

Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2017

Recognising Innovation and Excellence



Messages

from

The Hon Marie Cyril Eddy BOISSÉZON

Minister of Civil Service and Administrative Reforms

Mr Rajiv RAMLUGON

Group Chief Sustainability Officer, Omnicane Ltd
Chairperson, Panel of Jury



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Minister of Civil Service and Administrative Reforms

The Public Sector Excellence Award aims at recognising excellence and innovation in the public service. It is with much pride that we reward those who thrive to achieve outstanding levels of excellence in public service delivery.

Our aim in organising the Award is to motivate ministries and departments improve the quality of public service delivery. We want to steer the public service towards a dynamic, customer-centric and performing institution. We also want to encourage teamwork and instill a culture of excellence among the public officers.

The Award provides the opportunity to reward sections, units and divisions of ministries which have made meritorious efforts to travel the extra mile to improve service delivery.

The theme chosen for the 2017 edition is "*Fostering creativity and innovation to better respond to citizens' needs.*" After much deliberations, we came up with the theme, and we have reviewed many elements in this year's edition.

The aim is to give an added dimension to the ongoing effort of government to improve the quality of service in line with its three-year Strategic Plan and Vision 2030.

Through the Public Service Excellence Award, we try to provide Ministries/Departments the platform to explain their problems, daily concerns and how to juggle scarcity of resources to transform weaknesses into strengths and threats into opportunities.

This year's participation guidelines have been reviewed to take on board the main aspects of the Public Sector Business Transformation Strategy.

We have altered our methodology to give the opportunity to the panel of juries to identify best practices.

Changes have been brought in our entry documents to migrate from survey to best practices by focusing on innovation to improve customer-centered delivery, generate leadership skills and team spirit, and focus on efficiency and effectiveness.

We have also made it a point to design the evaluation criteria to generate best practices that can be replicated to other similar units and sections.

1. The judging criteria evolved from the traditional vision, mission, and objectives statement to a more challenging version comprising a non-conformance statement, key performance indicators to achieve and putting emphasis on team involvement in the solving of problems.
2. The second step was the transition from planning to implementation. How effectively it was carried out? Its execution, monitoring, measurement and impact on citizens' needs.
3. Lastly, we ensured that used processes are practical and in line with our transformation objectives with the notion of replicability, creativity and innovation.

In short, this year's Public Service Excellence Award focuses on the introduction of scientific methodology, where elements are measurable and where we offer enough space for innovative ideas to emerge and be tested.

The public service has been and will continue to be the backbone of social and economic progress in Mauritius. It will also remain the catalyst for nation building, our diversified economy, our educated population and our diverse and community-minded society.

But we can do more. We need to better understand opportunities, generate more useful ideas in a transparent and open manner, increase our use of technology, measure and test what works, what does not, and focus on implementation so that citizens can see and benefit from the results.

No change or evolution is possible without the inputs of each and every stakeholder.

This is why I take the opportunity of this platform to ask every active member who are at the realm of the country's development and drivers to progress to join hands in transforming the public sector to a "*Maximum Governance, Minimum Government*" one.

I feel much privileged and honored to be associated with the issue of the Public Sector Excellence Magazine 2019. I believe that it will indeed create the bridge between the participants and the organisers. I commend the effort of all participants and assure you that we will always walk beside you to generate every change for the betterment of service delivery.



Message

from

Mr Rajiv RAMLUGON
Group Chief Sustainability Officer, Omnicane Ltd
Chairperson, Panel of Jury

The 2017 edition of the Public Service Excellence Award competition clearly demarcates itself from its predecessors. In fact, this 11th edition has proactively taken on board the 10 pillars of the Public Sector Business Transformation Strategy. This strategy, launched in 2017, is fully aligned with Government's Vision 2030 and translates Government's determination and commitment to build a modern, highly performing, innovative, and adaptive public service capable of responding promptly and efficiently to the needs of every citizen of this country.

This competition was a true eye opener particularly for us members of the jury as very often, from an outside perspective, we tend to have a biased opinion about the public sector. As a matter of fact, we came across many highly enthusiastic and dedicated teams doing extraordinary things out of the ordinary. We witnessed teams going the extra mile in giving utmost satisfaction to their customers, despite at times having very limited resources. We also encountered exceptional leaders who catalyzed and kindled the flame of creativity and innovation among their team members enabling them to unleash their potential and deliver to the best of their capabilities. This competition is not solely about rewarding winners, but it's real purpose is to encourage co-sharing of creative, innovative ideas among diverse institutions that are above all serving a common stakeholder, that is the citizen of Mauritius.

I am grateful to the members of the Jury for their unstinted support and for the team spirit that prevailed at all times. I would also like to mention a special word of thanks for the wonderful team of the Ministry of Civil Service which has been outstanding in terms of the professionalism with which it has managed the whole process since the Award was launched.

Finally, I would like to congratulate all the participating teams and the winners of the Public Service Excellence Award 2017.

Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2017



The Public Service Excellence Award

Objectives

The objectives of the **Public Service Excellence Award (PSEA)** Scheme are to:

- Recognise organisational excellence and highlight its importance in developing a quality and sustainable public service
- Reward Ministries/Departments or Units/Divisions that have adopted innovative and eco-friendly measures to meet the challenges facing them daily
- Promote a performance-oriented, customer-centric, accountable and environment-conscious public service.

Awards

The best three submissions will receive the **Gold, Silver** and **Bronze Awards** in order of merit. The **winners** will also be offered **cash prizes** as follows:

Gold Award	:	Rs 100 000
Silver Award	:	Rs 60 000
Bronze Award	:	Rs 40 000

Entry

All Ministries/Departments or Divisions/Units are eligible to participate in the PSEA.

However, Grand Winners of the previous editions of the Award are not eligible for participation for the next two editions following the year of their award.

All participants receive a Certificate in recognition of their efforts for working towards excellence and delivering quality public service.

Winners are recognised for their achievements and enjoy publicity that will establish their reputation as proven providers of exemplary services.

Adjudication

Panel of Jury

A Panel of Jury, made up of a Chairperson and seven members from both the public and private sectors and trade unions, is appointed to assess the entries.

Judging Process

The adjudication process comprises the following stages:

- Evaluation of entries submitted by participants
- Site visits to shortlisted organisations
- Shortlisting of best entries
- Final assessment.



The theme for the 2017 edition of the Public Service Excellence Award was *"Fostering creativity and innovation to better respond to citizen's need"*.

This edition's theme has been specially chosen in line with the energetic appeal made by the Honourable Prime Minister while unveiling the strategy *"Achieving the Second Economic Miracle - Vision 2030"*, which calls for a change in mindset and a commitment to make things happen.

Organisations, therefore, need to adopt strategic and innovative approaches so as to offer more citizen-centric services within the available resources. This constitutes the stepping stone to improved service delivery across the Civil Service.

There is need to usher in a paradigm shift in our working pattern, approach and attitude to instill and promote a fresh culture that will focus on national targets rather than routine jobs. The theme is an appeal to Public Officers to be agents of change and public organisations to act as facilitators for achievements to happen while exploring novel ways of serving the public.

The 2017 edition of the PSEA therefore rewarded all those organisations which had successfully implemented reform strategies and policies and also established result-oriented measures. It recognised those organisations that had gone out of their way, despite their limited resources, to bring about creativity and innovation in their method of doing business.

PANEL OF JURY

Chairperson

Mr Rajiv Ramlugon

Group Chief Sustainability Officer,
Omnican Ltd

Members

Dr Kaviraj Sharma Sukon

Director-General,
Open University of Mauritius

Mr Christian Fanchette

Managing Director,
HUMANSMART Ltd

Mrs Jacqueline Sauzier

Secretary-General,
Mauritius Chamber of Agriculture

Mr Rajan Mungra

Former Director,
Mauritius Meteorological Services

Mr Yves Chan Kam Lon, OSK

Former Director, National Library of Mauritius
Former Commissioner, Public Service Commission
Independent Member, Board of Public Officers' Welfare Council

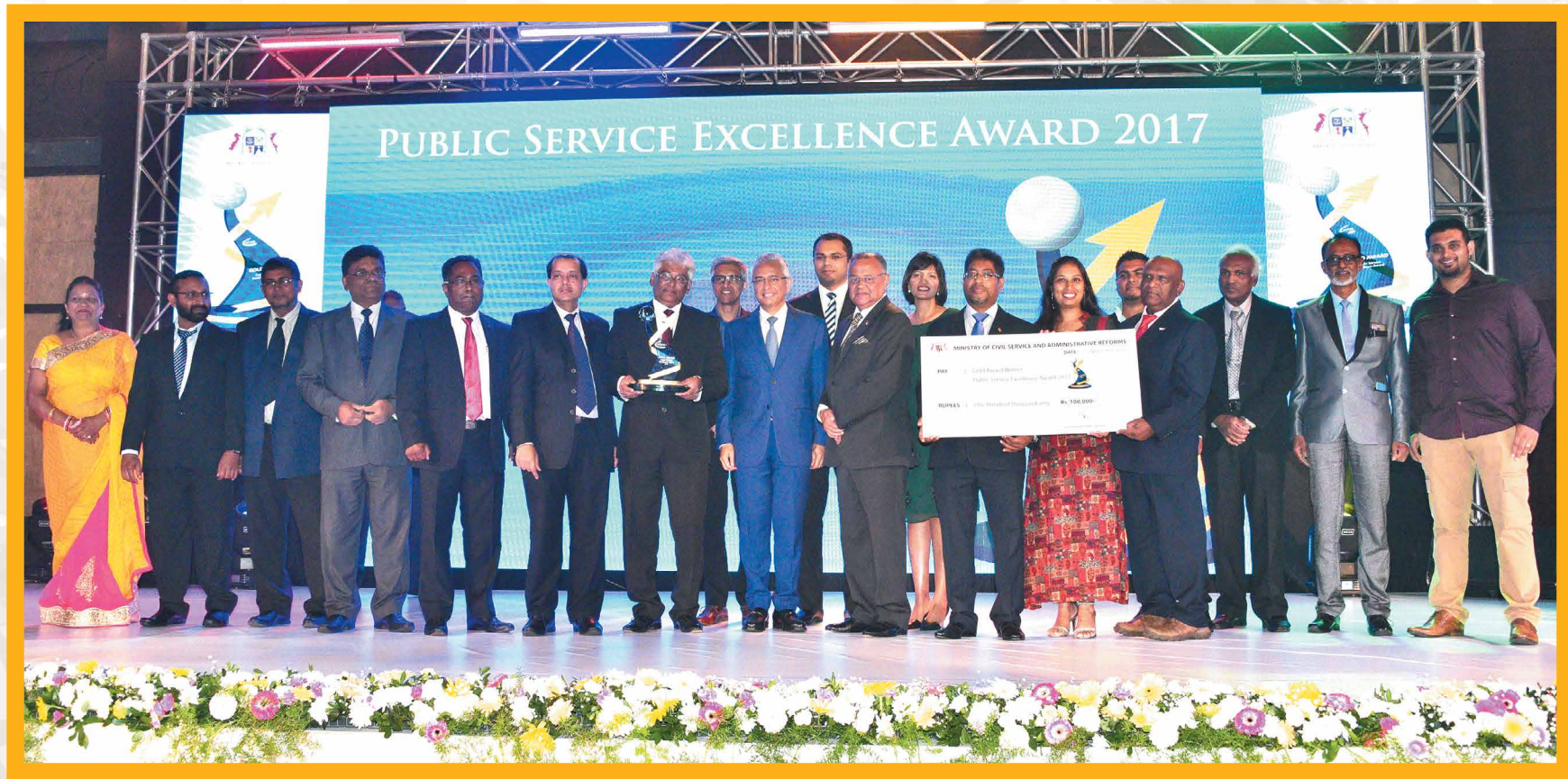


Panel of Jury

From left to right: Mr Christian Fanchette, Dr Kaviraj Sharma Sukon, Mr Rajiv Ramlugon, Mrs Jacqueline Sauzier, Mr Rajan Mungra, Mr Yves Chan Kam Lon, OSK.

Gold Award Winner

of the Public Service Excellence Award 2017



Coronary Care Unit, Dr Abdoul Gaffoor Jeetoo Hospital

Silver Award Winner

of the Public Service Excellence Award 2017



Citizen Support Unit, Prime Minister's Office

Bronze Award Winner
of the Public Service Excellence Award 2017



Operations Room, National Coast Guard

Special Award Winner
of the Public Service Excellence Award 2017



Sebastopol State Secondary School

Winner of the Public Service Excellence Award 2017

Coronary Care Unit, Dr Abdoul Gaffoor Jeetoo Hospital

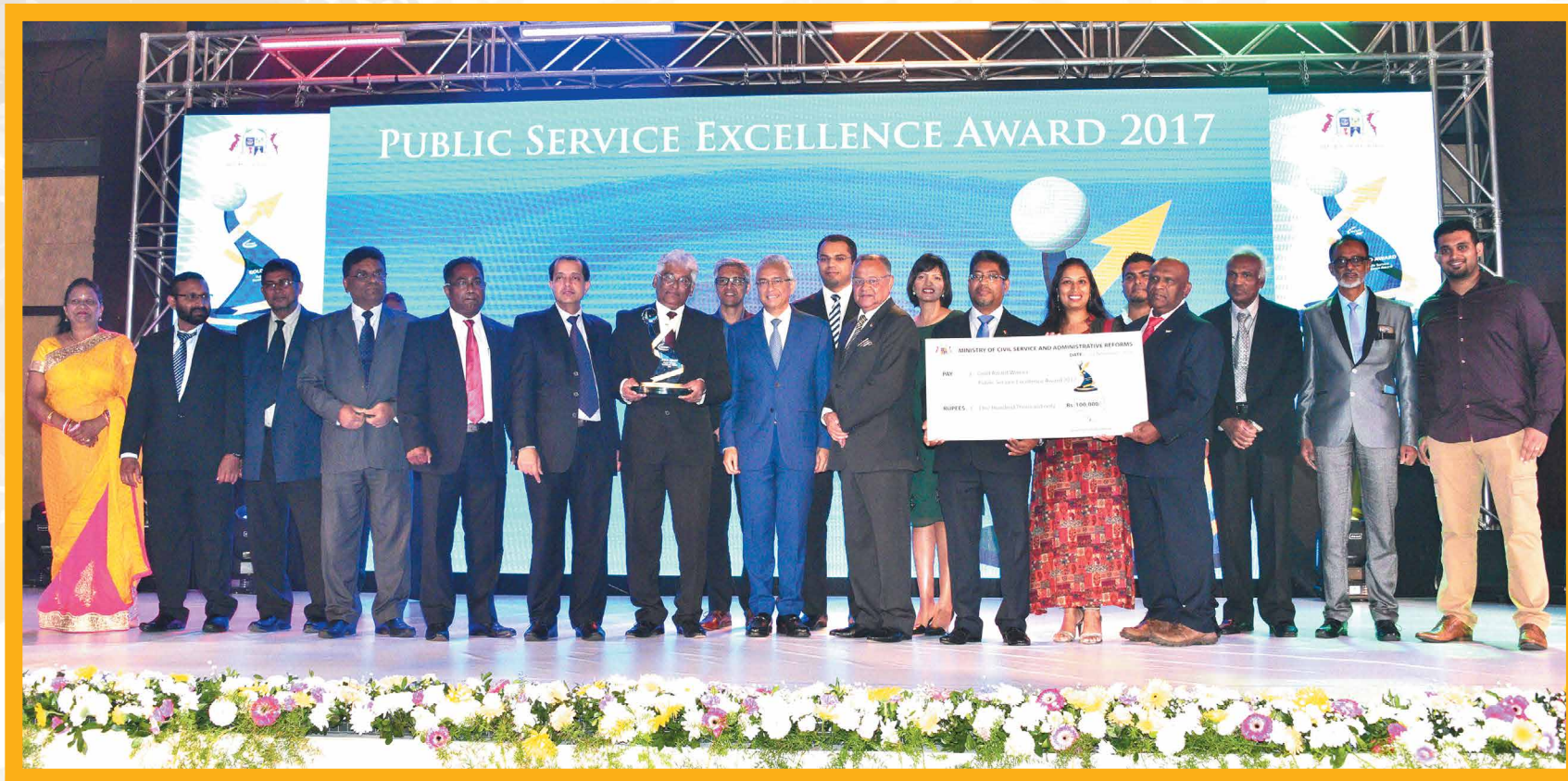
Winning the PSEA Gold Award 2017 is an achievement in itself. Not just as a prize, it also shows that we have in the Civil Service people who are determined, professional and dedicated. We have been able to constitute a team around our Consultant-in-Charge, Dr Rabindranath Kowlessur Jugessur. He has shown that, if given the right motivation and leadership, a unit can perform up to levels only hoped by patients attending the hospital. This award has also a special and unique attribute. Not only does it encourage people to excel themselves but it also shows that great performance is always rewarded and can be repeated to other units and departments. Whatever you do, you have the responsibility to give your best. It's all about having a great aim, acquiring knowledge, hard work, passion, honesty, perseverance and, above all, the humility to accept your mistakes and learn from them.

The Coronary Care Unit (CCU) of A. G. Jeetoo Hospital is a ward specialised in the care of patients with cardiac emergencies. Any patient who is diagnosed with a cardiac emergency at the casualty is directed to the CCU where advanced life-saving measures and treatment are dispensed. They are then shifted to the CathLab (Catheterisation Laboratory) which is annexed to it and where procedures like coronary angiography/plasty, Peripheral Angiography and Pacemaker insertion are performed. Since it has been set up in December 2014, we have seen a growing number of admissions at the CCU. We have introduced new treatment techniques and are even in the process of digitalisation and expansion. However, the number of deaths has kept increasing over the last years. Moreover, we are faced with a long waiting list for coronary angiography/plasty.

So, in order to decrease mortality rate and waiting time, we had no choice but to improve efficiency in the prise-en-charge of patients

and treatment provided to them. Therefore, after proper problem definition, mapping and analysis, we have managed to identify the root cause of these problems which have allowed us to find solutions, both tangible and intangible to them. This plan has received committee approval and is trickled down to all staff involve in dealing with cardiac patients, from the Casualty nurse, doctors to the Cardiology Consultant. We can now say that mortality rate for patients admitted at the CCU and waiting time for angiography/plasty are both declining.

We are proud and happy to set an example to others who have witnessed our path and wish to replicate same in their respective units. This award is not an end to what we have achieved. While we have also won the Bronze Award at the National Productivity and Quality Convention 2018, we now aim to win the Gold Award at the NPQC and an ISO Certification for the CCU. The work has just started. Like Confucius rightly said: ***"The man who wants to move a mountain starts by taking a stone at a time"***.



Coronary Care Unit, Dr Abdoul Gaffoor Jeetoo Hospital
Ministry of Health and Quality of Life





Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2017

Participating Organisations

Participating Organisations

Amaury Social Welfare Centre

Assay Office

Bambous State Secondary School (Boys)

Bramsthan Social Welfare Centre

Camp Fouquereaux Social Welfare Centre

Case Noyale Social Welfare Centre

Citizen Support Unit

Coast Guard Training School, National Coast Guard

Coromandel Fire Station

Coronary Care Unit, Dr Abdoul Gaffoor Jeetoo Hospital

Corporate and Business Registration Department

Crime Prevention Unit

Curepipe Fire Station

Diabetes Foot Care Clinic, Dr. Abdoul Gaffoor Jeetoo Hospital

Emergency Response Service, Mauritius Police Force

Entomology Division

Environment and Land Use Appeal Tribunal

Fire Safety Division, Mauritius Fire and Rescue Service

Flacq Haemodialysis Unit, Flacq Hospital

Forensic Science Laboratory

Gastroenterology Department, SSRN Hospital

Government Information Service

Grand Bay National Coast Guard

Grand Bois Police Station

L'Escalier Social Welfare Centre

La Rosa Social Welfare Centre

Mahebourg Fire Station

Main Control Room, Mauritius Fire and Rescue Service

Maritime Air Squadron, National Coast Guard

Mauritius Meteorological Services

Participating Organisations

Mount Ory Social Welfare Centre

No. 1 Patrol Vessels Squadron, National Coast Guard

**Occupational Safety and Health Division,
Ministry of Civil Service and Administrative Reforms**

Office of the President

Operations Room, National Coast Guard

Pailles State Secondary School

Piton Fire Station

Piton Social Welfare Centre

Plaine Magnien Police Station

Police Family Protection Unit

Police Research and Development Unit

Port Louis Fire Station

Quatre Bornes Fire Station

Roche Bois Social Welfare Centre

Sebastopol State Secondary School

Serge Constantin Theatre

St Aubin Fire Station

St Julien D'Hotman Social Welfare Centre

Surinam Social Welfare Centre

Tamarin Fire Station

**Training Division/Special Operations Division,
Mauritius Fire and Rescue Service**

Triolet Fire Station

Wooton Social Welfare Centre cum Resource Centre

Amaury Social Welfare Centre

The Amaury Social Welfare Centre (SWC) is one of the 57 SWCs operating under the Social Welfare Division of the Ministry of Gender Equality, Child Development and Family Welfare. It is situated in the district of Rivière du Rempart. Particular emphasis is laid on social empowerment of people irrespective of age, sex, religion or ethnic group, through sensitisation, education and training/skills development, income generating activities, leisure, community outreach programmes and also on preventive aspect of social work.

The Amaury Social Welfare Centre has experienced immense growth and development in its infrastructure. This has also led to more inclusive economic and social development of its inhabitants.

With tailor-made development projects and smart processes, the Centre ensured greater participation of people at all levels through courses offered, committee meetings, welfare programmes and leisure/recreational activities. A refurbished culinary laboratory has been implanted at the Centre to empower women, housewives and school leavers to benefit from courses in cookery, pastry, Chinese cuisine, fusion cuisine and healthy life style.

Major activities organised in the year 2017

- National Day Celebration
- Half-day workshop on substance abuse
- Participation in kitchen garden competition-winner at regional and national levels
- Renovation of culinary laboratory to offer courses in pastry, Indian cuisine, fusion and Chinese cuisine, healthy life style, etc
- End of year celebration-distribute toys to beneficiaries of social aid/prize giving for tournaments/award of certificate
- Training programme for committee members and staff capacity building/team building/empowerment programme/first aid.

Ongoing activities during the year

- **Indoor/outdoor games:** domino, carom, denki, table tennis, scrabble, pétanque), TV show
- **Physical exercises:** yoga, zumba, karate
- **Literary activities:** quiz, drawing/painting, essay competition, sky observation
- **Courses:** pastry, churidar-making, handicraft, yoga, Indian cuisine
- **Recreational activities:** outings for senior citizens and women, fun days/games, family meet
- Talks, sensitisation programmes, literary activities, creativity activities, disabled group
- **Celebration of International days/events:** parents day, music day, elderly day, womens' day, Divali, Eid etc.

Participation in activities/competitions organised by parent Ministry at regional and national levels in:

- kitchen garden
- sales exhibition
- workshops
- dance/song competition
- open days.

Services offered

- Hire of equipment: plastic chairs, tubular frames, tarpaulins, premises/hall
- Shelter for refugees during natural calamities
- Library service.

Assay Office

The Assay Office has a regulatory function in ensuring compliance with the Jewellery Act 2007. The Act provides for the regulation and control of the manufacture, sale and importation of jewellery as well as the verification and grading of precious and semi-precious stones.

It is a member of the International Association of Assay Offices (IAAO) and benefits from the technical expertise of other members in the field of precious metals.

The Office operates two laboratories namely:

- Assay Laboratory, for the assaying of gold, silver and platinum jewellery and their alloys
- Gemmology Laboratory, for the verification and grading of precious and semi-precious stones.

It is registered to ISO 9001:2015 and the Assay Laboratory is accredited to ISO/IEC 17025:2005 for the testing of gold and silver.

The Office is committed to providing the best possible services to its customers by implementing the Best Practice "*A People-First Culture*" which is about customer satisfaction, that is, improving our quality of services so that quality of life and customer experience are enhanced.

Through the implementation and maintenance of two quality management systems, we have put in place smart processes which are regularly reviewed and evaluated for their effectiveness.

Our services are efficient, transparent, responsive and technology-driven, and keep pace with the way society is evolving.



Bambous State Secondary School (Boys)

"Empowering Students Through a Culture of Extra-curricular Activities towards Holistic Development."

In a dynamic world, school leadership plays a significant role in shaping the educational system. The need to inspire teachers to become facilitators becomes imperative. Since 2017, Bambous SSS (Boys) has undertaken the challenge to engage and motivate students into extra-curricular activities to improve the rate of participation, achievement and sense of belonging. The objective was to inculcate values such as teamwork, self-reliance and sense of responsibility and to boost attendance and enhance performance.

Indeed, we wanted our students to make reasonable choices in life such as avoiding illicit products and deviant behaviour. Another objective was to involve different stakeholders in the teaching process as a joint effort. The learning experience was enriched when facilitators rightly guided the talents to draw best potential out of each learner. Both academic and co/extra-curricular were found to be strong pillars for cognitive, physical and emotional development where the pupil's entire personality can be shaped when talent management was conducted.

Throughout the year, the organisation has noted an improvement in discipline, educational value, team spirit, personality development, communicating ability, civic duties and cultural values in line with the mission and vision of the School.



Bramsthan Social Welfare Centre

Bramsthan is a peaceful village situated in the eastern part of Mauritius. It is the last link from Mahebourg to Central Flacq along the coastal road. With a population of about 10 000 people, the village has almost all the amenities which are needed in a community.

The Bramsthan Social Welfare Centre (SWC) stands as the oldest governmental building in the village. It is the centre where all social activities in the village occur since its establishment. Being the main focal point, it has remained the only venue where the community can meet to discuss societal issues and plan its developmental strategies for the good of the inhabitants.

As an agent of change, Bramsthan SWC has been offering a plethora of programmes geared to helping the different target groups of the community. It is noteworthy that there are now many social workers in this village who are restlessly giving their support to help in philanthropic programmes.

Today, it is an undeniable fact that Bramsthan SWC remains the only institution upon which other agencies, departments, ministries, NGOs amongst others depend to propagate their activities and programmes.

It must be agreed that Bramsthan SWC has left no stone unturned in addressing the unlimited demands of the community in terms of social assistance via the collaboration of social leaders.



Camp Fouquereaux Social Welfare Centre

The Camp Fouquereaux Social Welfare Centre is over 68 years old and has always played a fundamental role in uplifting the social lives of its inhabitants. The Centre has undergone continuous changes which conform to the needs of a more demanding and modern clientele.

Through 'innovation' and 'creativity' changes have been brought to:

1. Infrastructure:

- New outlook, (new paints, profilage, tiles, outdoor wheelchair ramp, fresques, waterproofing)
- New amenities (mini-soccer pitch, children's playground)
- Eco-friendly environment, as per government's policy for sustainable development (rain harvester, planting of trees, recycling bin).

2. Logistic Support:

- IT equipment (PCs, colored and black & white printers, Internet connection)
- Gardening tool (blower)
- Office tools (fax machine, scanner).

3. Activities as per present trend:

- IT courses (internet, word processing, spreadsheet), sensitisation programmes on emerging societal ills
- Training & income-generating programmes for self-empowerment
- Leisure & major activities "en masse" (senior citizens' lunch, family fun day etc).



The PSEA has helped us to:

- be more organised i.e., to proceed more steadily and easily
- consolidate team spirit
- empower customer service
- stick to professionalism.

The Centre is a focal point in Camp Fouquereaux and well known by its people who make maximum use of services provided.

Case Noyale Social Welfare Centre

The Case Noyale Social Welfare Centre is located in a deprived coastal region in the district of Black River. The local inhabitants are mainly fishermen and labourers by occupation. In the formulation of programmes/activities at Centre level, much emphasis is laid on social empowerment and preventive aspect of social work whereby community engagement is the pioneer tool used.

The main objective of the Centre is to promote welfare and empowerment of the local citizens through community need-based programmes, lifelong training and social accompaniment, among others.

The Case Noyale Social Welfare Centre caters for the needs of a wide variety of target groups from womb to tomb. There has been a significant and positive evolution of activities and services offered by the Case Noyale SWC.

The Centre is equipped with different platforms for empowerment of the community.

- **Boxing Ring:** Promotion of healthy sport activities
- **Multimedia Room:** Initiation of the local citizens to information technology and internet facilities
- **Mini Library:** Promotion of reading culture among the community members
- **Open Air Theatre:** Provision of a platform to exhibit artistic talents at local level
- **Photos of Vintage and Antiques Museum:** Showcasing past generations and helping in combating Alzheimer disease, especially for Senior Citizens
- **Rainwater Harvester and Medicinal/Endemic Gardens:** Promotion of the concept of Eco-Green among the community
- **Monument of National Unity:** Promotion of social cohesion and strengthening of national unity.



Hereunder is a list of the programme of activities held at Case Noyale SWC in 2017:

- **Training Courses:** IT course, eco-bag making
- **Information/Education Sessions:** talks, workshops, sensitisation campaigns, DVD/Film Show projections
- **Literary Programmes:** Quiz, story telling, mini library service, reading skills, newspaper and television with Parabole channel.
- **Income Generating Activities:** Participation in sales exhibition at Regional Level
- **Indoor/Outdoor Games:** table tennis, domino, scrabble, carrom, pétanque, billard

Case Noyale Social Welfare Centre (contd.)

- **Recreational/Leisure Activities:** Creativity programmes for children during school holidays, educational tours, exchange programme, fun games, intergeneration activities (youth/elderly)
- **Health Programmes:** Yoga, zumba, meditation, healthy lifestyle, boxing
- **Celebration of Annual Events:** International Women's Day, International Day of Families, International Environment Day, Christmas Party/Distribution of Toys to needy children, World Food Day, Mother's Day/Grandparent's Day, World Health Day, International Volunteers Day among others
- **Cultural Programme:** Group prayers, spiritual sessions, interfaith meetings, courses in traditional dance
- **Community Services:** Hire of tarpaulins, tubular frames, chairs, trestles, use of premises, television (Access to Parabole) and DVD shows
- **Meetings at Centre:** Senior Citizens association, Youth association, Women association, Socio-cultural group, Grandparents club, Health and Nutrition club, Community support group for elderly.

Reasons for participating in the Competition

1. Having substantially contributed in lifting up the Social Welfare Centre in terms of infrastructure, innovative activities for vulnerable groups and new target groups, the decision to participate was inevitable
2. It was imperative that some innovative ideas, projects and activities are adequately publicised to impart knowledge and experience to similar organisations
3. The participation was in itself an impulse for more motivation, commitment and willpower for the dedicated staff and committee members
4. The participation was a very challenging experience to improve. The main objective was to share innovative ideas and impart knowledge and skills.

Moreover, it was imperative to demonstrate that community engagement is necessary for the success of activities/programmes planned for the benefits of the local inhabitants.

Citizen Support Unit

In line with Government's vision to transform Mauritius into a smart island, the Prime Minister launched on 28 April 2017 the Citizen Support Portal (CSP) which is an innovative internet platform accessible at the web address www.csu.mu.

Under the responsibility of the Citizen Support Unit (CSU) of the Prime Minister's Office, the CSP enables any citizen to either register a complaint or a suggestion online any time, or he/she has the possibility to walk in and have same registered at any one of the 35 Citizen Advice Bureau or 95 Post Offices available across the country.

The complaint or suggestion received on the CSP is then electronically channeled to one or more of the 283 participating Government agencies where it is addressed in an efficient, transparent and timely manner.

The implementation of the CSP project has been an immediate and resounding success reaching 60 000 complaints and suggestions registered on the portal as at September 2018, out of which, more than 70% of the cases have been resolved to the satisfaction of the citizens.

The objectives set and the outcome achieved on the CSP project are the result of a well thought and planned strategy to adopt innovative technologies in such a key area of Government operation, that is, the resolution of complaints and suggestions received from the Citizens. This novel approach has not only significantly contributed to do away with barely existent, inadequate and cumbersome citizen support process in Government agencies but has also ensured that complaints and suggestions are dealt with within an agreed framework and time frame which, in turn, has increased trust and confidence in Government-Citizen interaction.

In the context of the first anniversary of the operation of the CSP, the portal has been upgraded in May 2018 to include disability features to ensure that people with disabilities are able to use the portal comfortably and with a minimum of assistance.



Moreover, Government has recently decided to set up monthly task force meetings chaired by the respective Parliamentary Private Secretaries to monitor complaints for a given constituency. A radio programme, CSU Debark dan Ou Landrwa, aired every Saturday on MBC Kool FM channel and spanning from August 2018 to March 2019 provides valuable information on infrastructural projects undertaken in a given constituency and also portrays testimonials of prominent cases on the CSP that have been successfully resolved. A television programme, Anou Bouze avec CSU, which is telecast on prime time on MBC Channel One every Thursday shows hardship cases resolved through the CSU and depicts how the harnessing of innovative technologies can be at the service of the vulnerable group of the society. The radio programme Ou Demars Nu Priorite is also aired every Tuesday on Kool FM.

Citizen Support Unit (contd.)

With a view to bringing continuous improvement to Government service delivery as well as to ensure the sustainability of the CSP, the CSU also conducts monitoring, evaluation and statistical analyses. These include the carrying out of in-house audits at the Ministry of Social Integration and Economic Empowerment and the Ministry of Local Government and Outer Islands, performing data analysis on data analytics tools and producing statistics and reports for reporting to the Cabinet of Ministers and to the public. Ministers also regularly report to Cabinet about tickets processed and resolved by their respective Ministry.

The CSU is hopeful that the CSP project will serve as a concrete showcase to trigger reforms initiatives in other areas of public service delivery through the careful and planned adoption of innovative technologies.

Coast Guard Training School, National Coast Guard

The Coast Guard Training School (CGTS) is a unit of the National Coast Guard (NCG) tasked to deliver training not only to Coast Guard personnel, but also to other organisations such as the Prison Department, Tourism Authority, and Mauritius Revenue Authority. Services are also extended to the general public, particularly the fishermen community.

The CGTS was previously certified ISO 9001:2008 and has successfully migrated to ISO 9001:2015 in April 2018. This achievement was made possible through the outstanding commitment of each member of the Training School. Our courses are MQA approved, thus we guarantee quality training to our valued customers.

We believe that we are evolving in a dynamic environment and therefore bound to keep abreast with the evolution of the society. The choice of having a Police institution ISO-certified might have seemed odd a few years back, but today it is fully justified as we are aiming for excellence.

Our participation in the Public Service Excellence Award has broadened our perspective in regard to services offered to the community. Emphasis is laid on customer satisfaction, innovation and business transformation. Regular monitoring of the management system is carried out in view of evaluating and improving our performance in the various fields.



Coromandel Fire Station

Coromandel Fire Station was inaugurated in 1997 to keep pace with the rapid industrial growth and the gradual settlement of the community within the surroundings. The Station's main objective is to protect and reduce the losses of life and property, mitigate damage to the environment due to fires, hazardous materials incidents, natural disaster and other emergencies.

The Station which operates round the clock is manned by 137 personnel and mobilises six firefighting trucks and nine utility double cabs. It is worth mentioning that during 2017, the Station has responded to 1 042 fire incidents among which 50 involved houses, 14 industries, 17 vehicles, 14 commercial buildings, 1 container, 9 electrical poles and 5 industries. The Station has also carried out 254 special services and provided 177 assistances to patients undergoing medical treatment.

With the climate change where Mauritius is prone to flash floods, torrential rains, landslides and other calamities, the Station has evolved and is better equipped to mitigate the effects of these disasters. Consequently, Coromandel Fire Station actually operates two special divisions mainly the Rope Rescue Unit and the Swift Water Rescue Unit. Both Units have played an active role in rescuing persons in difficulties, search and rescue of people who lost their way during outings on mountains or other places of interest like "Le Gorge de la Riviere Noire", Sept Cascades and rescue of trapped persons during flooding incidents. The specialised divisions have responded to 21 rescue operations.

In addition to responding to emergency situations, Coromandel Fire Station has last year empowered the community through safety awareness against fire and other emergencies. A total of 48 lectures were delivered accordingly. Eighteen schools, as part of their educational programmes, visited Coromandel Fire Station.



Coronary Care Unit, Dr Abdoul Gaffoor Jeetoo Hospital

For the second time in two years, the Coronary Care Unit (CCU) of A. G. Jeetoo Hospital is participating in the Public Service Excellence Award. Indeed, this competition has helped the CCU embark on a mission to introduce innovative and environmentally-friendly means to deal with daily challenges by promoting a performance-based, responsive, customer-focused and accountable public service.

The CCU is a ward specialised in the care of patients with cardiac emergencies. Any patient who is diagnosed with a cardiac emergency at the casualty is directed to the CCU where advanced life-saving measures and treatment are initiated. They are then shifted to the CathLab (Catheterisation Laboratory) where procedures like Coronary Angiography/plasty, Peripheral Angiography and Pacemaker insertion are performed.

Since it has been set up in December 2014, we have seen a growing number of admissions at the CCU. Despite new treatment techniques and digitalisation, we have also seen an increase in the number of deaths over the last years. Moreover, we were faced with a long waiting list for Coronary angiography/plasty.

By "*fostering creativity and innovation to better respond to citizen's need*", we have been successful in improving efficiency in the prise-en-charge of patients and treatment provided to them.



Corporate and Business Registration Department

FOSTERING CREATIVITY AND INNOVATION TO BETTER RESPOND TO CITIZEN'S NEED

The Corporate and Business Registration Department (CBRD) has been leading as an organisation to promote innovation. Strategies have been devised to bring its services to a level which meets the expectations of a fast expanding economic, social and business environment. Its efforts were recognised at the highest level when it became one of the first institutions to receive the Public Service Excellence Award 10 years ago.

Many of the innovations the CBRD introduced were taken up by other government agencies and African countries to enhance their own services in terms of cutting red tape, streamlining work processes and reducing delivery time frame in dealing with applications from citizens, government agencies and foreign investors. It set the trend as regards the optimisation of human resources by operating a flexitime system along with a multiskilling concept, promoting in-house training and ensuring fast delivery. Most of its services are now online and this has considerably reduced paperwork, movement of persons and files amongst government agencies. Business information is available to all on a click of the mouse. The office is also ISO certified since 2009 and is now in the process of implementing the ISO 9001-2015 system for further risk assessment and security measures.

All these enhancements have been achieved through, inter alia, an enlightened leadership at all levels, clear objectives set by the Government, collaborative staff members and dedicated customer-oriented and user-friendly approach. As innovation is a never-ending process, there are constantly new projects on hand to be a leader in companies registries.



Crime Prevention Unit

The **Crime Prevention Unit** has always striven to adopt measures to reduce the opportunities for crime. Crime prevention involves the identification and evaluation of crime risk and the initiation of actions to remove or to reduce it. The Unit has espoused a situational crime prevention approach whereby different strategies like target hardening and removal, formal surveillance and access control, amongst others, are considered to explore the theoretical assumptions behind the strategy.

The main aim of the Unit is to promote a sense of awareness and develop a crime prevention culture among the population, including Rodrigues. It is thus focused to curbing down the crime trend and keeping it as far as practicable at a manageable level.

This Unit also undertakes to support and advise the victims of crime addressing the weak areas of households and businesses for preventative benefits to them. '*Security & Safety Exhibitions*' are organised to highlight a complete array of crime prevention benefits.

The Unit is working with government and non-government agencies to provide its services to the Community. Thus, fifteen educative programmes are designed for specific categories.

The strategy combines all its activities as one component to ensure a **safer community** and enhance better relationship between **public** and **Police**.



Curepipe Fire Station

Curepipe Fire Station forms part of the Operation Division of the Mauritius Fire and Rescue Service and operates round the clock to respond to emergency calls.

Our officers are always in a state of readiness and prepared to intervene effectively and efficiently under emergency situation and work as part of a close-knit team.

Many of the emergency calls we received are life-threatening emergencies whilst others are less serious but still frightening or upsetting to the people involved.

We are also required to maintain comprehensive data relating to current incidents, resources deployment availability of personnel and other fire and rescue resources.

The life of firefighters on duty is busy and very demanding one, but also varied and immensely satisfying and we go home after every tour of duty knowing we have helped people and made a real difference in the community.

Our participation in the PSEA 2017 has immensely contributed to upgrade the functioning of our Fire Station to better serve the community. We provide the special effort to ensure our customers, most of whom call us from a distressed situation, get the right prompt assistance from our responding Fire and Rescue Team on incident site and immediate relief following our safety advice when they call us.



Diabetes Foot Care Clinic, Dr Abdoul Gaffoor Jeetoo Hospital

Diabetes foot care services started since 2014 in Region 1 in order to meet one of the standards set in the National Service Framework for Diabetes (NSFD). The main aim was to reduce the growing number of lower limb amputations due to diabetes. With time, as the services provided by the specialised Foot Care officers became recognised, the number of patients channelled to the Clinic grew exponentially. Therefore, to provide high standard quality care the need for "*Fostering creativity and innovation to better respond to citizen's need*" arose.

With the renovation of the Dr A. G. Jeetoo Hospital, another site within the hospital premises was allocated to accommodate the podiatric chair, equipment and advanced dressing materials. This change allowed the service to run to its optimum capacity since 2017.

Facilities available at the Clinic include screening, assessment and risk stratification of feet of patients with diabetes. Patients with foot ulcers are taken care of by a multidisciplinary team comprising diabetologist, surgeon, radiologist, physician, dietician and diabetes specialized nurse. There is close collaboration with the orthopedic workshop for provision of specialised footwear and podiatrist for nail care.

Public Service Excellence Award has helped the team to adopt a more patient-centred approach and enhanced teamwork to better respond to citizens' need.



Emergency Response Service, Mauritius Police Force

The Emergency Response Service (**ERS**) is a Unit which operates on a **24/7** basis with its headquarters at St Paul Road, Vacoas. As a first line emergency response to scene of crime, request or incident, this mobile Unit provides a visible and reassuring police presence in all station areas of the country. It consists of nine sub-units including the Police du Tourisme (**PDT**); ERS Special Anti-Robbery Squad (**ERS- SARS**) and the ERS Transport Squad (**ERS-TS**).

One of the highest priorities of our officers working in this Unit is to assist and protect the community by providing a safe environment and ensuring that the Constitutional and Human Rights of each individual are respected. This includes maintaining a visible and reassuring police presence and paying special attention and protection to the vulnerable groups in line with community expectations.

We undertake to leave no stone unturned in bringing to justice drunken drivers and taking severe action for non-observance of speed on public road. Our aim is to reduce drastically the rate of road fatalities and render our roads safer. We have adopted a **ZERO** tolerance approach.

In this Unit, we believe in achievement and continuous improvement through innovation and reinvention in our service delivery by constantly exposing our personnel to the latest knowledge and skills.



Entomology Division

Honey bees are our friends. The population of honey bees in Mauritius is decreasing because of several actors. This is having a negative impact on the production of fruits and vegetables. Two new pests of honey bees were reported recently. However, measures have been implemented to remedy the situation. Beekeepers were trained on novel techniques of rearing of honey bees. After several studies, the beehive model was upgraded so that honey bees could fight against the varroa mite. A model of the new beehive was given free to more that 100 beekeepers.

For the control of the small hive beetle, a trap was evaluated and is now being recommended for use by beekeepers. To combat the decrease in area of melliferous plants, for the first time in history two bee reserve zones were created with the plantation of 17 000 plants ,including 3 000 fruit trees.

Honey bees have now a dedicated and safe place for collecting nectar and pollen. To limit the damage caused by pesticides on honey bees, a new law to control the use of pesticides has been proclaimed.



Environment and Land Use Appeal Tribunal

The Environment and Land Use Appeal Tribunal (ELUAT) was established in 2012. We hear appeals relating to land use and environment with a mandate to provide environment justice under the ELUAT Act 2012, enacted by Parliament. We aim at providing an open, fair and timely dispute resolution process and promote development in an environment friendly perspective. In the core of our procedures, we adopt a simplistic approach which we genuinely and authentically apply: *Walking in the shoes of our customers.*

The Tribunal sets overall goals and targets which are to address the demands of its customers and deliver quality service. One of our foremost objectives is to provide exemplary services to our customers. Last year, the Tribunal has revamped its service delivery in terms of structure, rules, procedures, remedies and enforcement. We expect our participation in the Public Service Excellence Award 2017 will enable us to stand out as a showcase for other organisations. It has reinforced our team spirit and enabled us to strive harder to overcome our weaknesses and strengthen our vulnerable points.

"We believe that our best practice is to treat our customers as guests and employees as our strength."



Fire Safety Division, Mauritius Fire and Rescue Service

The Fire Safety Division operates under the aegis of Mauritius Fire and Rescue Service (MFRS). The mission of the MFRS is to make the Republic of Mauritius a safe place for all its citizens and visitors by minimizing the risks of life loss, property destruction and environmental damage by fire and other emergency threats. Functions are focused on enforcement of fire safety legislations, fire safety education and provision of prompt and efficient fire and rescue services.

The Fire Safety Division is staffed by 38 Fire Officers within the purview of 3 Division Officers and direct supervision of one Assistant Chief Fire Officer who is the Head of Division. The key objectives of the Fire Safety Division are as hereunder:

- **Objective one** - Fire Prevention and Fire Safety Education – to sensitize the community on fire prevention and fire safety education and emergency preparedness for any disaster
- **Objective two** - Fire certification & licensing - Inspection of premises on receipt of an application for a Fire Certificate to ensure the premises satisfy fire safety requirement as per existing legislations and guidelines. Approval of plans for new projects in regard to fire protection and fire safety. Issue and renewal of certificate of registration /transport permit as per related regulation
- **Objective three** - Enforcement Inspection - to enforce fire safety measures under Section 19 (Para 8 & 9) of the Mauritius Fire and Rescue Service Act 2013 for places of work, trades, schools, hotels, public places of assembly, high-rise buildings/occupancies, LPG bulk storage, Underground tanks, employees lodging accommodations, inflammable stores, chemicals stores, night/private clubs and other premises.

The main office of the Fire Safety Division is located at 36 Deschartres Street, Port Louis and we provide the following services to our customers:

- Educational Programme - community fire safety and emergency preparedness to the community at large



- Licensing - issue Fire Certificate
- Enforcement inspection where a Fire Certificate is in force in respect of any premises
- Issue of transport permit for transportation of LPG cylinder/bulk carriers
- Renewal of Certificate of Registration (Bulk Depot, Underground Tank, Spraying Room LPG above 500 Kg, Calcium Carbide and Inflammable Stores) prior end of each financial year
- "e-services" through Government Online Services
- Consultancy services for new project with regard to fire safety requirements
- Attend to complaint received through our hotline 154 with regard to fire safety hazards
- Training on fire prevention duties to our internal customers.

Flacq Haemodialysis Unit, Flacq Hospital

The Flacq Haemodialysis Unit, an annex of Flacq Hospital, is situated at Riche-Mare. It is operational since August 2003 and caters for more than 200 patients coming from 42 villages in the districts of Flacq, Moka and Grand Port. The Unit offers its services six days a week, starting from 7.00 am till late at night and attends to only emergency cases on Sundays.

Our concern for both creativity and innovation has led our Nurses to view practice from a bio-psychosocial perspective in order to provide holistic care to all patients. We perform our duties wholeheartedly and use observable measures to deliver high quality care for better health outcomes. Change in today's healthcare landscape is a daily, if not hourly, reality. Imagination, empathy challenging the *Status Quo* and moving from experience-based to evidence-based practice have prompted our Nurses to bring more patients' satisfaction, thus helping them to cope with their diseased conditions.

We have to admit that the Public Service Excellence Award has allowed us to grow in our profession and will continue to foster innovative practice in any discipline for the betterment of society. It is a healthy competition which incites us to develop leadership abilities, communication skills, professionalism, critical thinking altogether with compassion.



Forensic Science Laboratory

The Forensic Science Laboratory (FSL) which operates under the aegis of the Ministry of Defence and Rodrigues, as an autonomous body, provides forensic services to the Police and Judicial Department of Mauritius. Requests for forensic tests from other institutions and regional States are channelled through the Prime Minister's Office.

At present, the FSL is divided into two main sections: Biology and Chemistry section:

- The biology section deals mainly with offences against the person such as cases of assault, murder, rape and other sexually motivated crime
- The chemistry section is more wide ranging and encompasses drugs analysis, toxicology, fire examination, ballistics, documents, alcohol analysis and physical comparison.

Forensic Officers also carry out crime scene investigations mostly for serious cases, that is they attend scenes of murder, arson, shooting, fatal road accidents, amongst others.

After analysis of evidence materials, reports compiled are submitted for use by the judiciary.



Gastroenterology Department, SSRN Hospital

The Gastroenterology Department of SSRN Hospital was set up to mainly provide endoscopic procedures such as gastroscopy, colonoscopy and ERCP to patients. The Department performs more than 3 000 procedures each year.

We provide excellence from start to finish. Patients who come to the Endoscopy Unit know exactly what to expect, they undergo a procedure which is kept as comfortable as possible. At the end of the procedure, the patient is fully enlightened of his findings and further management.

By participating in the Public Service Excellence Award, the Department has adopted strategic action plans which provide the staff with a clear sense of direction in their work. The Department has also formulated and implemented quality policies which have enabled its staff to perform better.

To summarize, the Endoscopy Unit at the SSRN Hospital is a unique dedicated unit which has grown at a very fast pace since its opening in 2007. It now provides all the endoscopic procedures available in advanced countries and has rendered unnecessary the need to go overseas for endoscopic treatment. We are also the main teaching centre for the next generation of endoscopists. This Department has fundamentally changed the practice of endoscopy in Mauritius and hopefully it will be set a benchmark in the Indian Ocean region.



Government Information Service

The Government Information Service is the leading communication hub of Government which operates under the aegis of the Prime Minister's Office (Home Affairs Division). It comprises various sections such as the Information Service Section, Audio-Visual Section and Documentation and Press Section. Its goal and mission are to disseminate government policies, programmes, services and activities and archive information to facilitate access and retrieval as an interface between Government and the public.

The Information Service Section manages the activities of Ministries/ Departments as well as government projects through the government web portal. It processes cabinet decisions for release to the media and produces publicity materials of public interest. It has the responsibility to monitor matters of national interest and assist through close contacts with ministerial information units. It also acts as a facilitator for local and international media.

The Audio-Visual Section positions itself to maintain and manage audio visual services for the achievement of government activities, provides visual publicity to the media, produces black and white, colour, digital and slide photography, provides public address - sound system for all government activities and includes an audi-visual archive and a relevant database for retrieval of audio-visual materials.

The Documentation and Press Section acts as a support service for press centres, radio and TV stations respectively. The Documentation Section provides references of unbound published materials and the Press Section channels communiqués, press releases, press notices, handouts etc. to broadcast authorities, among others.



Grand Bay National Coast Guard

Grand Bay NCG is situated in a strategic point in the northern area acting and acts as the northern headquarters. It has been tasked to ensure operational functioning of Flat Island NCG post and supervise all four stations in the north. The area of responsibility allotted to the Station for policing starts from Pte Aux Cannoniers up to Cap Malheureux. However, the Station maintains a constant supervision over approximately 70 to 75 Km of coastline.

Grand Bay NCG has implemented several innovative ideas such as check off list of specific cases which have been updated to meet needs and expectations of our customers. Also for better utilisation of our resources and to enhance service delivery, our personnel are constantly nominated to attend courses locally and abroad. A place-based policing concept has also been initiated by Grand Bay NCG whereby a team of NCG personnel standby throughout the day along well-frequented public beaches and perform several duties such as life-saving, sharp lookout constantly maintained over beach users and swimmers together with sensitisation campaigns carried out for prevention of drowning. Fast Interceptor Boats X6 and X7 also carry out 2nd layer surveillance patrol with specialised personnel on board and all the activities of vessels navigating beyond 12 NM are monitored.

However due to climate change and rising waters, the topography of the sea has changed leading to more frequent rough seas, strong currents and increase in the presence of jellyfish in our lagoon resulting to more tourists being stung. With its participation in PSEA 2017, Grand Bay NCG has evolved towards new concepts and created a system to better inform customers about such dangers. Signboards were put on beaches and signposts were placed at Flat Island to warn picnickers of the danger of strong currents. An orange buoy was also placed to indicate the pass at Flat Island to facilitate skippers to negotiate the pass.



The Grand Bay NCG by implementing such innovative and creative ideas has achieved successful results and our customers are extremely satisfied with our service delivery, as indicated in the feedback questionnaires.

Grand Bois Police Station

Grand-Bois Police Station is moving forward to enhance the quality of life of people by preserving public peace, enforcing law, ensuring a safer environment and focusing on service excellence.

Our main focus is to serve, help and protect the community. We strive to meet the needs and demands of our people. Thus, we are maintaining a good relation with the public.

We achieve our objectives by strictly enforcing Law in the organisation in a fair and impartial manner and by promoting law-abiding conditions to our society. Fairness, courtesy, honesty, respect and well-being of the citizens are the daily watch words in everything that we do.

Customer care is our primordial duty. We welcome each customer calling at the station. We help to solve all his/her problems or requests. We support the victim with care and attention and make sure he or she is comfortable.

With the evolution of technology, CCTV camera and COTS system are implemented at the Station to ease the work of the Police. For example, records are easily retrieved through the COTS system. The CCTV camera helps to monitor the presence and duties of our daily routine work. Also, those calling at the Station for request/enquiry are well recorded in the camera, thus preventing cases of complaint against Police.

Therefore, Grand-Bois Police Station is able to maintain a good standard and is on way to excellency in the organisation...*"Fostering creativity and Innovation to better respond to citizens' needs"*.



L'Escalier Social Welfare Centre

The L'Escalier Social Welfare Centre is a government institution falling under the aegis of the Ministry of Gender Equality, Child Development and Family Welfare. It is its third consecutive participation in the Public Service Excellence Award.

The Project-Centered Practice (PCP) model implemented at L'Escalier Social Welfare Centre was used as title to describe the areas of best practice that have contributed to make substantial changes and improvements at the Centre.

Being in the field of social work which encompasses various welfare programmes and services, the PCP model as portrayed in the Public Service Excellence Award 2017 narrates a series of projects that have been implemented at L'Escalier Social Welfare Centre. Consequently, these projects have contributed to appease the hardships of the local community and solved various societal problems both at local and national levels.

These projects comprise a children traffic centre, a new pétanque court, extension of Centre with profilage and setting up of an endemic garden/ green space which serve as a gateway to sensitise the community, especially the Youth in addressing societal exertion.

These projects were developed after consultation with all stakeholders who have helped in the identification of a series of common problems which the society is facing today.



La Rosa Social Welfare Centre

The La Rosa Social Welfare Centre (SWC) falls under the Ministry of Gender Equality, Child Development and Family Welfare. It is one of the 57 SWCs of the Social Welfare Division and is situated in Grand Port. Particular emphasis is laid on social empowerment of people, irrespective of age, sex, religion or ethnic group, through sensitisation, education and training/skills development, income generating activities, community outreach programmes, and also on preventive aspect of social work.

Furthermore, the La Rosa SWC is equipped with facilities like endemic garden, volley ball playground, open air theatre children playground and rain harvester. A community model kitchen garden has also been set up to encourage the local community to engage in activities in line with food security/environmental practices and thus the Centre participated in kitchen garden competition and a Greener and Smarter SWC competition in year 2017. With an ever-changing dynamic perspective Social Welfare Centres are called upon to take into account need-based activities and use of technology for efficient service delivery.

Thus, participation in the Public Service Excellence Award 2017 has led to positive changes in both mindset and practices within our specific work context.

Future Endeavours:

The Centre's future endeavours consist in the organisation of community games to engage all age groups in sports and leisure activities, thereby bridging the gap between families and communities. Also, the launching of a drama/artistic club for people to provide a platform for people in these specific areas and organising activities in line with civic values for a better social cohesion.



Mahebourg Fire Station

Fostering creativity and innovation to better respond to citizen's need

Our well-esteemed organisation, the Mauritius Fire and Rescue Service (MFRS), has contributed immensely in terms of fostering and innovation to better respond to citizens' need by recently creating our own portal website on the net.

Generally speaking, it is a web page for the MFRS under the aegis of the Ministry of the Local Government. The website facilitates the need of the public as it provides e-services like application of Fire Certificate and Fire Clearance for the general public where the applicant does not need to move to any station to apply for the certificates. The website consists also of a variety of articles with pictures on ways of firefighting and prevention in our daily life. Furthermore, it shows the vision and mission of our service and what it is aiming at to provide for the need of the public. Thus, it is also creating a general sensitisation among the citizens of Mauritius.

Finally, by participating in this Award our organisation and staff have achieved a lot in terms of team work as it has created team working spirit among us and has also helped us in the adoption of eco-friendly measures such as decreasing the use of paper for our general work and now we are opting for the use of emails with our monthly returns and reports.



Main Control Room, Mauritius Fire and Rescue Service

The Main Control Room (MCR) is the central communication and mobilising unit of the Mauritius Fire and Rescue Service which receives emergency calls on hotlines 115 and 154 from members of the public. The nearest crew is immediately alerted and ensures that appropriate appliances, equipment and personnel are deployed for intervention.

MCR operates 24 hours a day, 7 days a week and 365 days a year. Control Room operators are the first line of contact for public members who very often undergo panic, distress and life-threatening situations. Every request has to be dealt with diligently and instructions relayed accurately and promptly.

Many calls received at the MCR are frightening, hazardous and upsetting to the latter involved. Operators at MCR should be able to work under pressure and in close knit team.

Moreover, it is called upon to maintain comprehensive data relating to current incidents, deployment of resources, availability of resources/personnel and other fire and rescue resources.

MCR also deals with all the 10 fire stations, whereby a map displaying the topology of the areas for which the stations are responsible.

Our participation in the PSEA contributed greatly in the upgrading of our unit to serve the community effectively and efficiently. We do our best and make ultimate effort to satisfy our customer.



Maritime Air Squadron, National Coast Guard

The Maritime Air Squadron has over the years kept pace with the latest technologies so as to meet the ever-growing digital revolution and challenging maritime scenarios. The Squadron has brought about the idea of innovation through technology for improved performance and services to the citizens of Mauritius.

The Squadron adopted the commercially-available Automatic Identification System (AIS), used by ships and shore installations for identification of merchant men at sea, and integrated it with the mission platform onboard the aircraft. This was concurrently progressed with the shift to an Electronic Flight Bag (EFB) which provided a moving map display, Vessel Monitoring System (VMS) picture, satellite picture and meteorological briefing. The above upgrades and innovations have resulted in significant costs reduction by cutting down on the use of paper and fuel, the latter by virtue of greater area being sanitised in a lesser time frame during EEZ/coastal surveillance sorties. The Squadron further lightened the load on the treasury by modifying a simple suction type hand pump into a fuel sampler for use at the remote airfield of Agalega, thereby nullifying the need for an expensive military aviation grade equipment for one specific purpose which would have otherwise required an elaborate and time-consuming procurement process.

PSEA has provided 'TEAM MAS' with a means to inculcate the best practices towards improving the life of citizens of Mauritius. It has also immensely contributed to upgrading the functioning of our unit to better serve the community.



Mauritius Meteorological Services

The Mauritius Meteorological Services (MMS) is a scientific institution which provides atmospheric and marine services. Its specialised products cater for the needs of the general public, civil aviation, shipping, agriculture, engineering, commerce and industry, research and the scientific community. It also provides scientific support services for environment protection. Previously under the umbrella of the Prime Minister's Office, the MMS is since 2017 under the aegis of the Ministry of Social Security, National Solidarity, and Environment and Sustainable Development. The MMS is a member of the World Meteorological Organisation (WMO), a special agency of the United Nations, since 1969.

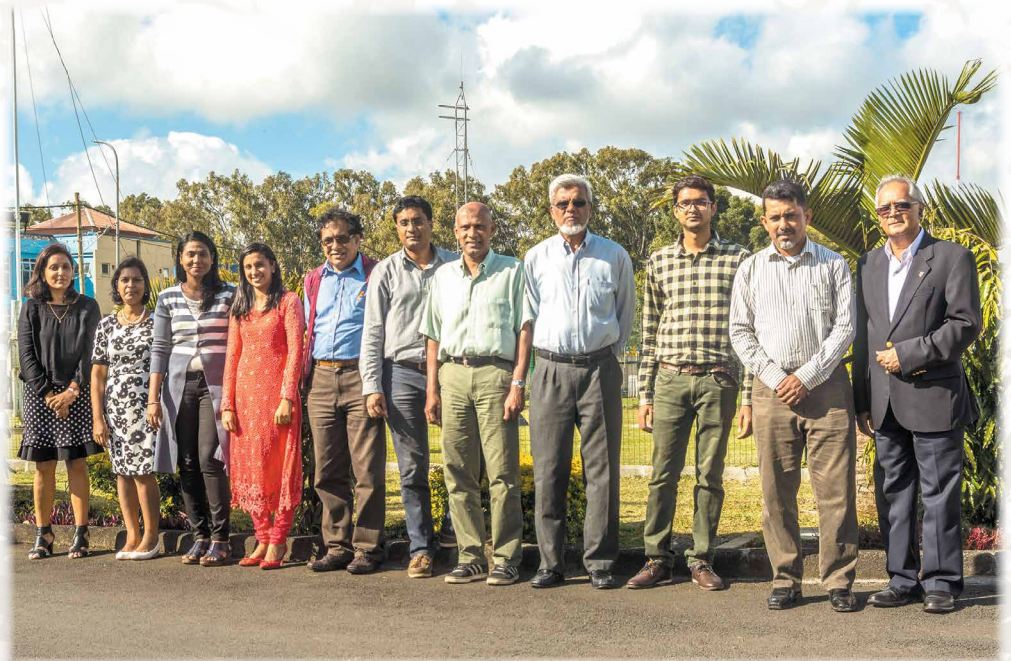
The MMS has been ISO certified since 2009, and in December 2017 the institution has been awarded the MS ISO 9001:2015 certification.

Our vision

To be a weather-resilient and climate-smart nation.

Our Mission

To provide accurate, timely weather and climate services as well as early warnings about natural hazards aiming to enhance the socio-economic development of Mauritius.



Mount Ory Social Welfare Centre

The Mount Ory Social Welfare Centre (SWC) is a social institution operating under the aegis of the Ministry of Gender Equality, Child Development and Family Welfare and serving as a focal point in the village of Mount Ory.

The main objective of the Centre is to promote the welfare of the community through need-based empowerment programmes for an inclusive society whereby strategic management principles are adopted to achieve desired goals.

The Centre's participation in the PSEA 2017 has served as a benchmark for revamping its activities and giving a new boost to the staff's commitment and team spirit. The new synergy that grew among the staff urged them to think out of the box, thus resulting in the creation of a magnificent eco-friendly environment at Mount Ory SWC.

The chosen area of best practice "*Customer Satisfaction - the Bottom Line Focussing on the Welfare of Vulnerable Groups*" was to give an added dimension to the ongoing effort of the Government to enhance the quality of service delivery.

Particular emphasis was laid on social empowerment of the inhabitants, including target groups, through sensitisation programmes on prevention of substance abuse, domestic violence, healthy life style, positive thinking, juvenile delinquency, teen dating, suicide prevention, active ageing among elderlies and the preventive aspect of social work was also taken on board.



No. 1 Patrol Vessels Squadron, National Coast Guard

The Squadron No. 1 Patrol Vessels (No. 1 PVS), which is based at Quay 'B', inside Port Louis harbour, is the seagoing platform of National Coast Guard. It comprises different categories of ship which are major assets of the Mauritius Police Force. The ships which operate as the backbone of the Squadron are under the charge of the Squadron Commander No. 1 PVS and are namely:

SI	Name of Ship	Type	Area of Operation
(a)	CGS Barracuda	OPV	Third layer of defence including Agalega, Rodrigues & St Brandon.
(b)	CGS Guardian	SDB	Third layer of defence including St Brandon & Rodrigues.
(c)	CGS Victory	FAC	Third layer of defence including St Brandon, Rodrigues & Agalega.
(d)	CGS Observer	IPV	Second layer of defence (Coastal area of Mauritius).
(e)	CGS Retriever	IPV	Second layer of defence (Coastal area of Mauritius).
(f)	CGS Rescuer	IPV	Second layer of defence (Coastal area of Mauritius).

In addition, the Squadron comprises the Harbour Security NCG Post which functions under the aegis of the Squadron Commander No. 1 PVS.

The roles and responsibilities of the Squadron No. 1 PVS in relation to maritime security and service to the nation have indeed been boosted up with the acquisition of highly expensive and sophisticated assets. In the modern era of policing, the NCG is aware that failure to deliver is prone to loss of trust and legitimacy amidst stakeholders. Hence, moving from traditional to modern mode of policing has catalysed the NCG to innovate and enhance service delivery.

The Squadron No. 1 PVS has adopted measures for better service delivery and the concepts are constantly being monitored so as to make room for innovation. Being a customer-centric organisation, we have diversified into environment-friendly approaches, training and capacity building of our personnel and in the hunt for technology to promote service delivery to our stakeholders.

The Squadron No. 1 PVS humbly believes it has been doing ordinary things extraordinarily well and that the increased number of hours of patrol dedicated by it for maritime safety and security during 2016 bears testimony of its capabilities and Mauritius as a seagoing nation. The shift expected through the Blue Economy can only benefit the National Coast Guard and the Squadron No. 1 PVS to continuously revise and revamp maritime strategies.

Occupational Safety and Health Division

Since its creation in 1999, the Occupational Safety and Health Division (OSHD) has played a significant role in ensuring that Public Officers in different ministries/departments are operating in a safe and healthy working environment.

The Division has evolved from its traditional way of managing safety and health to a more efficient one by adopting a systematic approach through the development and implementation of the Occupational Safety and Health Management System (OSHMS). The OSHMS is now operational in various ministries and developments with the posting of Safety and Health Officers/Senior Safety and Health Officers to provide a proximity service.

While aiming at insuring an environment free of hazards as far as practicable and facilitating modernisation of offices to improve and enhance the work environment for public officers, the Enhancement of Work Environment Programme (EWEP) was introduced for the funding of safety and health related projects. Almost, all Ministries/Departments have benefited from this programme each year.

In the wake of the Public Sector Business Transformation Strategy, there is no doubt that the OSHD will be a key player, not only in creating a work environment conducive to enhanced productivity but also in uplifting the standard of safety and health in the Civil Service.



Office of the President

Maintenance and Upkeep of the Grounds of the State House

The grounds of the State House, formerly known as 'Château du Réduit' comprise some 152 acres of land containing different families of plants and trees which are of indigenous, endemic and medicinal nature. Several well-known botanists have left their mark through the plants they assembled in the magnificent gardens of the State House. This botanical journey started with Fusée d'Aublet, then Pierre Poivre followed by Bojer, Bouton, Caldwell and Malcy de Chazal in the 19th Century.

It is worth pointing out that though 'Le Réduit' Garden is the country's first botanical garden, it is not as well-known as the SSR Botanical Garden in Pamplémousses.

Over the years, specific small gardens have been set up to enhance the beauty of the grounds and the Chateau. These gardens include:

- Gabriel D'Argent Endemic Garden
- Medicinal Plant Garden
- Arboretum for Rodrigues Endemic Plants
- Bamboo Garden
- Cut Flower Garden
- Rock (Succulent) Garden
- Landscaped Rose Garden.

Moreover, a 'Parcours de Santé' of 2.2 kms has been set up.

In 2017, some 13 200 persons visited the grounds and the garden. A lot of activities provide opportunities for guests to visit the State House.



The maintenance and upkeep of the vast grounds of the State House represent a major challenge to the employees. Some 47 employees are involved in the exercise on a full-time basis.

Participation in the Public Service Excellence Award encourages employees for greater motivation and productivity.

Operations Room, National Coast Guard

The National Coast Guard Operations Room functions 24X7 and is the 'nerve-centre' of the NCG. It is in fact the 'information-hub' of all operational and administrative matters pertaining to NCG/MPF Police.

The Operations Room also functions as the Maritime Rescue Coordination Centre (MRCC) of Mauritius for management of aeronautical as well as maritime search and rescue in the 4.9 million sq km Search and Rescue Region (SRR) of Mauritius.

In the past year, it gradually strategised its resources with **minimal cost to Govt of Mauritius** towards evolving creative partnerships, both national and international, and innovative C4S (**Command Control Communication, Computers and Surveillance**).

This efficient monitoring and implementing surveillance of our vast 2.3 million sq km EEZ, **resulted in increased security to Mauritius as a safe haven for the multinational investors and tourists** and thus progressing Government's vision of the blue ocean economy.

Due to our best practice, 55 valuable human Lives have been saved **both national and international** resulting in **MRCC Mauritius acknowledged as reputable MRCC of the region**.

Being given the opportunity to participate in the Public Excellence Award 2017 has fostered encouragement to better respond to customer needs with motivation, enthusiasm and enhanced teamwork.



Pailles State Secondary School

Three R's take little effort on your part for a big difference to our world

In line with the Government Vision 2030 for the preservation of nature, the Pailles SSS has worked collaboratively as a selfless and enthusiastic team. The latter entails a series of green practices such as waste segregation, reuse, reduction and recycling, organic and endemic gardening, composting, aquaponics, medicinal herbs planting in used tyres and mural frescos. This has helped to put the resourcefulness of everyone involved to optimum use and has given our institution, an ecological way of living and reflection on our current practices. Thus, the school proffers a smooth biodiversity culture. Moreover, healthy sustainable living has been extended beyond the school community to the inhabitants of Pailles.

As such, on Environment Day 2018, parents were sensitised on the importance of organic farming and plants and seeds were distributed to them. The project has further assisted in strengthening our bond with other stakeholders and inhabitants. Currently, the environment of Pailles imbues a feeling of lush greenery, cleanliness and within the gist of living collectively in harmony with nature.

Hence, it clearly portrays the environmental responsibilities of each and every citizen in protecting the earth's greatest biological treasures. A small pledge but a huge contribution towards a greener Earth!



Piton Fire Station

The Piton Fire Station has a commitment towards the communities in the northern part of the island to save and protect lives, property and the environment. The Station operates on a 24-hour basis. In 2017, it responded to 771 fire incidents and 382 special services.

Main objectives are to:

- Save and protect persons, animals, property and environment against fire or any other emergencies
- Provide rescue and extrication of trapped casualties in vehicle during road traffic accidents
- Perform pumping operation during flooding
- Effect special services such as flushing of road due to oil spillage, assistance to SAMU, water supply etc
- Organise community education and awareness programmes. Talks are delivered in schools, community centres, hotels, social welfare centres about the dangers associated with fire, and precautions to be taken to prevent it
- Carry out risk assessment for the Station area
- Carry out fire extinguishers inspections on various government premises and advise on the safe use of firefighting equipment.



Piton Social Welfare Centre

Piton Social Welfare Centre has registered unprecedented growth and development in 2017.

Apart from traditional welfare activities in favour of children, youth, adults, women, senior citizens, persons with disabilities, women entrepreneurs, students, vulnerable families, the Centre has mobilized resources particularly from Mon Choisy Ltd to upgrade its infrastructure.

The following projects have successfully been completed:

- Upgrading of existing volleyball pitch to accommodate mini soccer with new fencing and lightning facilities for evening activities which constitute a grande premiere in Piton
- Construction of a new Open Air Theatre to encourage drama, and other cultural programmes. The new infrastructure also serves as a logistic support for organisation of events.

Besides the funds of the Centre including those raised through hire of tubular frames, chairs and tarpaulins, the following have been upgraded:

- Staff & public toilet
- Fixing of tiles in front and rear terraces
- Upgrading of kitchen
- Divali nite
- Sensitisation on substance abuse
- Painting of Centre
- Painting of boundary wall
- Visit to bedridden.

Home visits and personal contacts were also held to reinforce participation in courses run at the Social Welfare Centres eg :

- Dressmaking
- Home Economics
- Choli making

- Flower arrangement
- Pastry course
- Fancy jewelry.

With regard to recreational activities indoor games have been reinforced with purchase of additional games like domino, carrom, table tennis, scrabble, des chiffres et des lettres etc.

Much emphasis has been laid on gender equality. Women and girls have been initiated to pétanque, volleyball, domino, carrom and table tennis.

Senior Citizens have been induced to innovate in the following:

- Purchase of medical equipment to bedridden eg commode chairs, walking frames, bath benches etc
- Recreational activities during untapped slots particularly in the morning where the Centre is used as a Day Care Centre for elderly. Yoga, indoor games, tv show, computer literacy, physical exercises, adult literacy etc.

The Social Welfare Committee, Senior Citizens Association, Women's Association, Youth Council have been all encouraged to innovate and provide more services and activities of proximity.

The year 2017 has also identified new needs to be implemented eventually eg :

- Welfare of bedridden
- Welfare of persons with disabilities
- Welfare of Senior Citizens living alone
- Welfare of vulnerable families
- Empowerment of vulnerable families.

In a nutshell, the Public Service Excellence Award has triggered the Management to set the benchmark higher for meaningful changes and tangible results.

Plaine Magnien Police Station

The Mauritius Police Force (MPF) is the only public organisation that ensures the security and safety of each citizen of our country. Our aim is to deliver a prompt, efficient and effective service to the community. Any citizen who feels himself aggrieved, unsafe, harassed victim of crime or is facing any natural calamity can solicit assistance from the Police. The requests of the community are dealt with promptly, diligently, in a professional manner and within a specific time frame.

The Public Service Excellence Award has created a synergy within the MPF composed of about 12 000 members. The internal customers have become more motivated, customer-centric, proactive in their assignments, result-oriented. All the police stations/units are operating as a team resulting in the detection of crimes, early arrest of culprits and leading to successful prosecution.

The MPF is bound to operate in partnership with the external customers and there have been regular interactions with them resulting in the resolutions of their grievances. Their suggestions have been considered, and this has contributed in the reduction and detection of crimes.

The personnel of Plaine Magnien Police Station have launched several sensitisation campaigns regarding the scourge of drug, domestic violence, drink and drive etc. The members of the public are satisfied with certain noticeable improvement in the services provided such as online application for driving licence, passport, FPN paid directly to the court etc.



Police Family Protection Unit

Domestic violence is a worldwide phenomenon undermining the safety, rights and dignity of many human beings. It is a scourge of an epidemic proportion, operating behind closed doors within the four walls of silence. In 1994, the Police Family Protection Unit (PFPU) was thus created with a special mandate to alleviate the plight of victims, uphold their rights as human beings and address their impending needs.

The advent of the Protection from Domestic Violence Amendment Act 2016 made provisions for a panoply of measures to afford greater protection to victims of domestic violence. It was more than imperative for Police to walk the extra mile, and come forward with creative and innovative strategies to render Mauritian homes safer.

The Reconstruction and Recovery programme came as a panacea for victims marked by life scars in the form of physical, emotional and psychological trauma. It is a research-based program designed for victims. It attends to their needs in the reconstruction and recovery process and empowers and transforms them into survivors.

The Reconstruction and Recovery Programme, a creative and innovative concept of the PFPU, motivated our participation in the Public Service Excellence Award 2017. It has given us an opportunity to showcase what the Mauritius Police Force is doing and consequently telling victims that we are here for them and to come forward to denounce their aggressors.

Our participation in the Award inspired us towards excellence in service delivery. It has been a very instructive instrument that helped pull our resources together, bind us around a commonality of purpose to show our daily commitment to a cause of national interest necessary for the construction of peace and harmony in the life of our Nation.

No one is born to be victim of violence. Together let us fight domestic violence.



Police Research and Development Unit

Police are facing more and more diverse challenges which originate from both the external and internal environment. In a bid to remain effective and efficient, it is paramount for the Police to move further away from conventional practices and, in the process, adopt more proactive stances founded on strong and proven bases. In this breath, the Mauritius Police Force (MPF) decided to set up the Police Research and Development Unit (PRDU) in 2015.

The mandate of the PRDU spans across a variety of tasks aimed at promoting self-driven policing initiatives through scientific planning, research, quality management, project development and implementation of innovative measures to better fight crime, serve the community and promote law-abiding behaviour.

The multifaceted Unit, situated at Police Headquarters, Line Barracks, is a focal point for research and analysis. It carries out four main functions namely: Strategic Planning; Operation Support; Publications; and Research. The Unit, through research, is instrumental in steering the organisation towards greater efficiency, improved quality of service, professionalism and constitutes a springboard for institutionalising a learning culture amongst its members.

The participation of the PRDU in the Public Service Excellence Awards 2016 and 2017 has enabled the Unit to bring forward the different steps and innovations in order to achieve the organisational aim & objectives and also move to excellence in service delivery.



Port Louis Fire Station

Port Louis Fire Station provides emergency cover in the capital on a 24-hour basis as well as assistance to other Fire Stations as need arises. The Station embraces very high risk areas, mainly the bulk depot in the port area and several high-rise buildings in Port Louis.

The firefighters perform the following duties:

- To prevent, fight, control and extinguish fires
- Protect persons, animals, property and the environment against fire or other emergencies
- Organise Community Risk Reduction (CRR) programmes relating to fires and other emergencies
- Provide rescue and extrication services to any person, animal or property endangered as a result of a road or other accident, including one which does not involve the risk or existence of a fire as well as provide humanitarian services. In addition, it responds promptly to hazardous materials incidents so as to protect the environment.

Following the memorable flashflood of the 30th March 2013, the Mauritius Fire and Rescue Service has set up a Swift Water Rescue team to cope with such incidents. Therefore, to conclude Port Louis Fire Station has a dedicated team to provide a quality service to the Community.



Quatre Bornes Fire Station

Fostering creativity and innovation to better respond to citizens' need and aspiration

Quatre Bornes Fire Station covers the urban areas namely Candos, Rose Hill, Belle Rose , Palma, Bambous, Soreze, Saint Pierre, Nouvelle Decouverte, Dagotiere with many risk areas such as Victoria Hospital, Ebene Cybertower including high-rise building, educational institutions and petroleum retailers.

We responded to 584 fire calls, 80 building fires and 23 road traffic accidents with fatalities during the year 2017. Our staff are motivated and committed and always in a high state of preparedness. A customer care unit caters for people's needs such as fire clearance, fire certificate or any other inquiries same in line with the government policy.

Safety lectures are also organised in schools, colleges targeting students about risks associated with fires. As our senior citizens are more at risk, a special safety campaign is launched to sensibilsise them.

Our main objective is to minimize risks and make the area and country a safe place. Awareness campaigns have been launched to sensibilsise people on the different risks and hazards associated with fires, floodings, landslides, other catastrophes, and precautionary measures to be taken.



Roche Bois Social Welfare Centre

The Social Welfare Division (SWD) was set up following the enactment of the Social Centres Act in Parliament on 30th December 1961. The Division was at that time an important section of the Ministry of Labour and Social Security with specific terms of reference. It is responsible for the administration of fifty seven (57) Social Welfare Centres (SWCs) for the Elderly, located in semi urban and rural regions of the island. The Division also directs and controls the operation of the Centres through the formulation of policies and programmes that are in line with the declared action of the Government.

The SWCs cater for the welfare of people through the provision of services as well as the organisation of activities/programmes.

Particular emphasis is laid on social empowerment of people of whatever age, sex, religion or ethnic group through sensitisation, education and training activities.

In the formulation of programmes/activities at Centre level, much prominence is given to social empowerment and preventive aspect of social work.

The Centre is equipped with facilities as follows:

- 'Open Air Theatre' has been constructed with the support of Ministry of Local Government to provide a platform to exhibit artistic talents
- 'Ecole de Musique et de Danse Traditionnelle' has been set up to identify and promote artistic talents at local level
- Wifi hot spots launched by the Government to allow free access to internet facilities to all
- A rainwater harvester has been installed as a model to sensitize local inhabitants on sustainable development of Mauritius (Maurice Ile Durable) in line with food security and "Green Mauritius" policy of government. The water harvested is used for irrigation and cleaning purposes at the Centre with a view to reducing the monthly water bill.



Hereunder is a list of the programme of activities held at Roche Bois SWC in 2017:

- **Training courses:** Knitting, fancy jewelry, adult literacy
- **Information/Education:** Talks, workshops, sensitisation campaigns, adult education and DVD/Film show projections
- **Literary programmes:** Quiz, story telling, mini-library service/reading skills, newspaper and television show
- **Income Generating Activities:** Participation in sales exhibition at Centre level and regional level, Participation in sales activities of National Women Entrepreneurs Council and national exhibition organised by the Ministry
- **Indoor/Outdoor Games:** Domino, scrabble, lotto, carom, pétanque

Roche Bois Social Welfare Centre (contd.)

- **Recreational/Leisure Activities:** School holiday/Creativity programmes for children, educational tours, exchange programmes, Fun games, intergenerational activities (youth/elderly)
- **Health Programmes:** Yoga, Zumba, Healthy Lifestyle
- **Celebration of Annual Events:** International Women's Day, National Day Celebration, International Day of Families, International Environment Day, Christmas Party /Distribution of Toys to needy children, World Food Day, Mother's Day, Grandparents' Day, World Health Day, International Day for the Disabled and International Volunteers Day
- **Cultural Programme:** Group prayers, spiritual sessions, interfaith meetings, courses in dance, guitar, and traditional and sega dance
- **Community Services:** Hire of Tarpaulins, Tubular frames, chairs, trestles, use of premises and DVD shows
- **Associations meeting at the Centre:** Senior Citizens Associations, Socio-Cultural Groups, Youth Associations, Women Associations, Health & Nutrition Clubs, Community Support Groups for the Elderly and Grandparents Clubs.

Services are provided as follows:

- **Community service**
 - hire of equipments such chairs, tarpaulins, tubular frames, trestles
 - hire of hall and yard (for get-together, meetings, wedding, parties, etc.)
 - Emergency shelter.
- **Courses**
Training programmes meant for social empowerment are held at the centre. Such programmes include - dressmaking courses, fancy jewelry, adult literacy, basic computer courses, pre-primary school.

- **Social Education**
Talks, seminars, sensitisation programmes and film shows covering diverse fields are organised regularly. Example - Life skill management, health and nutrition, sexual education, climate change, juvenile delinquency, family values, entrepreneurship, sky observation etc.
- **Leisure facilities**
Indoor and outdoor game facilities such as carom, domino, table tennis, billard, boxing, mini-library, newspapers/periodicals etc.
- **Miscellaneous activities**
The Centre is used by other ministries, NGOs, clubs and associations such as: Social Aid Division, National Empowerment Foundation, Employment Exchange, Lions Clubs, Youth Clubs, Women's Associations, Senior Citizens Associations, etc.

S/N	PILLARS	MALE	FEMALE	TOTAL
1	Sensitisation/IEC Programme	250	350	600
2	Capacity Building	150	175	325
3	Skills Development	70	120	190
4	Income Generating	40	160	200
5	Recreational/Sports/Leisure	275	325	600
6	Community Service (Beneficiaries)	150	197	347
7	Emergency Shelter	175	125	300

Sebastopol State Secondary School

Improving School performance through innovating processes. Sebastopol SSS: A case study.

A school is "a building that has four walls...with tomorrow inside". At Sebastopol SSS, we share a vision of becoming a centre of excellence. However, the school certificate result had been deteriorating year after year. This trend had jeopardised the existence of the school itself as its population had decreased tremendously due to a series of adverse factors such as declining demand, high rate of transfer particularly at grade 7 level, unfavourable public perception and very few HSC students.

An in-depth analysis of the problem provided our team with simple yet innovative measures. We introduced a mentoring programme to palliate the lack of parental guidance, access cards for repeaters, revisited activity periods, reviewed the teaching methodology from teacher-centered to goal-centered, transformed usual departmental meetings into action-oriented and sharing-good-practices ones and created a learning environment.

Finally, we succeeded in breaking the trend of decreasing pass rate at SC level and attained an **increase** in pass rate of 93% in 2017 compared to that of 2016.

Participation in the PSEA guided us through the result-oriented ten pillars and helped us to remain focussed with a clear sense of direction and be customer-oriented.



Serge Constantin Theatre

Formerly known as the Trafalgar Hall, the Serge Constantin Theatre was inaugurated on 31st August 2000. Since then the Theatre, which is polyvalent, is being used as a platform to promote various forms of culture and performing arts. Day-to-day activities such as dramas, modern and classical concerts, dances, ballets, musical plays, conferences, socio-cultural activities and film projections are hosted there by both local and international artists. The Theatre is being equipped with the latest state-of-the-art technologies to keep abreast of high standard performances and satisfy both artists and audiences. Our warm welcome and personalised service are amongst some of the factors that demarcate us and make a difference in the domain of performing arts. In order to achieve the ambition of transforming Mauritius into an artistic and cultural hub of the region, the Ministry of Arts and Culture has adopted a series of proactive policies for fostering creativity at all levels.

The theatre has become a place where laudable activities are held for the promotion of enthusiastic artistic talent and ability. Our vision for the coming years is that we want the Theatre, under the aegis of the Ministry, to produce and market quality shows to the public at large.



St Aubin Fire Station

"Fostering creativity and innovation to better respond to citizen's need"

The Public Service Excellence Award has given almost all organisations the opportunity to enhance their working environment and give a better quality service. It has also focussed on quality types of delivery services and not chased for quantity.

As per policy of the Mauritius Fire and Rescue Service, we at St Aubin Fire Station are moving towards innovations and adopting better principles and techniques to satisfy customer needs.

Formerly, application for fire certificate and fire clearance was being done at the headquarters in Port Louis. With the establishment of a customer care counter at St Aubin Fire Station, customers are now being provided with proper information and guidelines, which can also be obtained on an online basis.

In the past, we were delivering lectures to organisations such as schools, hospitals, community centers, village halls. Such lectures are still being conducted, however they are being done simultaneously with simulation exercises and drills where the customers can have a better understanding for e.g. evacuation procedures, assembly point, roll call activities, methods of Alerting Emergency Services.

In addition, we are effecting surprise visits to commercial activities to ascertain that fire emergency procedures are being complied with. We are also revoking fire certificates of those not in line with procedures in consultation with the Fire Safety Division.

The Public Service Excellence Award has given us motivation to be more customer-oriented by giving prompt and best services, thus resulting in a reduction on fire emergency intervention as per statistics for the last three years.



St Julien D'Hotman Social Welfare Centre

It is an honour for St Julien D'Hotman Social Welfare Centre to participate for the first time in the Public Service Excellence Award which aims at recognising organisational excellence and promoting performance-based and customer-focused strategies to improve service delivery. All these ingredients have been taken care of by the organisation while working on the underneath project.

A public good represented by the St Julien D'Hotman Social Welfare Centre was recognised as having a strong potential for the social development of the community. However, it was noted by the community leaders, i.e. social welfare committee members and officers, that the institution was slowly drifting into a state of decrepitude owing to lack of upkeep and maintenance, caused by insufficient financial resources. The level of community participation was drastically dwindling as the infrastructure was not responding to the exigencies of the time.

Mobilising to revivify the institution was a successful way out of the situation. The problem was analysed and a partner, represented by the District Council of Moka, was approached. Using advocacy techniques, the decision-makers of the Council were convinced that the public good has to be refurbished to meet the developmental needs of the residents of St Julien D'Hotman.

The refurbishment of the St Julien D'Hotman Social Welfare Centre was successfully implemented and it is a fact that the Centre stands invigorated with a renewed lease of at least ten years. Community participation and satisfaction have gone up again.



Surinam Social Welfare Centre

On 16 February 1948, the first Social Welfare Centre in Mauritius was set up at Surinam, in a rented wooden two-room house.

The Centre has, through the years, honoured its number one rank by pioneering the following:

- First woman's association in Social Welfare Centres
- First volleyball pitch in the South
- First association of disabled persons which is actually a respected specialised school for the disabled children in the south. It is the most greatest achievement and pride of the Centre
- Pioneered '*Des Chiffres et Des Lettres*' in SWCs of Mauritius
- Pioneered Lawn Tennis in SWCs
- Introduced hire of galvanized tubes for salle verte
- Introduced first literary club in SWCs of Mauritius. The Surinam National Friendship and Literary Circle meets on Saturday afternoon since 51 years
- First and sole embroidery centre in Mauritius
- First centre to introduce rock garden in SWCs
- First antique museum in SWCs
- At another level, it has been awarded National Winner in:
 - Kitchen Garden Competition, 2015
 - Greener & Smarter SWC Competition, 2017.

With the support of public and private sectors, the Centre has set the benchmark higher by introducing the following:

- Monument in memory of fishermen lost at sea
- Family monument
- Antique museum
- Decorative antique well



- Extension of Centre
- Garden of endemic plants
- Lifting of Premises.

The Centre, which was shortlisted among 16 best departments of Mauritius in PSEA 2015, has been boosted up for Excellence.

Efforts will be doubled in PSEA 2018.

Tamarin Fire Station

Tamarin Fire Station, located in the district of Black River, was inaugurated and fully operational on the 31st October 2013. The main objective is to provide a rapid and proximity service to the inhabitants of the western coastal area from Bambous to Baie Du Cap and Isle in the lagoon such as Benitier and others in the region. It has also embarked on the promotion of fire safety awareness among the general public, governmental and non-governmental organisations through its programme that is Fire Safety Lecture, Fire Clearance and Fire Certificate Application.

The key role of the MFRS under the MAURITIUS FIRE and RESCUE ACT 2013 is to foster a safer and more resilient community in a proactive way rather than reactive way (Prevention is better than cure). Emphasis is laid down on prevention and risk reduction that will minimize the loss of lives/injuries and properties loss through aggressive awareness campaign by targeting most vulnerable groups living in poverty pockets and who are directly threatened by natural disaster.

Community sensitisation/awareness programmes are being carried out at Station level within the topography. Close contact with recipient is also established in service delivery. Constant education on dangers associated with natural disasters such as flooding, landslide, tsunami, flash flood, cyclone, and fire is imparted regularly. Precautionary measures to prevent and limit the risk arising out of such incidents are very important as a proactive approach to scale down the number of fires/emergencies.

In addition, school children of preprimary, primary, secondary institutions are also targeted. Lectures are delivered along with film show projection and powerpoint presentation on basic fire safety. Also, practical demonstration with first aid firefighting equipment e.g. portable fire extinguisher, hose reel, initiation to ladder climbing, rolling out of fire hoses, branch holding (charge hose with water) and distribution of flyers in maternal language with picture on safety precaution.

Services to the community include inspection of high-rise building, portable fire extinguishers to government building accompanied by lecture on basic firefighting technics, carrying out Fire Risk Assessment to High, Medium and low risk Premises and establishing a dynamic emergency response plan.

A dedicated team is also called upon to give special assistance to road traffic accident, engage in extrication of casualties and offer basic first aid treatment. In addition, the Station is solicited on multiple occasions to assist the medical team of SAMU in carrying bedridden patient from upper to ground floor. Brigade assistance is frequently required to rescue hikers on mountain who have been injured and have met with difficulties to find their way out. Trapped animals on trees edge or fallen in pit are also rescued as part of our duties.

During pre-cyclonic weather, the Station is involved in the evacuation of residents in distress to refugee centers. Pumping operations of accumulation of rainwater in houses, yards and roads, cutting of trees and responding to hazard reporting on hotline 154 are done simultaneously.

In regard to safe and conducive work environment, the station has a regular contract for cleaning services, pest control campaign, plant maintenance, mowing of grass and general cleaning of station every Saturday and solar water heater as an eco-friendly factor.

To sum up, the mission, vision and endeavor for best practices ultimately aim to deliver an efficient and effective service to the community.

Tamarin Fire Station (contd.)

TAMARIN FIRE STATION



Training Division/Special Operations Division, Mauritius Fire and Rescue Service

The Training Division is the core unit of the Mauritius Fire and Rescue Service (MFRS). Situated at Coromandel, it is the doorstep whereby new recruits are enrolled, developed and trained with the right knowledge, skills and attitude to be competent, fully fledged operational firefighters to fulfil the Mission and Vision of the MFRS. Moreover, the Division ensures that the latest technologies in relation to firefighting are implemented at station level as it has the responsibility for:

- Operational, management and skills training
- Health and career development
- Learning support.

Furthermore, apart from making the MFRS a learning organisation, there is continuous improvement in efficiency and performance by setting high standards, fire officers are provided with tools like critical thinking, technical, operational, organisational and personal skills to effectively deliver fire safety training, talks and seminars throughout the island and in all functions and activities undertaken by MFRS to make the Republic of Mauritius safe. In addition, a fitness and wellness programme is being implemented to enhance long term employee health and reduce overall benefit costs. Participants and the youth are also equipped with adequate knowledge and skills in fire safety education so that they can act as ambassadors of the MFRS. Standard operating procedures and guidelines are devised to safely handle equipment and intervene efficiently during fire emergencies, natural disaster incidents, road traffic collisions any other rescue operations.

The Training Division has gone a step ahead in terms of innovation as mandated by the MFRS Act 2013 and has set up a Special Operations Division with specialised units, namely Aerial Firefighting & Rescue Unit, Rope Rescue Unit, Swift Water Rescue Unit, and shortly Hazmat Unit. These Units are being nurtured with the right knowledge, high competency skills and the right attitude for more complex rescue situations.

All of the above is being achieved through training and development of the MFRS personnel with passion, which is contributing not only towards a healthy and safe working environment but also targeting a more effective and efficient service delivery to achieve the Government Vision 2030.

***"When planning for a year, plant corn. When planning for a decade, plant trees. When planning for life, train and educate people."* - Chinese Proverb.**

Triolet Fire Station

The Mauritius Fire & Rescue Service (MFRS) has a commitment to promote a safe, just and equitable society. The Triolet Fire Station which plays an important role towards this commitment has also a clear definition of purpose which is to *'save and protect lives, property and the environment'*.

The Triolet Fire Station has a responsibility to reduce the level of risk, within the communities of the northern part of the island, from fires and other emergencies, through delivering an appropriate balance of emergency response, community fire safety education and statutory fire protection services. In a nutshell, the Station is bound to prevent, fight, control and extinguish fires and together with protecting persons, animals, property and the environment against fire or any other emergency. Moreover, nowadays services placed on the Fire Services include emergency services (assistance to medical team), response to hazardous materials incidents, technical rescue and acts of terrorism.

Quality service care is achieved through a consistent and uniform application of best practices, regardless of extraneous variables encountered at each emergency. In fact work needs to be focused on what matters. The customer care is of paramount importance and this is done through an intelligence-led approach to the management of risk and enable the Station to target resources to best advantage for the safety and well-being of the community of Triolet and other nearby villages.

The Triolet Fire team assists the community in applying the best practices to consistently make positive differences in customer care by immediately supporting the customers whenever they attend the Station for any advice or attestation needed for social aid. The ingenuity exhibited by the team of Triolet Fire Station is to ensure the delivery of the exceptional services of due care and diligence thus showing the depth of our dedication to the communities being served.





Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2017

Regional and International Awards

MCSAR

GOLD AWARD

Public Service
Excellence Award
2017

Regional and International Awards

Organisations participating in the Public Service Excellence Award are also encouraged to go beyond the national context and compete in the following regional and international awards.

• African Association for Public Administration and Management (AAPAM) Award

The AAPAM Award, run in association with the Governance and Natural Resources Advisory Services Division (GNRASD) of the Commonwealth Secretariat, recognises organisational achievements in the public sector.

The Award aims to (a) promote innovation in the public sector by encouraging and recognising organisations and people for creative and effective ways of solving problems specific to administration and management, (b) publicise innovations in the public sector which are worthy of emulation, (c) facilitate the transfer of innovations and best practices to improve the quality of public administration and management in Africa and (d) enhance the image of the public sector in Africa.

The best three entrants receive the gold, silver and bronze awards in order of merit. The Award is attributed to winners during the AAPAM Roundtable Conference held on a yearly basis.

It will be recalled that the Administrative Reforms Division of the Ministry of Civil Service and Administrative Reforms was the winner of Silver AAPAM Award in 2007 for "*Spearheading Administrative Reforms through an Innovative Package in the Civil Service in the Republic of Mauritius*". The Department of Civil Aviation won the Bronze Award in 2010. In 2011, the Entomology Division, Agricultural Services of the Ministry of Agro Industry and Food Security won the Silver AAPAM Award and the Companies Division won the Glass Trophy. The Cadastral Implementation Unit (CIU), Ministry of Housing and Lands, won the Silver AAPAM Award in 2012.

For the 11th AAPAM Award 2018 for Innovative Management, the Citizen Support Unit (CSU) and the Central Informatics Bureau (CIB) were shortlisted among the five finalists where the two organisations were called upon to present their projects at the 39th AAPAM Roundtable Conference which took place in Gaborone, Botswana from 06 to 09 November 2018.

The Citizen Support Unit won the Bronze Award and the Central Informatics Bureau won the Glass Award.

• All Africa Public Sector Innovation Awards (AAPSIA)

The AAPSIA are the first continental Africa-wide Awards that celebrate innovation in the public sector. They aim to promote and encourage innovative practices in the public sector for improved service delivery, promote regional and cross-sector collaboration for promotion of good governance, create a platform for information sharing, lesson learning and possible replication of successful initiatives across the African continent.

The Awards are given in the following three categories:

- I. Innovative Service Delivery Institutions;
- II. Innovative Partnerships in Service Delivery; and
- III. Innovations in the Systems and Processes of Governance.

The Biodiversity Unit of the Mauritius Forestry Service was the runner-up in the category "*Innovations in the Systems and Processes of Governance*" in the first edition of the AAPSIA in 2008 and the Mobile Clinic of the Ministry of Health and Quality of Life was the winner of the AAPSIA 2010 in the category "*Innovative Service Delivery Institutions*".

For year 2012, the Health Inspectorate, Ministry of Health and Quality of Life, won the *Special Chairperson's Award* for the project "*Microbiological Rapid Testing*" during the 8th African Union Conference of Ministers of Public/Civil Service held in Brazzaville, Republic of Congo, on 25 July 2013.

For the year 2016, the following three organisations participated in the AAPSIA:

- Corporate and Business Registration Department
- Sir Leckraz Teeluck State Secondary School
- Sir Abdool Razack Mohamed State Secondary School

• Commonwealth Association for Public Administration and Management (CAPAM) Award

The CAPAM Award is organised every two years since 2008. The Award celebrates the spirit of innovation in the public service by recognising those who have made significant contributions by improving governance and delivery of services. It inspires innovators to continue exploring, creating and implementing new ideas in order to enhance the quality of life of citizens, communities and nations.

The CAPAM International Innovations Award includes four categories, namely:

- Innovation DNA
- Innovation in Public Service Management
- Citizens-Focused Innovation
- Innovation Incubation.

The Ministry of Housing and Lands and the Sir Leckraz Teelock State Secondary School were semi-finalists for the CAPAM International Innovations Award 2016.

For the CAPAM 2018 International Innovations Awards (IIA) the projects from Ministry of Housing and Lands and Central Water Authority (CWA) were selected for a presentation of their projects during the CAPAM Biennial Conference which was held in *Georgetown, Guyana from 22 to 24 October 2018*.

The Ministry of Housing and Lands and the CWA were awarded a *Certificate of Distinction*.

• United Nations Public Service Awards (UNPSA)

The UNPSA are the most prestigious international recognition of excellence in the public service since 2007. They reward the creative achievements and contributions of public service institutions to the development of countries around the world. Through this annual competition, the United Nations promotes the role, professionalism, image and visibility of the public service.

The Awards aim to discover innovations in governance, reward excellence in the public sector, motivate public servants to further promote innovation, enhance professionalism in the public service, raise the image of public service, enhance trust in government, and collect and disseminate successful practices for possible replication.

Entries are invited for the following five categories:

- I. Preventing and combating corruption in the public service;
- II. Improving the delivery of public services;
- III. Fostering participation in policy making decisions through innovative mechanisms;
- IV. Advancing knowledge management in government; and
- V. Promoting gender-responsive delivery of public services.

The winners and finalists are announced during the celebration of the United Nations Public Service Day which is held each year on the 23rd of June.

For the year 2011/2012, the Independent Commission Against Corruption (ICAC) was proclaimed First Place Winner in the African Region in the category of '*Preventing and Combating Corruption in the Public Service*'.

For the UNPSA 2014/2015, six organisations submitted their participation, out of which the Corporate and Business Registration Department and the Mauritius Prison Service had received positive reviews up to the second round of evaluation.

For the UNPSA 2017, one organisation participated to the Award, namely, the Open University of Mauritius.

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