



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

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18 June 2001

Ministry of Civil Service Affairs and Administrative Reforms
Circular Letter No 17 of 2001
E/60/28/01

FROM: Secretary for Public Service Affairs
TO: Supervising Officers i/c Ministries/Departments

Civil Service Reforms - Meeting with Desk Officers

Please find, enclosed, a copy of the note of the third meeting of Desk Officers held in this Ministry on Wednesday, 16 May 2001.

2. The fourth meeting of Desk Officers which was to be held on Wednesday, 20 June 2001, has been postponed. Instead, the Desk Officers have been invited to a half-day seminar on Administrative Reforms on that same day at Clos St-Louis, Domaine Les Pailles from 09.00 a.m. to 12.30 hrs. This Ministry's Circular Letter No. 15 of 2001 dated 06 June 2001 refers.
3. It would be appreciated if the Desk Officer of your Ministry/Department could be released to attend the Seminar.
4. With regard to paragraph 4.1.4 of the enclosed note of meeting, the one-day training programme for officers providing direct counter services will now be held in July 2001. You are kindly invited to submit to this Ministry by Friday, 29 June 2001, the names and designation of the officers concerned together with particulars of the types of front-line services provided and the location thereof.
5. Additional information may be obtained from Mrs Y. Moorghen, Assistant Secretary, on Tel No.: 201-1434.

D.P. Ruhee
Secretary for Public Service Affairs

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

- (a) funds allocated to projects for the improvement of counter services would lapse if not fully utilised before the end of the current financial year. However, such funds would be reallocated early in the next financial year for the completion of the projects; and
- (b) the Administrative Reforms Unit would support requests for additional General Services Staff where such manpower needs form an integral part of the project on a case to case basis.

Briefing by Members of the Steering Committee

Mrs Moorghen reported as follows for the benefit of the members present:-

1.1 Designation of Desk Officers

Referring to Circular Letter No. 9 of 2001, representatives of Ministries/Departments which had not yet designated Desk Officers (firm and alternate) were invited to do so within the least possible delay.

1.2 In-House Seminar

An in-house seminar was organised by the Ministry of Civil Service Affairs and Administrative Reforms at Radisson Plaza Beach Resort on 21 April 2001 to redefine the vision and mission of the Ministry. In the light of the discussions held, a three-year plan for the Ministry of Civil Service Affairs and Administrative Reforms was being worked out. Desk Officers were encouraged to discuss with their respective Supervising Officers regarding the advisability of conducting a similar exercise for their respective Ministries/Departments. The assistance of the Ministry of Civil Service Affairs and Administrative Reforms and the technical support of the Mr Mahalingam would be available for that purpose.

1.3 Implementation of the Code of Ethics

Following discussions at the level of the Steering Committee on Reforms, it has been decided to implement the Code of Ethics, on a phased basis, in the following three Ministries in the order given:

- Ministry of Civil Service Affairs and Administrative Reforms
- Ministry of Training, Skills Development and Productivity
- Ministry of Economic Development, Financial Services and Corporate Affairs

Desk Officers would be kept informed of developments in the matter.

4.1.4 Training of Officers providing Counter Services

It had been decided that, in line with the short-term strategy adopted by the Steering Committee focussing on improvement of counter services, Mr Mahalingam would run a one-day training programme at the University of Technology in June 2001 for officers providing direct counter services. Desk Officers were invited to liaise with their respective Supervising Officers and to submit the names and designation of the officers concerned together with details of the types of front line service provided and the location thereof.

4.1.5 Drawing up Citizen's Charters

The Ministry of Civil Service Affairs and Administrative Reforms was planning to draw up a Citizen's Charter for the Ministry and in ten other Ministries/Departments as part of a pilot project to introduce service standards as a commitment of the civil service towards providing services which are transparent, effective and efficient. Desk Officers were invited to make a formal submission to the Ministry of Civil Service Affairs and Administrative Reforms in case their Ministries/Departments would be interested to form part of the pilot project.

Communication Strategy

Mr Bundhoo made a detailed exposé on the need for a well structured communication network for the dissemination of information on the civil service generally and on reform strategies, in particular. He observed that the issue of the Mauritius Public Sector Newsletter on a quarterly basis was a positive step to publicise the good things which were happening in the civil service but which were not known to the public at large. At the level of the Steering Committee, there had been discussions regarding the advisability of establishing contacts at the level of the MBC for the preparation of ad-hoc programmes on Civil Service Reforms.

Participation of Trade Unions

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Following questions raised by members on the role of trade unions in the reform process, Mrs Moorghen explained that the Ministry of Civil Service Affairs and Administrative Reforms had written officially to Trade Unions' representatives to invite them to submit proposals for reforms. The representatives of the Trade Unions have also been invited to meet Mr Mahalingam and to discuss issues relating to public service reforms generally. At the level of the Standing Committee on Reforms, it has also been decided to rope in members of the Trade Unions on the Task Forces which are being set up to study specific issues.

The meeting ended at 11.30 a.m.

Ministry of Civil Service Affairs and
Administrative Reforms
Port Louis

May 2001

Ministry of Civil Service Affairs and Administrative Reforms
Civil Service Reforms- Meeting with Desk Officers on 16.05.2001

No.	Name	Designation	Ministry/Department
1.	Mrs. M. Seewooruttun	Survey Officer	Pay Research Bureau
2.	Mr. S. Green	Assistant Government Printer	Printing
3.	Mr. S. Jodhun	Ag. Postmaster General	Postal Services
4.	Mr. S. Awatar	Principal Electoral Officer	Electoral Commissioner's Office
5.	Mr. S. Thylam	Deputy Chief Fire Officer	Fire Services
6.	Mrs. V. Appadoo	Assistant Secretary	Finance
7.	Mr. N. Abdool Raheem	Assistant Commissioner	Prisons
8.	Mr. L. C. M. Li Ting Wai	Area Superintendent	Arbitration and Control Board
9.	Mr. S. Kinnoo	Ag. Deputy Director	Civil Aviation
10.	Mr. A. V. Dumur	Engineer	Electrical Services Division
11.	Mr. S Padaruth	Deputy Director	Meteorological Services
12.	Mrs. Maureen Philio	Computer Controller	Central Information Systems Division
13.	Mrs. P. Neewoor	Senior Personnel Officer	Land Transport and Shipping
14.	Miss Z. Tin Hoi	Principal Companies Officer	Companies Division
15.	Mrs. S. Lim Kong	Assistant Commissioner of Tax	Income Tax Department
16.	Mr. A. Herkanaidu	Electrical Engineer	Public Utilities - ESD
17.	Mr. Y. Boodhoo	Divisional Officer	Meteorological Services
18.	Mr. M. Louison	Police Press Officer	Police
19.	Mr. D. Ramkishore	Principal Auditor	Government Audit Office
20.	Mr. Roland Chung Sam Wan	Chief Archives Officer	National Archives
21.	Mr. N. Poonye	Assistant Secretary	Health & Q.L.
22.	Mr. N. A. Khadun	Deputy Commissioner	National Transport Authority
23.	Mrs. I. Seesurrin	Deputy Registrar General	Registrar General's Department