibility of all line managers and supervisors, HR people have a conspicuous role in ensuring the proper management of the system.



making processes pertaining to self-development of public officers, their career





# United Nations Public Service Day and the Africa Public Service Day on Sunday 23 June 2013

## Message of the Hon. Sutyadeo Moutia, Minister of Civil Service and Administrative Reforms



**On the 23rd of June of every year the world pays tribute to the Public Service as we celebrate both the “United Nations Public Service Day” and the “Africa Public Service Day”.**

Celebration of this Day in Mauritius marks and recognises the efforts and determination of the public service to unflinchingly support and implement government policies towards modernisation of the republic. From the overcrowded baracoon of V.S Naipaul to the

doomsday predicted by Meade and Titmuss, Mauritius gained the reputation of proving Nobel laureates wrong by remaining the paradise described by Mark Twain. The Public Service in Mauritius had a critical role to play in this process.



The premise that the civil service is oversized and over-bloated is no longer correct. In reality the civil service can be said to be undersized as when measured in terms of the level of development in the country. Mauritius has succeeded to overcome the challenges of development and still remains afloat, even if it is a small island state, in the midst of the rough seas of world economic and financial turmoil. This is one country which had attained a level of economic growth of 5.8 % (2007). This has been possible only because Government has, through its human resource policies, been able to retain the best brains in the public service that could gauge and deliver on the needs of the country. We are proud to have qualified, dedicated and competent officers at all echelons of the civil service.

My Ministry recognises that mindset, policies, methods etc., have to be dynamic and evolve with the rapid changes occurring in the world economic order, or should we say, disorder! To this end, we have put underway a battery of civil service reforms in spite of the fact that the scarce resources we dispose of have to be equitably shared between pursuing policy goals and the critical challenges confronting the civil service. These two are not mutually exclusive.

In view of the paradigm shifts, the reforms that we are undertaking is based on a long term perspective with a more integrated, effective and qualitative civil service that has both intelligence and integrity. It is my view that the Performance Management System (PMS) that has replaced the obsolete confidential reporting formula serves this purpose rightfully.

The PMS ensures that objectives to be achieved by the organisation are clearly communicated to each delivery unit and to all employees. This gives a sense of direction that harnesses the efforts of each and everyone towards common goals set. The strategic plan defines the objectives, Key Result Areas and Key Performance Indicators for the organisation and the employees concerned. This allows the organisational performance and achievements to be measured and reviewed, in order to address effectively new and emerging challenges.

Reforms for modernisation are also about building new competencies. My Ministry has placed as its top priority the Civil Service College, Mauritius which will provide capacity in new and necessary competencies such as technical/ analytical skills, knowledge of e-Government, comparative public policy analysis,

psychology of change and integration and diversity. Of course, we never forget the other public service employees who deliver at all levels of the public service to support and enhance quality of service. The Civil Service College, Mauritius as well as the Training Unit of the Ministry of Civil Service and Administrative Reforms will continue to cater for their training requirements.

In the end, we are slowly but surely moving towards the perfect Public Service that is citizen centric, ethics abiding and performance oriented. On this special day, allow me to convey my best wishes to one and all. Let it be not only a day of recognition and celebration, but one of reflection, as well, that will steer us on the path of reforms and the road to excellence.

I take this opportunity to commend each and every person employed in and connected with the public service for the good work done and I invite you all to continue working in the same spirit and strive for greater impact in this important mission of building the Mauritian Nation and a better life for all.

## In this interview Mr. Raj Dussoye speaks about his appreciation of the Public Service

### 1. As Chairman of Panel of Juries of Public Service Excellence Award 2012, what would be your definition of 'Excellence' and how it adds to and affects the value chain in an organization?

In my experience, there is only one criterion for defining excellence and that is, how much you meet or exceed customer expectations.

We need not forget that whatever product we sell or service we provide, has as ultimate destination, a customer at end point. It is only when that customer is delighted that we can say we are reaching excellence.

The 'Customer delight' model of excellence rests on 3 pillars.

#### 1) Excellence in Relationship Management

Being close to your customer to understand or better anticipate their needs and strive to meet those needs. It's having the customer always on your mind at everything you do.

#### 2) Operational Excellence

Having operational processes that are aligned with customer

expectations – waiting time, time to deal with a file, approvals, amongst others. It means constantly relooking of all your business processes, streamlining them, re-engineering them for alignment. One of the key factors in operational excellence is measuring process output against expectations ( called standards ) and constantly looking at improving them.

#### 3) Risk Management

This is the 'middle' part of management. Processes need to take into account the degree of risk involved, the potential loss in the event that the risk materialises within the risk appetite acceptable to the organization. While this is easier in a product environment, complexities arise in a service environment, for example, in government services. Risk culture has to be well encoded in the DNA of the organisation and believe me, it takes a long time to achieve.

### 2. How do you reconcile 'excellence' and the theme of the PSEA 2012, "Innovation and Citizens Engagement in Service Delivery"?

## "THE PUBLIC CAPABILITY BUILDING

As normal human beings, we quickly get used to 'status quo' and become bored about it. As customers, we like fresh and enjoyable experiences wherever we go – this is why we are always attracted to new "things". In the service business, "new" could mean a new physical premises, a new way of doing things or even a new service; This implies either a product/service innovation or a process innovation to increase customer convenience. As said earlier, "excellence lies in the eyes of the customer".

Innovation is a sure way to win a client's heart. However it cannot be innovation for innovation sake only. Again alignment to customer needs is key to excellence.

In service delivery process, the customer is part and parcel of almost the whole process. The customer as a human being cannot be ignored. But many of us unfortunately fail to see it this way. Human beings love to be actively involved rather than sitting as passive spectators. This is why supporters shout and push their football team, actively engaging themselves in a match, even outside the

## Interview

**Raj Dussoye, Chief Executive Officer of Bank One  
CHAIRMAN OF THE PUBLIC SERVICE EXCELLENCE AWARD**

**SECTOR WILL CONTINUE TO BE THE TARGET FOR CRITICISM.  
BECOMES VERY IMPORTANT TO MEET THESE COMPLEXITIES”**



field . Similarly, when we look at various services – hospitals, schools, ministries - the more we involve “the customers” the better engaged they will be, the easier, we can satisfy them. It’s a sure way to “win” them over.

**3. A culture of excellence throughout the public service, as being aimed at through the PSEA, will become a reality with a higher degree of commitment and engagement on the part of public officers in general. According to you, what new elements could be added to**

**the current scheme so as to create positive impact on the delivery of high quality services?**

Having visited different ministries and departments, it seems to me that the competition is not among equals. There are larger departments with much more resources at hand and smaller departments with hardly any resource except their goodwill.

This creates quite some frustrations (which we came across during our visits) which may quickly make participants

lose confidence in the PSEA as a positive motivator.

The panel of Jury, is suggesting that for the future , prizes be offered in 3 categories namely:

1. Large Department
2. Medium Department
3. Small Department

And an Overall winner

It is up to the Ministry of Civil Service and Administrative Reforms to come up with a definition of size. There will be then a competition amongst equals, which I am sure, will be a major booster.





**4. Following the exposure and close contacts you had during site visits and working sessions in the course of assessment of various units and departments for the PSEA 2012, do you see the civil service differently?**

Yes, definitely yes. Frankly, I never thought certain ministries/ departments capable of strategic thinking. Yet I have seen missions, visions and strategic intents of certain participants of really good standard.

Also, I came across a lot of “bonne volonté” from many quarters. The civil servants are called to perform and deliver with whatever means they have. I have seen people going beyond call of normal duty and joining into a project, without asking anything in return except for recognition. It’s a pity that the public is not made aware of all this.

Public servants crave for recognition especially from their customers – the general public. Something has to be done about it. There has been too much of public service bashing which creates a negative bias against

the public service at large. I am not saying that there are no “brebis galeuses” but the vast majority is pushing to excel.

The process needs to be facilitated for them, somehow.

**5. What will be the challenges facing the public sector in the years to come.**

Everywhere, issues are becoming more complex; customers’ expectations and standards are rising; the public sector will continue to be the target for criticism. Capability building becomes very important to meet these complexities. Training abroad and transferring those skills locally, will have to be encouraged. If not, we will need to bring in external trainers to reach as many people as we can. In the private sector, training is perceived as an important motivation tool. I am sure ,it cannot be different in the public sector. In some sectors monetary incentive may be required to attract the right talent.

The drive for effectiveness (doing right things) and

efficiency (doing things right) will be a continuous battle. Processes have to be rethought again and again and simplified to reach the customer as fast as possible and at the same time, drawing on less resources. This is where technology helps. The civil service is in dire need of a major technological revolution to redo its image. The public service will continue to be called to deliver “more with less”.

The last one is mindset and work culture. Unless the whole public service adopts a “customer-centric” culture, criticism will continue. There is much to be done in terms of “soft skills” enhancement – attitude, manner of speech – to address the public and colleagues, which I have seen already being implemented in some department. Again it requires another revolution – a “soft” revolution.

In conclusion, I believe that the public service is doing well, contrary to criticism from traditional quarters , but a lot remains to be done. I am happy to note that steps have been initiated in the right direction.

# 18 ministères et départements bénéficient du “Work Enhancement Programme”

**Le gouvernement tient à cœur le bien-être des fonctionnaires. Une de ses priorités est l'aspect sécurité et santé au travail et pour atteindre ce but une enveloppe financière conséquente est mise à la disposition des ministères.**

A ce jour 18 ministères et départements ont pu bénéficier du work enhancement programme une initiative lancée en 2011. En effet une enveloppe financière de Rs 30 millions provenant des fonds du Ministère des Finances a été mis à la disposition du Ministère de la Fonction Publique et des Réformes Administratives afin d'améliorer l'environnement de travail des fonctionnaires.

Toutefois, il y a encore de nombreux ministères et départements qui n'ont pas pu profiter de cette facilité financière. Il a fallu la tenue de plusieurs réunions afin de décanter la situation. Une fois de plus le Ministère de la Fonction Publique et des Réformes Administratives a su amener des changements dans l'ensemble de l'administration tout en innovant au niveau du financement. Même avec une situation économique difficile le gouvernement a su améliorer l'environnement de travail des fonctionnaires.

L'aspect « safety and health » n'a pas toujours été une priorité. Le pays se concentrait sur le développement économique délaissant le facteur humain. Il y avait toutefois nul besoin de s'occuper de cet aspect,

car la législation elle-même préconisait que l'emploi d'un agent de santé et de sécurité soit obligatoire pour le secteur privé, mais pas pour le gouvernement.

Toutefois pour pallier à ce manquement et afin d'améliorer les conditions de travail des fonctionnaires, une cellule est créée en 1999 : « l'occupational safety and health unit ». A l'époque cette unité comprend trois personnes et a pour but de faire l'éducation et de conseiller les cadres du gouvernement sur l'implémentation, la gestion et la bonne gouvernance en matière de santé et sécurité au travail. Malgré, la bonne volonté du gouvernement et le dynamisme des ces officiers, l'unité n'atteindra pas sa vitesse de croisière, en raison d'un manque d'effectif et de formation. De plus, par un manque de culture et un manque d'intérêt, certains avançaient souvent qu'il n'y avait pas assez de financement pour ce luxe de qui est quand même une nécessité.

Avec la promulgation de la nouvelle loi qui stipule que le gouvernement doit aussi se plier aux exigences de l'« Occupational Safety and Health Act 2005 », plusieurs officiers

furent recrutés au fil des années pour prêter main-forte. Il faut rappeler que quand on parle de santé et de sécurité au travail, cela équivaut à une source de financement additionnelle. De ce fait, de nombreux rapports de recommandations

joliment rédigés par les « safety and health officers » furent oubliés dans les tiroirs, avant que l'aspect sécurité et santé au travail ne devienne une priorité.

## Work Enhancement Programme

**Ce projet a été très bien accueilli dans plusieurs ministères tels que;**

- ❖ Ministère des Infrastructures publiques, de la National Développement Unit, des Transports routiers et de la marine
- ❖ Ministère des Affaires étrangères, de l'Intégration régionale et du Commerce International
- ❖ Ministère du Logement et des Terres
- ❖ Ministère de l'Éducation et des Ressources humaines
- ❖ Ministère de l'Agro-Industrie et de la Sécurité alimentaire
- ❖ Ministère de l'Environnement et du Développement durable
- ❖ Ministère de l'Éducation tertiaire, de la Science, de la Recherche et de la Technologie
- ❖ Ministère des Collectivités locales et des Iles
- ❖ Département de l'Aviation civile
- ❖ La force policière
- ❖ Ministère du Travail, des Relations industrielles et de l'Emploi
- ❖ Bureau de l'Attorney General
- ❖ Ministère du Tourisme et des Loisirs
- ❖ Ministère de la Santé et de la Qualité de la vie
- ❖ Ministère de l'Industrie, du Commerce et de la Protection des consommateurs
- ❖ Ministère de l'Intégration sociale et de l'Empowerment économique
- ❖ Ministère du Business, des Entreprises et des Coopératives
- ❖ Ministère de l'Égalité des genres, du Développement de l'enfant et du Bien-être de la famille



# New Customer Service Counter at the Mauritius Prison Services

**A Prison Customer Service Counter was inaugurated on 16 May 2013 by the Minister of Civil Service and Administrative Reforms, Mr Sutyadeo Moutia, at the Prisons Training School in Beau Bassin.**

The Customer Service Counter which has also as facility an Electronic Ticketing Machine for visitors, funded by the Ministry of Civil Service and Administrative Reforms, is in line with the Mauritius Prison Services' (MPS) vision which is to improve its services for external visitors. With the coming into operation of the Electronic Ticketing Machine (ETM), the MPS has substituted the traditional way of calling visitors by name or by number which ensures a first come first serve basis and preserves the identity of the visitors. Through the ETM, the MPS can also impart information to families electronically which is a totally new concept to give update information to visitors.

On the same occasion, the Mauritius Prisons Services launched its customer charter in a bid to reiterate its commitment to providing quality service to its customers and a two-half day training programme on Customer Care for some 20 prisons officers. The aim is to equip these officers with the appropriate skills and the necessary knowledge and attitudes to deliver their duties with diligence.

In his opening address, the Minister of Civil Service and Administrative Reforms, Mr Sutyadeo Moutia, lauded the initiative of the MPS to provide a better service delivery to both internal and external customers in addition to a



focused training programme for its staff. According to Mr Moutia, staff of the Prisons Department is expected to have additional skills apart from their job-specific skills that they have acquired during their training upon recruitment. Training and development have grown into a very important human resource function of organisations, he said, while adding that no organisation can afford to fail in customer care.

Minister Moutia recalled that to support the upgrading/modernisation of the Customer Counter Services scheme, an amount to the tune of Rs 2.2 million have so far been spent to fund some 13 projects in different ministries.

For his part, the Commissioner of Prisons, Mr Jean Bruneau, explained the rationale of improving the Customer Counter Services, which he said is a necessity as the MPS

strongly believes in family values and spares no effort to promote family visits. On this score, Mr Bruneau said that the MPS will continue to gear its efforts towards making the experience of visitors of detainees more pleasant. According to him, these visits give moral support to detainees and strengthen family bonds, which is an important asset in the rehabilitation process of the detainees.



## Questions à...

### **Dev Ruhee, Chairman du Public Officers Welfare Council (POWC) :**

## **« Le gouvernement reconnaît l'importance d'un bon équilibre entre vie familiale et professionnelle »**

**Cela fait six mois que la Civil Service House, un lieu orienté vers la détente et les loisirs qui est destiné aux fonctionnaires, a été inauguré. Comment cela a-t-il été accueilli?**

Avec enthousiasme ! Les nouvelles activités proposées telles le yoga, le taïchi et le zumba ont séduit bon nombre des 53 000 fonctionnaires que le gouvernement emploie. Si bien que le Civil Service House est maintenant ouvert jusqu'à 20 heures en jour de semaine y compris les week-ends. D'autre part ce centre a pour vocation d'abriter les conférences et autres ateliers de travail des différentes Staffs Welfare Associations. Et s'il y a la demande, nous avons aussi la possibilité d'organiser des get together. De plus, nous pensons étoffer notre salle de gym avec des appareils de remise en forme additionnels pour permettre à davantage de salariés de s'adonner à des exercices physiques. Je dois ajouter que le gouvernement reconnaît l'importance d'un bon équilibre entre vie familiale et professionnelle et c'est pour cette raison que ce lieu nous a été confié. Dans cette

optique nous avons également soumis comme projet la mise sur pied d'une cantine pour les fonctionnaires à Port Louis. Autre projet nouvellement lancé, le Health check-up organisé avec le concours du ministère de la Santé et qui a déjà touché 8000 fonctionnaires.

**La POWC a récemment fêté ses 20 ans. Au delà des activités qu'elle propose aux fonctionnaires quelle a été son impact dans la vie des officiers?**

Au fil des ans il y a eu une demande croissante pour les activités que nous essayons de satisfaire. Là je dois rendre hommage à notre personnel composé de cinq officiers qui se donne corps et âme pour l'organisation de ces activités. Outre les tournois sportifs organisés sur une base régulière l'offre s'est enrichie par des excursions dans les îles avoisinantes, les sorties à la découverte du pays, des séjours à l'hôtel, des compétitions culinaires entre autres. C'est vrai qu'en mettant sur pied ces sorties et autres activités il s'agit d'aller au de-là du simple

plaisir d'être ensemble. Outre les aspects conviviaux de ces types d'événements, force est de constater que ces derniers ont un impact certain sur la cohésion sociale. Les sorties organisées destinées aux familles favorise les échanges intergénérationnels et le rapprochement des personnes issues de différentes couches sociales.

**Vous évoquiez au début de l'année des difficultés rencontrées pour l'organisation de la Kermesse annuelle des fonctionnaires. Quelle solution envisagez-vous?**

Nous avons des contraintes budgétaires. Une somme de Rs 2,7 millions est alloué pour l'organisation de la Kermesse. Cela n'est pas suffisant. Nous envisageons des solutions en consultation avec les ministères et la première serait de rendre l'entrée payable et de réclamer une nominal fee pour les étals occupés par les différentes Staff Welfare Associations. Le parrainage de l'événement par des compagnies privées est quelque chose que nous avons commencé à faire.



**L'un des mandats de la POWC est de conseiller le ministre de tutelle quant aux questions relatives au bien-être des fonctionnaires. Sutjadeo Moutia, le ministre de la Fonction Publique et des Reformes Administratives vous accorde-t-il une oreille attentive?**

Oui certainement, nous avons d'excellentes relations avec le ministre Sutjadeo Moutia. Il est à l'écoute de la POWC. D'ailleurs, il se fait un devoir d'être à nos côtés pour les fonctions organisées par la POWC. Il va à la rencontre des fonctionnaires et de leurs familles, il leur parle. Il accorde toute l'importance qu'il faut au

bon équilibre entre vie familiale et professionnelle. Je pense que le bien-être des employés lui tient très à cœur.

*Bindu Boyjoo*



# Human Resource Development Division

## Training programmes for 2013



**As in the previous years, the Human Resource Development Division of the Ministry of Civil Service and Administrative Reforms has sustained its efforts at building the capacity of the Government workforce in view of raising the level of professionalism and improving service delivery in the public sector.**

On the basis of a demand driven approach, various job related to general training programmes have been mounted and organised for employees from across the whole civil service and from various grades.

Some public officers are also benefitting from scholarships and courses offered by foreign

countries and from Government sponsorships on a cost sharing basis.

Some of the training programs organised by the Ministry of Civil Service and Administrative Reforms since January 2013:-

## 1. TRAINING IN CUSTOMER CARE AND SERVICE DELIVERY FOR PRISONS OFFICERS

During a 2-half day training programme on Customer Care and Service Delivery Prisons Officers of different grades were equipped with the necessary skills and competencies to be more customer oriented and to develop more effective communication skills and better interpersonal relationships with both their internal and external customers and other stakeholders.

The training programme was mounted by the Ministry of Civil Service and Administrative

Reforms and organised with the collaboration of the Mauritius Prisons Service. The resource persons/facilitators were Professor Ved Prakash Torul, President of the Commission for Conciliation and Mediation and Mrs Rachel Ng Weng Kwang, HR and Training Practitioner at Arning Co. Ltd.

The training programme, held in May 2013, was opened by the Hon. Minister S. Moutia following his visit of the upgraded Prisons Counters which is a project funded by the Administrative Reforms Unit of the Ministry of Civil Service and Administrative Reforms in the context of improvement of Counter Services.





## 2. TRAINING PROGRAMME FOR OFFICE MANAGEMENT EXECUTIVES AND HIGHER EXECUTIVE OFFICERS

The Human Resource Development Division organised a training programme for eleven Office Management Executives (OMEs) and 26 Higher Executives Officers (HEOs) in April and May 2013.

The objective of the course were primarily:

- to equip OMEs and HEOs with the supervisory skills and core competencies required for successful execution of their tasks; and
- to help them develop the right mindset to be able to adapt to different working conditions.

The topics covered were:

- The Human Side of Change
- Interpersonal and Communication Skills
- Occupational Safety and Health Management in the Civil Service

- Integrity Enhancement in the Public Service
- Government Major Projects
  - Maurice Ile Durable(MID)
  - Performance Management
  - Human Resource Management Information System (HRMIS)
- Assets Management
- Events Management
- Team Building and Motivation
- Writing Skills (briefs, speeches, reports, etc)
- Financial Management, Programme Based Budgeting and Budget Monitoring
- Procurement in the Public Sector and Overview of the Public Procurement Act
- Ingredients for Successful Office Management and Supervision





### 3. 2 HALF-DAY ADVANCED TRAINING FOR EXCEL

**190 Word Processing Operators from different Ministries/Departments were provided with a 2 half-day Advanced Training on Excel from January to April 2013 in the Ministry's Computer Lab.**

The training aimed at enhancing the knowledge of participants, exposing them to advanced applications of Excel:-

- to enable them to accomplish complex tasks in Excel, in formatting of cell/worksheet/workbook, filtering and sorting data, creating charts and graphs, working with functions/formulas, data analysis tools, working with macro-recording and inserting drawing objects and enhancing their knowledge; and
- providing them with hands-on practice on spreadsheet.

Based on feedback received from the participants it is noted that, on the whole, they highly appreciated the training programme and the Resource Persons. They found the sessions interesting, relevant to their day-to-day duties and very beneficial for them and their organisation as the knowledge and skills acquired will improve their performance at work.

This training course has resumed in June 2013 for the benefit of a further 113 Word Processing Operators.



#### 4. A 2-DAY CUSTOMIZED TRAINING PROGRAMME FOR DRIVERS

The Ministry in collaboration with the Very Important Persons Security Unit (VIPSU) of the Mauritius Police Force organised a 2-day customized Training Programme for drivers attached to high public officials in May and June 2013 at the VIPSU Headquarters.

The objectives of the course were to:

- enhance the personal effectiveness of drivers in the discharge of their duties;
- groom them in reception duties, good stewardship and passenger care; and
- get them acquainted with practical

security and preventive driving techniques.

Mr. Sahid Badhur, Driver at the Ministry of Foreign Affairs, Regional Integration and International Trade (International Trade Division), expressed his appreciation of the course in the following terms: *"I have been trained about driving with all the necessary skills with full confidence which will improve my driving ability. I also learned how to drive more carefully to ensure the security of a VIP, my passengers and myself."*





## 5. 2-DAY TRAINING PROGRAMME FOR REGISTRY STAFF

A 2-day training programme for a first batch of 35 officers in charge of the Registry was held in June 2013.

The objectives of the course were primarily:

- to provide the Registry Staff with the required principles, procedures and practical hints for the successful execution of their tasks; and
- to help officers develop an efficient, effective and proactive approach to Registry management.

The topics covered were:

- Role and Functions of Registry within the Management Information System
- Registry Management and Supervision
- Security consciousness
- Integrity Enhancement in the Public Service
- An overview of the Computerized Registry System
- Registry Procedures and Practical Hints

In an interactive session participants were given the opportunity to discuss on various problems faced by Registry Staff and propose solutions and measures for improvement.



## 6. INDUCTION COURSE FOR NEWLY APPOINTED GENERAL SERVICES EXECUTIVES (restyled as Office Management Assistant following publication of EOAC)

133 Newly Appointed General Services Executives have followed a 3-day Induction Course in January to February 2013. The course was conducted in the Lecture Room of the Ministry of Civil Service and Administrative Reforms, at Fooks House.

The objectives of the course were to:

- sensitize the newly appointed General Services Executives on their role and functions;
- to help them develop the right mindset and proper attitude to perform their job with a customer centered and performance oriented approach; and
- to equip them with the necessary skills to supervise their subordinates and lead a small team.

The participants and trainers have expressed their satisfaction regarding the course contents and administrative support.





## 7. AWARD COURSE FOR OFFICE CLERKS

The Award Course for Office Clerks is one among the recommendations made by the PRB in its 2013 Report. The Award Course has been mounted in collaboration with the University of Technology, Mauritius (UTM), with a view to acquainting the Office Clerks with the office management techniques and trends in the Public Sector.



Emphasis was laid on the acquaintance with the finance and procurement principles and procedures as well as the importance of customer care and quality service delivery. This course will no doubt promote and support far-reaching changes in the public service, enhance accountability and foster customer centric philosophy.

Objectives of the programme was:

- Ensuring the professional development of learners in their present and future roles;
  - Providing learners with an understanding of communication in the institutions;
  - Nurturing and developing effective inter-
- personal and communication skills in the civil service;
  - Understanding the basic of IT skills at organizational level;
  - Fostering professionalism, effective handling of confidential information and files, and advanced administrative skills; and
  - Understanding and valuing the importance of administrative reforms in the civil service and to promote its implementation.

This Award Course in Basic Office Administration was launched on Thursday 01 August 2013 in the presence of the Hon Minister, Satyadeo Moutia, at the UTM.

The Minister also pointed out that *"Office Management and Effective Administration Skills is an exciting and interactive programme. This training programme has been designed to provide you Office Clerks the opportunity to review and develop the interpersonal and professional skills you need to do your jobs effectively - thereby contributing to your own, your Supervisor's*

*and your organisation's success. The course identifies and examines the key components of the role and within each element .It builds up a range of approaches and techniques for operating an efficient office or support team"*

The Hon Minister also seized the opportunity to put on record the synergistic efforts of the Ministry of Civil Service and Administrative Reforms and the UTM, in the overall human resource development and capacity building in the public sector.



## 8. INDUCTION COURSE FOR GENERAL SERVICES OFFICERS (restyled as Management Support Officers following publication of EOAC)

29 newly recruited General Services Officers followed a 5-day Induction Course in January 2013. The course was conducted by the Human Resource Development Division in its Lecture Room at Fooks House.

The objectives of the course were to:

- provide necessary guidance to the newly recruited Officers at the start of their career in the Public Service;
- provide them with the basic knowledge, skills and attitudes required; and
- sensitize them on the importance of ethics and the need for the appropriate code of conduct in the Public Service.

These new recruits expressed their appreciation of this formal induction course that would equip and help them to adapt to the environment and demands of the public service and perform at higher levels.

## 9. ORIENTATION PROGRAMME FOR NEWLY APPOINTED SENIOR OFFICE CARE ATTENDANTS

In a two-day Orientation Programme held in March 2013, 36 Senior Office Care Attendants were given the necessary training to:

- understand their role and responsibilities in their new post and
- develop the right mindset and positive attitude to enable them to adopt a performance oriented approach.

They were sensitized on effective interpersonal and communication skills.

## 10. NEW COURSES

New courses in the pipeline are: Award Course for Office Clerks, Training in First Aid for Drivers 'Elaboration of Customer/Citizens Charters, Drafting of schemes of service.

## 11. SPONSORSHIPS AND SCHOLARSHIPS AWARDED BY FOREIGN COUNTRIES

1. Nominations are under process for the Master Program in International relations at the China Foreign Affairs University, for six Training programmes to be held in India for the year 2013-2014 and for the L'ENA Course sponsored by France.
2. One nominee attended a seminar held from 16 to 30 May 2013 in China.

## 12. SPONSORSHIP SCHEME FOR POST GRADUATE COURSES

The Human Resource Development Division has received 76 applications from public officers under the Sponsorship Scheme for post graduate courses, part-time or through distance learning. 55 applications have already been processed and approved by Management.

## 13. AUSTRALIA AWARDS - PROMOTING DEVELOPMENT IN AFRICA THROUGH EDUCATION AND TRAINING.

**Australia Awards is an Australian Government Initiative promoting development in Africa by awarding eligible African professionals with scholarships and fellowships to study at Australian universities and other training institutions. The Awards demonstrate Australian Government's commitment to creating lasting social and economic impacts that focuses on long-term mutual benefits for Australia and partner countries.**



Scholarship Awards are long term, Masters level studies up to 2 years duration, offered to Mauritians in the following disciplines:

- Natural Resources Management (including Environment, Climate Change, Urban Water Management)
- Public Policy (including National and Municipal public policy, Finance Management, Public Sector Reform, Public Private Partnerships, Trade and International Diplomacy)

Currently there are 13 Australia Awards Scholarship recipients from Mauritians studying at some of Australia's most prestigious universities. They are studying a wide range of courses such as Masters of Urban and Regional Planning, Masters of Public Policy and Management and Masters of Agricultural Studies.

### Africa Fellowships

Short term training is also offered through Australia Awards - Africa Fellowships. These are short term courses up to 3 months

in duration, offered to Mauritians in the following disciplines:

- Agriculture (Irrigation, Livestock and Post-Harvest Studies)
- Public Policy (Organisational Development, Public Private Partnerships, TVET, Trade)

In 2013, fifteen Mauritians were awarded opportunities to study courses in Organisational Development, Technical Vocational Education and Training (TVET) Skills, TVET Reform, Agriculture and Trade.

Applications open on the 1st of September 2013 and close on the 17th of January 2014 for Africa Fellowships, and on the 13th of December 2013 for Scholarship awards.

**For more information and eligibility criteria, visit [www.adsafrica.com.au](http://www.adsafrica.com.au) or contact your local alumni ambassador Leesta Moteea on [lmoteea@gmail.com](mailto:lmoteea@gmail.com).**



**Australia Awards**

## Make a difference: Apply for an Australia Award

The Australian Government is offering development scholarships to African professionals. Applications are now open for the following Awards:

<p><b>Australia Awards Scholarships (2015 Intake)</b> Apply by 13 December 2013 Masters-level study at an Australian university. Priority sectors:</p> <ul style="list-style-type: none"> <li>• Agriculture &amp; Food Security</li> <li>• Mining &amp; Natural Resource Management</li> <li>• Health</li> <li>• Public Policy</li> </ul>	<p><b>Africa Fellowships (2014 Intake)</b> Apply by 17 January 2014 Targetted professional development in specialised fields delivered in both Africa and Australia. Priority sectors:</p> <ul style="list-style-type: none"> <li>• Agriculture</li> <li>• Mining Governance</li> <li>• Public Policy</li> <li>• Maternal, Neonatal &amp; Child Health</li> </ul>
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The Australian Government strongly encourages applications from women. Mechanisms are in place to support the participation of people with disability.

**Australia Awards: Promoting development in Africa through education and training.**

**[www.adsafrica.com.au](http://www.adsafrica.com.au)**



## Portrait

Mrs P. Beeharry, Adviser on Human Resource Matters :

# « LE PLUS IMPORTANT DANS LA VIE, C'EST LE TRAVAIL ET SURTOUT LE TRAVAIL BIEN FAIT »

**Après 42 ans dans le service, l'ancienne directrice des ressources humaines du ministère de la Fonction Publique et des Réformes Administratives Prabha Beeharry aborde un nouveau tournant dans sa carrière. Celle de conseillère en matière de ressources humaines.**

Cheveux courts, maquillage discret, tailleur impeccable, d'épais dossiers sous le bras, la silhouette de Prabha Beeharry, ancienne directrice des Ressources Humaines et actuellement Conseillère en la matière, ne passe pas inaperçue. Toujours affable, le sourire facile, Mme Beeharry est la douceur personnifiée. Elle s'est jointe à la fonction publique le 18 janvier 1971, employée « to give extra clerical assistance » au ministère des Travaux et touchant Rs 8 par jour, comme elle aime à le dire.

« J'avais 20 ans et j'avais enseigné pendant un an comme prof de langues avant de me tourner vers la fonction publique. A l'époque on était confirmé au poste après deux ans, après avoir pris part à un examen, » confie-t-elle. Elle est nommée Executive Officer en 1976 et postée aux ressources humaines, elle y cumulera successivement les postes d'Establishment Officer, de Personnel Officer,

de Principal Personnel Officer, et de Human Resource Manager.

Elle postulera pour le poste de Deputy Director sur l'insistance de ses collègues et y sera nommée en 2010. Elle est promue Director en 2011 et occupera ce poste au ministère de la Fonction Publique et des Réformes Administratives jusqu'à sa retraite. Mais la fonction publique n'étant pas prête à la laisser partir lui a offert un poste de conseillère en matière de ressources humaines depuis janvier de cette année. Ce qui tombe bien pour cette acharnée du travail bien fait. « Je me suis donnée corps et âme au travail et par moments la famille est passée au second plan. Je restais souvent des heures après le bureau... »

En juin 2004 lorsqu'elle se joint au ministère de la Fonction Publique et des Réformes Administratives, elle est en charge de la section Scheme of Service.

« C'est après 23 ans passées à la PSC que je me suis jointe au ministère de la Fonction Publique. Lorsque je suis arrivée, j'ai essayé d'inculquer le même esprit d'équipe qui prévalait à la PSC. Le volume de travail allait en augmentant surtout après la publication de chaque rapport du Pay Research Bureau mais on arrivait toujours à accomplir sa tâche. On sort toujours gagnant si on travaille en ayant l'esprit d'équipe.»

De par sa grande expérience dans le domaine, Prabha Beeharry peut se targuer de distribuer quelques conseils aux nouvelles recrues qui se joignent au service. « Je pense qu'il faut toujours être curieux dans la vie et essayer de trouver le pourquoi de chaque chose. Il faut être loyal, consciencieux et se donner à 100% dans le travail et dans n'importe quelle activité. Il est aussi important de continuer à apprendre... » La nouvelle conseillère n'a pas changé d'un iota ses habitudes. D'ailleurs ne dit-elle pas qu'elle souhaite travailler aussi longtemps qu'elle le pourra ? « C'est le

plus important dans la vie, » dit-elle. Au quotidien, c'est le même rythme de travail. Tout le monde sait qu'elle est à son poste dès 8 heures et c'est pourquoi son téléphone commence à sonner très tôt !

Pendant le week-end c'est place à la détente, histoire de se ressourcer pour attaquer une nouvelle semaine. La marche, la méditation et le reiki sont ses activités

préférées. « Cela me donne de l'énergie positive et m'aide souvent à trouver la solution à un problème. D'ailleurs je pense que ce serait une bonne idée d'inclure un créneau pour la pensée positive dans la formation des fonctionnaires car cela aide beaucoup. »

*Bindu Boyjoo*



# News from Ministry of Tertiary Education, Science, Research and Technology

## Consultative Workshop on Strategy Paper

**A Workshop was held on 28 February 2013 to consult all stakeholders on the proposed strategic plan for the tertiary education sector. A draft Strategy Paper was circulated proposing five strategic goals to transform the country into a Knowledge-Based Economy.**

The workshop was attended by about 100 participants from ministries, parastatal bodies, professional bodies and private organisations. A series of proposals were made by participants to be incorporated in the Strategy Paper. The strategy paper will be followed by an Action Plan with time frame for implementation once approval of the Government is obtained.

## Mauritius International Knowledge Investment Forum

**The Board of Investment (BOI) organised the second edition of the Mauritius International Knowledge Investment Forum (MIKIF) on 18th and 19th of February 2013 at the Hennessy Park Hotel in Ebene.**

The two-day conference attracted more than 350 delegates and saw the participation of 40 speakers including more than 20 international speakers from UK, France, India, South Africa, Australia, Singapore, Kenya, UAE and Pakistan, amongst others.

MIKIF 2013 highlighted the emerging trends in the education sector, the best practices and the challenges of executive education, human resource development and capacity building and the growing importance of technical and vocational training. The forum was also marked by dedicated

sessions on international student recruitment and on developing the right ecosystem to encourage investment in education.

MIKIF 2013 provided a networking and business development platform where prominent institutions shared their views and experiences, and discussed about potential collaboration with local institutions and the private sector. Through the interest expressed by participants, there is in the pipeline some 10 investment projects which has been created following organization of MIKIF.

BOI has made of MIKIF an annual event to showcase investment opportunities and trends in the education sector and the next forum will be held during the second week of February 2014.

## Induction Course for Law Practitioners Vocational Course

**The Centre for Professional Legal Studies (CPLS) ,under the aegis of the Faculty of Law and Management of the University of Mauritius, is offering a Law Practitioners Vocational Course to prepare students who intend to pursue careers in any of the three streams (attorney, barrister, or notary) of legal practice in Mauritius. An induction session was launched for the first batch of 120 students on Monday 25 February 2013.**

The course has been developed in close collaboration with the State Law Office and members of the legal profession, and is in compliance with The Law Practitioners (Amendment) Act 2011 (Act No. 30 of 2011). After completion of the Vocational Course, students will obtain a Certificate of Attendance from the University of Mauritius and be able to take part in the vocational examinations conducted by the Council for Vocational Legal Education in order to be qualified as a professional attorney, barrister, or notary.

## Scholarships to 50 Deserving African Students

The Budget 2013 made provision for a new scholarship scheme for 50 deserving African students. The modalities of the Scholarship Scheme have been worked out, and African students of the following 21 countries can avail themselves of this scheme: Kenya, Uganda, South Africa, Tanzania, Zambia, Botswana, Ghana, Nigeria, Madagascar, Seychelles, Rwanda, Mozambique, Zimbabwe, Angola, Namibia, Republic of Congo, Gabon, South Sudan, Ivory Coast, Senegal, and Comoros.

The Scholarship makes provision for Rs. 100,000 (USD 3,205 approx.) yearly towards meeting tuition fees and related course costs, and an all-inclusive monthly living allowance of Rs. 8,300 (USD 266 approx.). International air travel (economy class student fare) by the most economical route will also be provided to the beneficiaries at the start and end of the studentship.

To be eligible for this studentship, students must have secured a conditional offer in a course at undergraduate degree level at a University in Mauritius. Guidelines for the Mauritius-Africa Scholarships 2013, as well as the application form, are available for download\* on: <http://www.studymauritius.info/Scholarships.aspx>

### 1. MOU between University of Mauritius and Canberra Institute of Technology



The University of Mauritius and the Canberra Institute of Technology signed a Memorandum of Understanding on Wednesday 20 February 2013, establishing a framework for cooperation on students and academic staff exchanges, joint research projects, identification of common mutually tangible objectives as well as capacity building for public officials from Mauritius and the African region. The Minister of Foreign Affairs, Regional Integration and International Trade, Hon. Dr. A. Boolell, the Minister of Tertiary Education, Science, Research and Technology, Hon. Dr. R. Jeetah, and the High Commissioner of Australia to Mauritius, Her Excellency Ms. Sandra Vegting were present at the ceremony.

### 2. Africa Education Leadership Awards Ceremony – UOM Awarded



At the Africa Education Leadership Awards Ceremony held on 12 December 2012 at Le Meridien Hotel, the University of Mauritius has obtained the following:

- (a) Award for Outstanding Contribution to Education, and
- (b) Award for Best Educational Institute in Agriculture.



### 3. Science Week at Rose Belle



The Rajiv Gandhi Science Centre in collaboration with the Mauritius Research Council, the Grand Port District Council and the Ministry of Tertiary Education Science Research and Technology, launched the first edition of the National Science Week at Rose-Belle on Thursday 07 and Friday 08 February 2013. The science week aims at showcasing the practical importance of Science and Technology in various sectors of the Mauritian economy.

The Science Week was launched in the presence of Dr the Hon. R. Jeetah, Minister of Tertiary Education, Science, Research and Technology and Hon. S. Mootiah, Minister of Civil Service.

Around 28 ministries and institutions dealing with science participated in the exhibition and displayed their respective technologies to the public. Professionals from various fields such as Oceanography, Medical Sciences, Environment, Biotechnology, Information Technology, Agriculture, etc. explained to the visitors the application of science in our daily life. The Tertiary educational institutions gave a glimpse of the courses that they offer to students.

## Quand les fonctionnaires délaissent leur bureau pour le Tai-Chi, Yoga et le Zumba

Les activités se suivent et ne se ressemblent pas au Civil Service House. Tai-Chi, Yoga et Zumba y font bon ménage et la bonne humeur est au rendez-vous à chaque séance.



*Tai Chi Session*

Midi trente un samedi au Civil Service House. Le temps pluvieux et frisquet de Vacoas n'a pas découragé la quinzaine de fonctionnaires adeptes du Tai Chi. Ils s'échauffent sous la véranda en attendant leur monitrice. Cette discipline appelée la « boxe énergétique » ou encore « l'ultime force dans le poing » séduit de plus en plus. L'idée reçue est que le Tai Chi est une activité réservée aux personnes âgées ou à mobilité réduite. Il n'y a rien de plus faux, affirme **Janette Arlapen**, qui enseigne la discipline depuis deux ans. « Comme c'est une activité lente elle permet à la personne de lire à l'intérieur d'elle-même. Pratiquée régulièrement elle améliore la santé en général. Elle aide à combattre le stress, l'hypertension, le diabète, améliore la circulation sanguine, les muscles et les articulations, aide à corriger les mauvaises postures entre autres, » confie-t-elle.

Cette activité est destinée à tout le monde sans exception. Jeunes et moins jeunes, ceux ayant subi une expérience traumatisante ainsi que ceux ayant subi une intervention chirurgicale peuvent s'y adonner sans problème. « Du moment que la personne commence à réaliser ce qui ne va pas dans son comportement, on ressent les bienfaits et là on change. Le Tai Chi aide à canaliser ce stress... » Ce n'est pas ce Senior Librarian d'une trentaine d'années et attaché au ministère de l'Éducation qui dira le contraire. « Après une semaine de travail, pratiquer le Tai-Chi aide à me relaxer, » dit-il.

Rideau sur le Tai-Chi, place maintenant au zumba ! Les pratiquants qui sont au nombre d'une dizaine attendent avec impatience leur instructrice certifiée de zumba, Suzy Appavou. Prof d'aérobic depuis 27 ans, elle enseigne

cette discipline depuis deux ans. Cette dernière a la bonne humeur contagieuse et parle avec passion de cette activité : « Les gens adorent le zumba ! Il y a un réel engouement ! » lâche-t-elle d'emblée. Les chorégraphies latinos ont en effet séduit les adeptes. Mais pas seulement car le zumba dégage une énergie positive et qu'on ne peut que s'en abreuver. Mieux encore, cette activité aide à chasser les idées noires et redonne confiance en soi. On prend conscience de son corps, de sa beauté et qu'il faut en être fier. « Le zumba, » ajoute **Suzy Appavou**, « c'est comme si vous alliez à une fête pour vous amuser. On danse en souriant et même si vous ratez quelques pas de danse ce n'est pas grave car l'important c'est de bouger et de transpirer. »

Même si la majorité des pratiquants sont des femmes, les hommes commencent peu à peu à s'y intéresser. Ceux et



celles qui dansent maintenant disent qu'ils n'ont plus honte de le faire dans une fête ou il y a beaucoup de monde. Ils affirment qu'ils ont confiance en eux, qu'ils ont adopté une bonne posture et qu'ils se sentent bien dans leur peau. Je leur dis de se mettre en valeur car chaque personne est belle à sa façon, » poursuit l'institutrice. Vous l'aurez compris: le zumba aide à positiver!



*Warming-up*

*Bindu Boyjoo*



*Zumba Session*



*Yoga Session*



# Public Officers' Welfare Council Recreational Activities 2013

## Excursions to Vallée Des Couleurs



The Public Officers' Welfare Council organised an excursion to Vallée des Couleurs on Sunday 12 May 2013.

182 public officers including their families participated in the excursion.

## Stays at Calodyne Sur Mer

The Public Officers' Welfare Council organised three stays at Calodyne Sur Mer for public officers including their families on the following dates:

- (i) Group A: Friday 12 April to Monday 15 April 2013 (Three nights stay);
- (ii) Group B: Tuesday 16 April to Thursday 18 April 2013 (Two nights stay); and
- (iii) Group C: Thursday 18 April to Sunday 21 April 2013 (Three nights stay).

281 public officers including their families participated in the Stays at Calodyne Sur Mer.

## Excursion to Ile Aux Aigrettes and visit to Blue Bay Marine Park



The Public Officers' Welfare Council organised excursions to Ile aux Aigrettes and visit to Blue Bay Marine Park on Saturday 20 April 2013 (Batch 1) and Sunday 21 April 2013 (Batch 2).

130 public officers in Batch 1 and 123 public officers in Batch 2 including their families participated in the excursion.

The visit to Ile aux Aigrettes was very much appreciated by participants of both batches, participants were very happy to get to know and see the different plants endemic to Mauritius on the island as well as the rare birds such as the Pink Pigeon, Mauritius Fody and the Mauritius Olive White-Eye.



## Tour to Rodrigues



### **94 officers and their families visit Rodrigues**

In line with its objective to provide public officers and their families with opportunities to have a proper work life balance through recreational activities, the POWC organised two group tours to Rodrigues at Cotton Bay Hotel on the following dates:

Group A: Friday 12 to Tuesday 16 April 2013;

Group B: Thursday 18 to Sunday 21 April 2013.

94 public officers including their families participated in the tours – 39 in group A and 55 in group B.



# Public Officers' Welfare Council Civil Service Football Tournaments 2013

## 18th Edition of the Football Tournaments



The Public Officers' Welfare Council, through its Sports and Keep Fit Sub-committee, had organised the 18th Edition of the Civil Service Football Tournament in two separate categories:

- the Disciplined Forces Tournament (for officers in the Disciplined Forces); and
- the Civil Service Tournament, (for officers in the Civil Service in general).

29 teams from different Ministries/Departments participated in the Civil Service Tournament and 13 teams from the Disciplined Forces participated in the Disciplined Forces Tournament.

### Modalities for organisation of the tournaments

The Civil Service Tournament was constituted of 6 pools in the first place. The Second phase was played on a 'knock-out' system.

The Discipline Forces Tournament was divided into 2 pools. The first team from each pool qualified for the finals.

A total of 107 matches were played on the following playgrounds:

- Gymkhana Grounds, Vacoas; and
- St François Xavier Stadium





## Ministry of Health and VIPSU winners

The finals for both tournaments were played at the New George V Stadium, Forest Side, on Friday 07 June 2013 as follows:

Tournament	Finalists	Time
Civil Service Tournament	Ministry of Health (HQ) v/s J. Nehru Hospital	1300 hours
Disciplined Forces Tournament	Police Headquarters v/s VIPSU	1430 hours



*Winner: Ministry of Health (HQ) Team*



*Winner: VIPSU Team*

Prizes to the winners and runners-up of both tournaments were awarded as follows:

Tournament	Rank	Team	Prize
Civil Service	Runner-up	J. Nehru Hospital	1 Souvenir Trophy & 27 medals, 1 ball
	Winner	Ministry of Health (HQ)	1 Challenge Cup, 1 Souvenir Trophy & 27 medals, 1 ball, set of jerseys
Disciplined Forces	Runner-up	Police Headquarters	1 Souvenir Trophy & 27 medals, 1 ball
	Winner	VIPSU	1 Challenge Cup, 1 Souvenir Trophy & 27 medals, 1 ball, set of jerseys



*Ministry of Health (HQ) v/s J. Nehru Hospital*



*Police Headquarters v/s VIPSU*



# CIVIL SERVICE FAMILY PROTECTION SCHEME

The Civil Service Family Protection Scheme is a scheme which provides family protection to the surviving spouse and minor children of public officers and other contributors to the Scheme. The family protection takes the form of a pension which becomes payable on the death of a contributor.

## 1. Who contribute to the Scheme?

- (i) Public officers appointed to a pensionable office
- (ii) Public officers permanently transferred to an approved service and who elect to continue to contribute to the Scheme.
- (iii) Members of the National Assembly
- (iv) Officers of the CSFPS Board

## 2. What is the rate of contribution?

All civil servants holding a permanent and pensionable office as at 31 December 2012 contribute to the Scheme at the rate of 2% of their monthly salary.

## 3. What benefits does the Scheme provide?

### (A) Payment of a monthly pension (surviving spouse's & children's pension)

- (i) A monthly pension becomes payable on the **death of a contributor**. The pension is payable to the surviving spouse irrespective whether the contributor dies in service or after leaving the service.
- (ii) Payment of a children's pension on compassionate Grounds  
The Board may approve the payment of children's pension to a "child" beyond the age of 18 and not receiving full time education, if it is satisfied that there are compassionate grounds for payment of such a pension.

### (B) Refund of contribution

A refund of contribution together with compound interest at the rate of 4% is made to a contributor where no pension is payable. This occurs in the following cases:

- ✓ If you are a bachelor or a spinster and no pension is payable at the time you cease to be a public officer.
- ✓ You are married & no pension is payable. This may occur if at the time or after you cease to be a public officer, you are either a widow, widower or divorcee.

- ✓ If you have opted to cease to contribute to the Scheme at the age of 60 & no pension is payable.
- ✓ Where both spouses were contributing to the Scheme and one of them dies.

#### 4. Which documents do you need to submit while making a claim for a pension or refund? You need to submit the following documents(original + Photocopy):

- ✓ Your Birth Certificate and Identity Card
- ✓ The Birth Certificate and Identity Card of your spouse (where applicable)
- ✓ Your Marriage Certificate (if applicable)
- ✓ The Birth Certificate of your minor children (where applicable)
- ✓ Death Certificate of contributor or spouse (where applicable)
- ✓ Affidavit
- ✓ Your Bank Pass Book or copy of bank statement
- ✓ Identity card of Joint Holder (where applicable)

#### 5. How can you help us to help you?

By ensuring that you notify this office of any change in your status: For example:

- ✓ The date of your marriage, divorce or remarriage;
- ✓ Date of birth of your child;
- ✓ Date of death of spouse;
- ✓ Date of adoption of any child.

#### Additional information

- ✓ Consult the blue pages of the MT Phone Book relating to the Civil Service Family Protection Scheme Board.
- ✓ Visit our website <http://csfpsb.gov.mu>
- ✓ Phone us on **212 1781 / 210 1032 / 210 3503**
- ✓ Call at our office situated at: 2nd Floor, Mutual Aid Building 5 Guy Rozemont Square, Port Louis
- ✓ Send us your query at [csfpmru@orange.mu](mailto:csfpmru@orange.mu)





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