



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

Fax Number (230) 212-9528 / 201-3815
E-Mail: civser@bow.intnet.mu

Letter No. 33 of 2001

12 October 2001

Secretary for Public Service Affairs
Supervising Officers in Charge of Ministries/Departments

Civil Service Reforms – Meeting with Desk Officers

Please refer to this Ministry's Circular Letter No. 30 of 2001 dated 13 September 2001.

The sixth meeting of Desk Officers which was initially fixed for Wednesday, 17 October 2001, is postponed to Wednesday, 21 November 2001. It will be held in the Conference Room of this Level 7, New Government Centre, Port Louis, from 10 15 hrs to 11 30 hrs with the following

- (a) Approval of the notes of the fifth meeting held on 19 September 2001 (copy enclosed);
- (b) Matters Arising;
- (c) Briefing by members of the Steering Committee;
- (d) Follow-up on Projects for improvement of Counter Services;
- (e) Feedback on model questionnaire for Monthly Briefing Notes;
- (f) A.O.B.

With regard to paragraphs 2(d) and (e) above, a new format has been designed to enable Desk Officers to provide on-line detailed information to the Administrative Reforms Unit inter-alia on projects for improvement of counter services, reform initiatives, training etc. A copy of the draft format is enclosed. Desk Officers are kindly requested to study the draft format and submit their comments and observations, in writing, to this Ministry by 31 October 2001.

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

(D. P. Ruhee)

Secretary for Public Service Affairs

Desk Officers

28/05

Notes of the fifth meeting with Desk Officers for Reforms held in the Conference Room of the Ministry of Civil Service Affairs and Administrative Reforms on Wednesday 19 September 2001 at 10.15 a.m.

Present

D. P. Ruhee	Secretary for Public Service Affairs (<u>Chairman</u>)
M. Mahalingam	Adviser, Public Service Reforms, Ministry of Civil Service Affairs and Administrative Reforms
M. Moorghen	Principal Assistant Secretary, Ministry of Civil Service Affairs and Administrative Reforms
Desk Officers	(Annex A)
P. Pursunon	Assistant Secretary, Ministry of Civil Service Affairs and Administrative Reforms (<u>Secretary</u>)

The Chairman welcomed the members present.

Approval of Notes of Meeting

The notes of the fourth meeting with Desk Officers held on Wednesday 22 August 2001 were approved without amendment.

Matters Arising

Projects on Improvement of Counter Services

Desk Officers reported progress concerning their respective projects on improvement of counter services.

Mrs. Moorghen pointed out that a new format would be designed to enable Desk Officers to provide on-line detailed information in respect of the status of each project.

Members were informed that all new projects for improvement of counter services would be examined by the Steering Committee on Civil Service Reforms in due course.

Action Plan

Copies of the Action Plan 2001-2003: "Towards the modernisation of the Public Service" were given to all Desk Officers. The Chairman appealed to the Desk Officers for their personal commitment and collaboration which was crucial for the successful implementation of the reform initiatives highlighted in the Action Plan.

Training of officers providing Counter Services

Arrangements would be made to run training courses at the University of Technology, Mauritius, in October 2001.

In-house training of officers providing direct counter services would be conducted by Mr. Mahalingam at the Prisons Department on the 26 September 2001 and at the Police Department on the 28 September 2001.

Drawing up of Citizens'/Customers' Charters

Mr. Mahalingam stated that he was already assisting several Ministries/Departments e.g. Ministry of Fisheries and Cabinet Secretariat in the elaboration of their Citizens'/Customers' Charters. He would assist other Ministries/Departments which had made formal requests to form part of the pilot project to introduce service standards in their respective organisations.

Communication Strategy

The new format for the submission of monthly brief notes to the Ministry of Civil Service Affairs and Administrative Reforms would be finalised in due course.

Mauritius Public Sector Newsletter

The Chairman reiterated his invitation to Desk Officers to submit appropriate articles for publication in the forthcoming issues of the Newsletter.

Staff Suggestion Scheme (SSS)

A copy of the presentation made by Mr. Mahalingam on 22 August 2001 on the importance of the Staff Suggestion Scheme was circulated to all Desk Officers

Briefing by Members of the Steering Committee

The Chairman informed the Desk Officers that in order to enlist a wider participation and commitment in the implementation of the reform initiatives, five Task Forces had been set up as follows to assist the Steering Committee on Civil Service Reforms:-

- Task Force on Performance Management
- Task Force on Human Resource Management/Development
- Task Force on Reengineering and Restructuring the Civil Service
- Task Force on Quality Management
- Task Force on Financial Management

These Task Forces comprise representatives of the Civil Service, the Private Sector as well as Federations of Civil Service Unions.

- 1.3 The recommendations of the Task Forces would complement and reinforce initiatives already in the pipeline.
- 1.4 The composition of the Task Forces would be circulated to all Desk Officers, in due course.
- 1.5 The Task Forces would be free to co-opt persons with the relevant expertise to assist them in their exercise. Desk Officers who would be interested to contribute to the work of the Task Forces could contact the Administrative Reforms Unit and their requests would be transmitted to the Chairman of the respective Task Force, for consideration.
- 1.6 The Chairman also pointed out that a Task Force on E-Government had been set up at the level of the Ministry of Information Technology and Telecommunications which was preparing a Master Plan for E-Government.

Action Plan 2001-2003

A powerpoint presentation of the Action Plan 2001:2003: "Towards the modernisation of the Public Service" was made by Mr. Mahalingam for the benefit of all members.

Date of Next Meeting

The sixth meeting with Desk Officers was fixed for on Wednesday 17 October 2001 at 10.30 a.m.

The meeting ended at 11.15 a.m.

Ministry of Civil Service Affairs &
Administrative Reforms
Port Louis

September, 2001

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Ministry of Civil Service Affairs and Administrative Reforms
Meeting with Desk Officers on 19th September 2001.

Name	Designation	Ministry/Department
D. Seesahye	Assistant Chief Fire Officer	Fire Services
L. Pyneeandee	Personnel Officer	VAT
S. Ramsaha	Executive Officer	International Trade Division
S. Purhooa	Police Sergeant	Police
M.R. Boodhna	Secretary	Permanent Arbitration Tribunal
D. Ramjee	Government Valuer	Ministry of Finance (Valuation Division)
J. Allken	Ag. Personnel Officer	Prime Minister's Office
N. Poonye	Assistant Secretary	Health and Quality of Life
T. Jeebodhun	Job Analyst	Pay Research Bureau
D. Ramdhony	Assistant Comptroller	Customs & Excise
P. Neewoor	Senior Personnel Officer	Public Infrastructure, Land Transport & Shipping
G. Hayes	Assistant Secretary	Foreign Affairs & R.C.
D. Naga	CAB Coordinator	Local Government (NDU)
S. Kinnoo	Ag. Director Civil Aviation	Department of Civil Aviation
I. Seesurrun	Deputy Registrar General	Registrar General's Department
S. Lim Kong	Assistant Commissioner of I. Tax	Income Tax
S. Sunnasy	Personnel Officer	Public Infrastructure, Land Transport and Shipping
P. Ramsamy	Senior Postal Executive	Postal Services
N. Kalachand	Assistant Registrar of Companies	Companies Division
C. M. Li Ting	Area Superintendent	Arbitration & Control Board
Ms. B. F. Abdool -Ahmed	Assistant Secretary	Employment Division
D. Boodhun	Technical Manager	CISD
M. Madhoo	Ag. Chief Court Officer	Judiciary
M. Khadaroo	Deputy Director	Central Statistics Office
M. Kawol	Assistant Secretary	Agriculture, Food Technology and Natural Resources
Ramdeen	Assistant Accountant-General	Treasury
Oree	Insurance Division	Economic Development, Financial Services and Corporate Affairs
V. Dumur	Engineer	ESD/Public Utilities
A. Peerboccus	Chief Road Transport Inspector	NTA
Chung Sam	Ag. Deputy Chief Archivist	National Archives
Zeadally	Principal Assistant Secretary	Reform Institutions
M. Amode	Office Superintendent	Local Government & Rodrigues
M. Jiagoo	Deputy Registrar	Civil Status Division
M. Deenoo	Assistant Secretary	Cooperatives & Handicraft
M. Appadoo	Assistant Secretary	Finance

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MINISTRY OF CIVIL SERVICE AFFAIRS AND ADMINISTRATIVE REFORMS

ADMINISTRATIVE REFORMS UNIT (email: aru@mail.gov.mu)

COMMUNICATION AND COORDINATION OF REFORMS IN THE PUBLIC SERVICE

Section 1

Desk Officers () () () () MCSA & AR

(From the Desk Officers to the Administrative Reforms Unit, Ministry of Civil Service Affairs and Administrative Reforms)

Monitoring of projects on improvement of counter services financed by the Ministry of Civil Service Affairs and Administrative Reforms in the context of civil service reforms

Status Report as at

Ministry/Department:

Project Title:

(a) Amount already approved:
(b) Amount already spent:
Balance as at

Duration of Project
(a) Commencement Date :
(b) Expected Date of Completion :

Implementation Status
(Give full details of progress achieved at each stage of the project indicating dates)

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Reasons for Delays (if any)

Remedial action being taken

Any other relevant information

Date:

Signature:

Name:

Designation:

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Section 2

Ministries/Departments (MCSA & AR

(From the Desk Officers to the Administrative Reforms Unit, Ministry of Civil Service Affairs and Administrative Reforms)

Information on Reform Initiatives undertaken by Ministries/Departments

1. Reform Initiatives/Quality Improvements

- (a) Brief description of Reform Initiatives/ Quality Improvements undertaken
- (b) Expected Outcome/benefit
- (c) New strategies/policies
- (d) Any additional information

2. Training

- Courses/Training held/planned
- Conferences/Seminars/workshops held/planned

4. Others

- Publications/Reports/Brochures
- Comments/Suggestions

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Section 3

MCSA & AR (((((Desk Officers

**(From the Administrative Reforms Unit, Ministry of Civil Service Affairs and
Administrative Reforms to the Desk Officers)**

Information on Reforms, Events, New Initiatives and Training undertaken

1. Reform initiatives/recommendations made by the Steering Committee/Task Forces
2. Reform programmes undertaken/planned
3. Courses/Training Programmes/workshops held/planned
4. Other information on reforms