



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

7 November, 2001

Circular Letter No. 37 of 2001
E/60/28/08/04

From: Secretary for Public Service Affairs

To: Supervising Officers i/c Ministries/Departments

Task Force on Reengineering and Restructuring the Civil Service –
An in-house Survey

As you are aware, the Ministry of Civil Service Affairs and Administrative Reforms launched its Action Plan 2001-2003 "Towards the Modernisation of the Public Service" in August last. The Action Plan enunciates the Terms of Reference of the five Task Forces set up under the aegis of the Steering Committee on Civil Service Reform.

2. The Task Force on Reengineering and Restructuring the Civil Service is chaired by Mr. R. Jugurnath, Director, Management Audit Bureau. Its Terms of Reference are as follows:-

- Review systems and procedures pertaining to the issue of licences, permits and other authorisations;
- Carry out organisational reviews of Ministries and Departments;
- Make recommendations for restructuring of Ministries and Departments;
- Identify opportunities for alternative service delivery; and
- Propose areas for corporatisation where appropriate.

2. In the short term, the Task Force is proposing to undertake a **Survey on issue of licences, permits and other authorisation to the public** so as to review and reengineer existing processes in order to make them more effective and efficient.
3. It would, therefore, be appreciated if the enclosed questionnaire could be completed and returned to the Administrative Reforms Unit of this Ministry, 6th Floor, New Government Centre, Port Louis by **22 November, 2001**. Copies of the questionnaire may be made, if required.
4. Thank you for your usual collaboration.



(D.P. Ruhee)
Secretary for Public Service Affairs

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

Enc.

Ministry of Civil Service Affairs and Administrative Reforms

Task Force on Reengineering and Restructuring the Civil Service

**SURVEY ON ISSUE OF LICENCES, PERMITS AND OTHER
AUTHORISATION TO THE PUBLIC - November 2001**

1. Ministry/Department

2. What type of permit/licence/authorisation is granted by your Division?

Type	Tick as appropriate	Remarks
Licence		
Permit		
Health Certificate		
Fire Clearance		
Others, specify		

3. Division issuing the authorisation, please use a separate form for each type of authorisation.

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4. Briefly mention the functions of the staff processing the applications.

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Ministry of Civil Service Affairs and Administrative Reforms

Task Force on Reengineering and Restructuring the Civil Service

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5. Who are the customers of your Division?

	Tick as appropriate	Remarks
Traders/Manufacturers		
Services Sector		
Members of the public		
Others specify		

6. (i) Specify the Legislation under which the service at (2) is provided.

(ii) Please annex a copy of the relevant Legislation, regulations and circulars.

7. (i) What is the duration of the licence/permit/clearance issued?

Period	Tick as appropriate	Insert fees charged, if any
Up to 6 months		
Up to 12 months		
Life time		
Others, specify		

8 (i) Is the approval of authorisation made by your Ministry/Department only or it depends on other Ministries/Departments?

(ii) List clearances required from other Ministries/Departments.

Clearance	Remarks

9. What is the average time taken to finalise an application? Please specify
days/.....weeks/.....months.

10. (a) What is the revenue collected during year 2000/2001 for the issue of licence/permit Rs
- (b) What are the arrears, if any, for licence/permit fees as at 30th June 2001. Rs
11. Please fill in the relevant data for applications/approval over the financial year - 1st July 2000 to 30th June 2001.

Type	Number
Applications received/registered	
Applications approved	
Applications rejected	
Applications outstanding	

12. (a) Do you think that the procedural system should be updated/modified? Yes/No.
- (b) Please comment on how the System can be improved.

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- (c) Do you think that the issue of the licence serves its purpose? Yes/No.

Please comment:

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Name of Head of Unit: Mr/Mrs/Miss.....

Grade of Head of Unit:

Date:

Signature:.....

Please complete and return this Questionnaire to:

**The Administrative Reforms Unit
Ministry of Civil Service Affairs and Administrative Reforms
6th Floor, New Government Centre
PORT LOUIS**

Date limit: by 22 November, 2001.