



Republic of Mauritius

Ministry of Civil Service and Administrative Reforms

*Public Service Excellence
Award 2009*



Recognising Innovation and Excellence



THE MINISTRY OF CIVIL SERVICE AND
ADMINISTRATIVE REFORMS

PUBLIC SERVICE EXCELLENCE AWARD 2009

MESSAGES

From:

Dr The Honourable Navinchandra Ramgoolam, GCSK, FRCP

Prime Minister of the Republic of Mauritius

The Honourable Ashit Kumar Gungah

Minister of Civil Service and Administrative Reforms

Mr Suresh Chandre Seeballuck, GOSK

Secretary to Cabinet and Head of the Civil Service

Mr Sateaved Seebaluck

Senior Chief Executive,

Ministry of Civil Service and Administrative Reforms

Mrs Aisha C. Timol, GOSK

Chairperson, Panel of Jury

MESSAGE

From:



Dr. The Honourable Navinchandra Ramgoolam, GCSK, FRCP

Prime Minister of the Republic of Mauritius

I announced the introduction of the Public Service Excellence Award (PSEA) in 2005. I am pleased to note that this Award is serving as a quality tool to help Public Officers fulfil their quest for innovation, excellence and improvement of services delivered.

The success of any country lies in the strength and credibility of its institutions. As such, it is vital that the public service continually renews itself to ensure high quality public services.

The remarkable economic success of Mauritius, in a difficult and highly volatile environment, is widely acknowledged, but this should not be a reason for complacency. The theme of the PSEA 2009 “Sustainable Development through Organisational Excellence”, which is in line with the ‘Maurice Ile Durable’ concept, is highly appropriate. At this point of our development process, we need to pursue a model that pays due regard to environment protection, promotion of social equity and well-being.

My Government is putting up appropriate policies and infrastructure with a view to making judicious use of our scarce resources. We need to strike the right balance between our economic, environmental and social needs. We

should be fully geared not only to face the daunting challenges in the international economic arena; but also to seize on the tremendous opportunities that globalization brings to our shores.

I convey my congratulations to the winner of the Public Service Excellence Award and the winners of the sub-category awards; and express the wish to see a greater number of public service organizations participating in the next edition of the Award.

Dr the Hon Navinchandra Ramgoolam, GCSK, FRCP
Prime Minister

MESSAGE

From:



The Honourable Ashit Kumar Gungah
*Minister of Civil Service
and Administrative Reforms*

The Public Service Excellence Award has been instituted to recognize the efforts and achievements of deserving organizations, and as a motivational tool to prompt organizations to embark on the road to excellence.

In the wake of a rapidly changing global set up, the Public Service should continually reengineer itself to be in a leading position to fulfill its mandate and deliver high quality public services.

My vision is for a smarter Public Service, one that is characterized by a fast pace of change and capacity to innovate, one that provides rapid responses to the expectations and aspirations of the population.

The Public Service should be driven by teams of qualified and dedicated officers who portray the highest professional and ethical standards at all levels, in every sphere of activity.

They should take pride in the noble task that they undertake and be passionate in delivering quality and customer centric public services.

The Maurice Ile Durable concept and vision dictates that the Civil Service should ensure sustainable development through organisational excellence. Only then, will we be able to achieve sustainable development as a nation. The theme of this version of the Public Service Excellence Award falls in line with this motivation.

I thank the Panel of Jury for having taken time out of their busy schedule to carry out the demanding adjudication exercise.

I congratulate the winner of the Public Service Excellence Award 2009 and the winners of the sub-category awards. I thank all participants for their dedication and extend an invitation to other public service organisations to follow suit and emulate your example.

I look forward to a higher level of participation in the next edition of the Public Service Excellence Award.

*Honourable Ashit Kumar Gungah
Minister of Civil Service and Administrative Reforms*

MESSAGE

From:



Mr Suresh Chandre Seeballuck
Secretary to Cabinet and Head of the Civil Service

I am glad to be associated once again with the publication of this Souvenir Magazine to mark the 2009 Public Service Excellence Award.

The theme chosen for the 2009 Award is sustainable development through organizational excellence. This is a very appropriate theme in the present context where environmental sustainability is being recognized as the dominant development paradigm globally and it is also in line with the objective of the Government to mainstream environmental considerations in all programmes and projects as a means of achieving balanced development.

It indeed makes good sense to take a responsible attitude towards the environmental resources on which we all rely, and strong leadership on environmental issues is crucial if we are to enjoy a secure and prosperous future.

I therefore call upon all public officers to develop a new mindset so as to promote green behaviour and to ensure that through a more responsible attitude in our everyday tasks, we contribute to the sustainable development of the country. As public officers we need to take into account the full range of the present and future impact of our decisions and actions. Besides the traditional elements necessary for operational excellence such as good governance, ethical practices, customer centricity and innovativeness,

environmental considerations should also be integrated into the main policy framework of public organizations.

I would like to place on record my thanks and appreciation to the Chairperson of the Panel of Jury, Mrs. Aisha C. Timol, GOSK and the members of the Panel who have spared time in their busy schedule to carry out the adjudication in all fairness and impartially. I take this opportunity to thank the Mauritian Quality Institute, the University of Technology, Mauritius and the Federation of Unions for their support.

I congratulate the winners of the Public Service Excellence Award 2009 and encourage them to sustain their efforts in delivering quality public services. I commend the other participating organizations and invite them to compete anew next year with renewed enthusiasm. I also invite other Ministries/Departments to emulate their example and join the quest for excellence by participating in the forthcoming editions of the Award.

Mr S.C. Seeballuck, GOSK
Secretary to Cabinet & Head of the Civil Service

MESSAGE

From:



Mr Sateaved Seebaluck
Senior Chief Executive
Ministry of Civil Service
and Administrative Reforms

The Ministry of Civil Service and Administrative Reforms has taken various initiatives to promote a culture of innovation and excellence across the civil service. To effectively and efficiently perform its duties in this era of fast changes, the civil

service should more than ever be characterized by a new mindset that embraces an innovative spirit, the capacity to adapt and the ability to deliver high quality and customer focused public services.

To cope with the emerging local and global challenges, the Civil Service has to judiciously harness the scarce resources available and re-engineer itself to successfully drive the country on the path of sustainable development. Our existing structures should be critically reviewed so as to allow for improved governance and transparency; the citizen should be at the centre of government policy and become the nucleus around which the delivery of public services evolve; optimal use should be made of the latest information and communication technologies available; and the green attitude should prevail at both policy making and policy implementing levels.

These statements can appear to be a tall order. Yet, I am pleased to note that the enterprising spirit and the willingness to challenge the status quo is actually being nurtured across the civil service, as testified by the organizations that participated in the Public Service Excellence Award.

This Award Scheme precisely aims to encourage Ministries and Departments to achieve excellence by embarking on the path defined above.

To help Ministries/Departments tread along this path, the Ministry of Civil Service and Administrative Reforms, has been providing assistance in:-

- elaboration of Citizen's/Customer Charters,
- adopting international ISO standards,
- upgrading service delivery areas,
- capitalizing on the use of information and communication technologies,
- capacity building, and
- providing officers with a conducive work environment.

I take this opportunity to call upon the Civil Service as a whole to avail of the various schemes and facilities available to review the existing frameworks and enhance public service delivery abilities so that we collectively ensure the provision of fast, effective and customer focused public services.

On behalf of the Ministry of Civil Service and Administrative Reforms, I take this opportunity to thank Mrs. Aisha C. Timol, Chairperson of the Panel of Jury as well as the other members of the Panel. I also convey my thanks to the University of Technology, Mauritius, the Mauritian Quality Institute, the State and Other Employees Federation and the Federation of Civil Service Unions for their support.

I commend the Ministries / Departments and Units that have taken up the challenge to compete in the 2009 edition of the Public Service Excellence Award. My hearty congratulations go to the winners. I wish them all the best in their pursuit of excellence and hope that their enthusiasm and dedication will inspire others to embark on the quest for excellence.

Mr S. Seebaluck
Senior Chief Executive

MESSAGE

From:



Mrs Aisha C. Timol, GOSK
Chairperson, Panel of Jury

When I was first approached by the Ministry for Civil Service and Administrative Reforms to preside over the Panel of Jury for the 2009 Public Service Excellence Award, my first reaction was to submit my regret due to lack of time to devote to the task. But, on second thoughts,

the former public officer in me saw into this unexpected offer an excellent opportunity to renew with the civil service that I have known and enjoyed working for, over two decades. I therefore responded positively to the honour that was being entrusted upon me and I was certainly not disappointed.

My sincere thanks, therefore, go to the Government of Mauritius, particularly the Honourable Prime Minister and the Minister for Civil Service and Administrative Reforms for having chosen me for such a prestigious assignment.

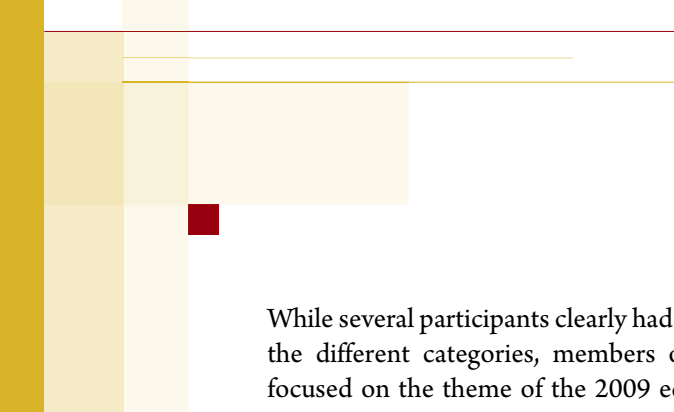
I got to see many facets of the Civil Service that I had never come across as a “behind-the-desk” economist working first at the Ministry of Economic Planning and Development and then at the Ministry of Finance – from 1981 to 2002.

The Panel of Jury took cognizance of the many entries - of varying standards, but all showing a desire to achieve excellence and to be recognised for it.

The Panel equally traveled all over the island, visiting the sites and this was perhaps the most satisfactory experience in the exercise. We encountered persons dedicated to their institutions – its purpose and objectives, and encountered first hand the reasons that make the public service what it is – service to the public and to the nation.

In our exercise, we were exposed to some of the best attributes of the public service – the professionalism, dedication, motivation and selflessness of a number of its officers prepared to serve and to fulfil their mission beyond their immediate call of duty and regardless of the challenging conditions that they often encounter. Having spent nearly eight years now in the private sector, I can surely say that there are places of excellence in the public sector, which have nothing to envy to the private sector.

I was most ably supported in this task by the other Members of the Panel, particularly by the Vice-Chairperson, Mrs. K. Beegun, whose long and distinguished career in the Civil Service, made her contribution to our deliberations of great value. I would wish to place on record the good entente that prevailed between all the panel members. We deliberated in a very conducive environment and each member brought his or her own professional background and personal experience to the discussions.



While several participants clearly had the potential to be declared a winner in the different categories, members of the panel of jury were very much focused on the theme of the 2009 edition of the Public Service Excellence Award – that of sustainable development through organizational excellence.

To all the winners, we offer our heartiest congratulations. To all the other participants, we would certainly encourage you to pursue your efforts towards excellence and not to relinquish these attributes that have made you willing and able to measure yourselves to the best in the public service.

I wish the 5th edition of the Public Service Excellence Award and its subsequent editions the same admirable response that it has received since its inception. The Administrative Reforms Division of the Ministry will, I am sure, provide the same noteworthy administrative and logistics support that it did to the Panel of Jury, for which we offer our sincere appreciation.

Over the years, the improvement that is being witnessed in the public service in respect of such factors as ease of access, e-services, infrastructure, amenities and the adoption of environmentally-friendly norms and standards, have made the work environment much more pleasant for both the customer and the provider of the service. When these factors are taken in tandem with strategic thinking, pursuit of clearly defined objectives and goals and speedy and efficient delivery, the result can be but excellent.

*Mrs. Aisha C. Timol, GOSK
Chairperson, Panel of Jury*

THE PUBLIC SERVICE EXCELLENCE AWARD SCHEME

LAUNCHED ON 04 OCTOBER 2006

Mr S.C. Seeballuck, GOSK Secretary to Cabinet and Head of the Civil Service launched the Public Service Excellence Award Scheme on 4 October 2006 in the Sir Harilal Vaghjee Memorial Hall.

In his address to Heads of Ministries and Senior Public Officers, the Secretary to Cabinet and Head of the Civil Service pointed out that:

“the Public Service Excellence Award Scheme we are launching today is another step in the right direction and it will prove to be a useful tool in achieving organizational excellence”.





Public Service Excellence Award 2009

PUBLIC SERVICE EXCELLENCE AWARD SCHEME

Objectives

The objectives of the Public Service Excellence Award Scheme are to:

- Recognize organizational 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 ways to meet the challenges facing them daily;
- Promote a performance-oriented, customer-centric, accountable and environmentally conscious public service.

Awards

The trophy of Public Service Excellence Award is conferred to the Ministry/Department or Unit/Division that has excelled in all of the following judging criteria:

- Strategic Planning and Objectives
- Leadership and Team Spirit
- Effectiveness and Efficiency
- Customer Focus
- Innovation and Improvement

The winner of the Public Service Excellence Award is also offered a cash prize of **Rs. 100,000**.

Specific Awards, along with individual prizes of Rs. 50,000, may be attributed to the Ministry/Department or Unit/Division which scores the highest in each of the criteria mentioned above, save for 'Strategic Planning and Objectives'.

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

Entry

All Ministries/Departments or Units/Divisions are eligible to enter the Public Service Excellence Award. The winner of the Public Service Excellence Award will subsequently be eligible for participation only after two years.

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

ADJUDICATION

Panel of Jury

A Panel of Jury, made up of a Chairperson and four members from both public and private sector organizations and the unions, are called upon to assess the entries.

Judging Process

The adjudication process comprises the following stages:

- Evaluation of entries submitted by participants;
- Site visits to participating organizations;
- Shortlisting of participating organizations;
- Final assessment by Panel of Jury.



WINNER OF THE PUBLIC SERVICE EXCELLENCE AWARD 2008

Civil Aviation Department

It is indeed a great privilege to express, on behalf of the Department of Civil Aviation, our experience as the Grand Winner of the Public Service Excellence Award (PSEA) 2008.

Air transport, being a vital service for the State, connecting it to the rest of the world and also being a major catalyst for its socio-economic development, imperatively needs to be safe, secure, regular and efficient. This heavy responsibility rests with the Department of Civil Aviation both as the Regulator for civil aviation activities and as the provider for air navigation service. In the discharge of this function there is no margin for errors.

Our delivery system needs to be reviewed continually, and the PSEA competition has provided us just that opportunity to enhance the exercise. We would therefore like to express our appreciation to the Ministry of Civil Service and Administrative Reforms for the initiative taken in launching the PSEA scheme.

Our participation in the PSEA since its first Edition in 2006, has continually prompted us to thoroughly examine the way we conduct our day to day activities – bringing improvement to our processes and procedures.



During the preparation of our submissions for the competition, loopholes were revealed and needed to be addressed prior to the assessment by the jury panel. We had to conduct a thorough review of our systems all along keeping in mind that our submissions had to genuinely reflect our ways of doing things.

There has been a paradigm shift at all levels of the Department. Team spirit has been consolidated. There are positive interactions between sections. Staff have appreciated the benefits of across sections communication. A sense of belonging has been created.

Our participation gave us the impetus for a quality service delivery, and our stakeholders are aware of the professional manner in which we conduct our business.

The in-built confidence consolidated through our participation in the PSEA since 2006 has also encouraged us to take up the challenge for further participation in other competitions, both at local and international forum where we have performed very well, viz:

- (i) In 2008 we were awarded the Grand Winner of the Best Anti Corruption Framework organized by Independent Commission Against Corruption (ICAC).
- (ii) For the Commonwealth Association of Public Administration and Management (CAPAM) competition of 2008 we were selected as a semi finalist.
- (iii) The African Association of Public Administration and Management (AAPAM) 2010 – we have been shortlisted among the finalists.

We have now embraced the ISO 9001:2008 quality system and are hopefully awaiting certification following assessment.

We encourage all public organizations to actively participate in such an enriching competition.

Anand GUNGAH
Director of Civil Aviation

WINNERS IN SUB-CATEGORIES

CUSTOMER FOCUS AWARD

DROOPNATH RAMPHUL STATE COLLEGE



INNOVATION AND IMPROVEMENT AWARD

REGISTRAR GENERAL'S DEPARTMENT



EFFECTIVENESS & EFFICIENCY AWARD

NEUROSURGERY DEPARTMENT,
VICTORIA HOSPITAL



LEADERSHIP & TEAM SPIRIT AWARD

MAURITIUS PRISONS SERVICES



... OF THE PUBLIC SERVICE EXCELLENCE AWARD 2009

THE PUBLIC SERVICE EXCELLENCE AWARD 2008



NEONATAL ICU SSRN HOSPITAL



ENERGY SERVICES DIVISION



BIOCHEMISTRY DEPARTMENT,
VICTORIA HOSPITAL

- SPECIAL MENTION BY PANEL OF JURY

WINNERS OF THE PUBLIC SERVICE EXCELLENCE AWARD 2007



CUSTOMER FOCUS AWARD
MAURITIUS METEOROLOGICAL SERVICES

**EFFECTIVENESS &
EFFICIENCY AWARD**
CIVIL AVIATION DEPARTMENT



GRAND WINNER
MAURITIUS POLICE FORCE



**INNOVATION & IMPROVEMENT
AWARD**
BIODIVERSITY UNIT
FORESTRY SERVICES

**LEADERSHIP & TEAM SPIRIT
AWARD**
DROOPNATH RAMPHUL STATE COLLEGE



THE PUBLIC SERVICE EXCELLENCE AWARD 2007



**CITIZEN'S ADVICE BUREAUX
(NETWORK)**



**NATIONAL ENVIRONMENTAL
LABORATORY**



**ABDOOL RAHMAN ABDOOL
GOVERNMENT SCHOOL**

- SPECIAL MENTION BY PANEL OF JURY



Public Service Excellence Award 2009

REGIONAL AND INTERNATIONAL AWARDS

Organizations participating in the Public Service Excellence Award are 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, which is run by the AAPAM in association with the Governance and Institutional Development Division (GIDD) of the Commonwealth Secretariat, recognizes organizational achievements in the public sector.

The Award aims to promote innovation in the public sector by encouraging and recognizing organizations and people for creative and effective ways of solving specific problems of administration and management, publicize innovations in the public sector which are worthy of emulation, facilitate the transfer of innovations and best practices to improve the quality of Public Administration and Management in Africa and 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 Awards are attributed to winners during the AAPAM Roundtable Conference held on a yearly basis.

The Administrative Reforms Division of the Ministry of Civil Service and Administrative Reforms won the Silver AAPAM Award for “Spearheading Administrative Reforms through an Innovative Package in the Civil Service in the Republic of Mauritius” in 2007.

For the year 2010, the following four organizations have forwarded their entries:

- Companies Division
- Department of Civil Aviation
- Mauritius Qualifications Authority
- Wastewater Management Authority

The Department of Civil Aviation has been selected as one of the finalists.

All Africa Public Sector Innovation Awards (AAPSIA)

AAPSIA is the first continental Africa-wide awards programme that celebrates innovation in the public sector. It aims 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 Improvements;
- II. Innovative Partnership between Government, Private Sector and Civil Service Organizations;
- III. Innovations in the Systems and Processes of Governance.

The Biodiversity Unit, 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.

Organizations from Mauritius that have submitted their entries for the second edition of the AAPSIA in year 2010 are as follows:

- Biodiversity Unit, Forestry Services, Ministry of Agro Industry and Food Security
- Companies Division
- Department of Civil Aviation
- Mauritius Qualifications Authority
- Waste Water Management Authority

Commonwealth Association for Public Administration and Management (CAPAM) Award

The CAPAM Award is organized for CAPAM members every two years. The Award celebrates the spirit of innovation in the public service by recognizing those who have made significant contributions to improving governance and delivery of services in the public sector.

The Award aims to inspire innovators who challenge the status quo and introduce new ideas to cope with public service challenges, who overcome inertia and complacency to bring new concepts into reality.

A gold medal is awarded to the innovation that best encapsulates and demonstrates excellence under the overall awards theme. An award is also given for each of the following four categories:

- Innovations in Public Service Management and Accountability;
- Innovations in Government Services and Programmes;
- Innovations in Citizen Engagement and Dialogue;
- Innovative Use of Technology in the Public Service.

Submissions are judged on five criteria, namely innovation, appropriateness to context, effectiveness, long term significance; and transferable lessons learned.

For the year 2010, the Companies Division and the Department of Civil Aviation are participating in the Award.

An increasing participation in regional and international awards from the Mauritius Public Service organizations is expected in the forthcoming years, especially from those that compete in the Public service Excellence Award.

United Nations Public Service Awards (UNPSA)

The UNPSA is the most prestigious international recognition of excellence in the public service. It rewards 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 award aims 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;
- V - Promoting gender responsive delivery of public services

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

In the year 2010, the following organizations from Mauritius have participated in the Award:

- Droopnath Ramphul State College
- Biodiversity Unit - Forestry Services
- Industrial and Vocational Training Board
- Mauritius Qualifications Authority
- Wastewater Management Authority



The theme for the 2009 edition of the Public Service Excellence Award is 'Sustainable Development through Organizational Excellence'. Conscious that the long term socio-economic success of the country can be achieved only through environmental sustainability, Government has put environmental concerns high on the agenda, with the initiation of the 'Maurice Ile Durable' project.

Besides the traditional elements necessary for operational excellence such as good governance and ethical practices, customer centricity and innovativeness, management should ensure that environmental considerations are streamlined into the main policy framework of organizations and that a spirit of partnership prevails amongst stakeholders with regards to its implementation.

The PSEA 2009 will reward those Ministries/Departments or Units/Divisions that have been proactive in their approach and have put in place operational frameworks that take into account environmental considerations so as to deliver environmentally friendly, quality public services that not only exceed public expectations but also contribute to the sustainable development of the country.

Acknowledgements

The collaboration of the following organizations for the Public Service Excellence Award 2009 is acknowledged:-



University of Technology, Mauritius



Mauritian Quality Institute



Federation of Civil Service and Other Unions

State Employees' Federation



Maurice Ile Durable Fund

PANEL OF JURY

Chairperson

Mrs Aisha C. Timol, GOSK

Chief Executive, Mauritius Bankers Association

Members

Mrs Krishnawtee Beegun, CSK

Former Senior Chief Executive

Dr Rajcoomar Jhurry

President, Mauritian Quality Institute

Dr Dambeegan (Kesseven) Padachi

Senior Lecturer, Head of Department of Economics and Finance

University of Technology, Mauritius

Mr Radhakrishna Sadien, MSK

General President

State and Other Employees Federation

Participating Organisations



Participating Organisations

Bel Ombre Police Station

Biochemistry Department, Victoria Hospital

Biodiversity Unit, Forestry Services

Brisée Verdière Police Station

Cane Planters and Millers Arbitration and Control Board

Catering Unit, Flacq Hospital

Citizens' Advice Bureaux (Network)

Civil Status Division, Prime Minister's Office

Companies Division

Competent Authority Seafood

Energy Services Division

Entomology Division, Ministry of Agro Industry , Food Production and Security

Goodlands State Secondary School (Boys)

Haemodialysis Unit, Flacq Hospital

Information and Education Division,
Ministry of Environment and National Development Unit

Intensive Care Unit, Flacq Hospital

La Tour Koenig Police Station

Lady Sushil Ramgoolam Mediclinic

Legal Metrology Services

Mauritius Meteorological Services

Mauritius Prisons Services

Midlands Police Station

Ministry of Industry, Science and Research

Occupational Therapy Unit, Flacq Hospital

Osman Peerun Government School

Pollution Prevention and Control Division,
Ministry of Environment and National Development Unit

Quantity Surveying Section,
Ministry of Public Infrastructure, Land Transport and Shipping

Registrar General's Department

Rose Hill Social Security Centre

School Management Division, Ministry of Education, Culture and HR

Tourism and Leisure Division, Ministry of Tourism, Leisure and External Communication

Valuation Department

Water Resources Unit

Bel Ombre Police Station



The name “Bel Ombre” originates from a sweetwater fish “Ombre” found in the lagoon of the region. “Bel Ombre” also evokes the romance of the plantations.

Bel Ombre Police Station is situated along the Coastal Road linking the Savanne District to that of the Black River District. It covers an area of 20.5 square miles comprising the villages of Bel Ombre, St Martin, Baie Du Cap and Choisy with a population of about 9500 inhabitants. The majority of inhabitants are fishermen and labourers.

The region has developed as a Tourist Resort with the implantation of Four Five Stars and luxurious Hotels namely : (i) Le Telfair Hotel, (ii) Movenpick Hotels, (iii) Le Tamassa Hotel and (iv) Le Heritage Hotel at Bel Ombre.

Beau Champ and Valriche Bel Ombre, new villas are currently under construction. The golf course at Bel Ombre is universally acknowledged. The old Bel Ombre Sugar factory has been converted into a memorial site.

The recent development has benefitted the inhabitants and helped to raise living standards. With the new expansion of the Tourism Industry in this area, better policing of the division is being implemented, so as to cater for the security of inhabitants and tourists along the coastal road and along the public beaches. As far as Le Radier Bridge is concerned there is no more danger of flooding as the New Maconde Bridge, which is attracting many visitors from around the island with its picturesque views, is operational since the month of May.

Away from modernization and the maddening crowds, Bel Ombre is graced with beautiful lagoons and magnificent scenery in a pristine natural environment. Bel Ombre village stands still with its unique culture and peaceful atmosphere.

*“The noblest search is the search for excellence.”
Lyndon B. Johnson*

Biochemistry Department, Victoria Hospital



The department of Biochemistry performs within the framework of the Central Health Laboratory which provides extensive services in the broad disciplines of pathology.

The Biochemistry department provides a comprehensive service, including routine chemistry, endocrinology, diabetes care, oncology and therapeutic



drug monitoring. It is committed to medical laboratory service, research and education. The department is also responsible for a Quality Assurance Scheme for central and regional Biochemistry departments of the hospitals of the Ministry of Health and Quality of Life.

Laboratory analysis of blood and other body fluids is performed using a range of techniques requiring a high degree of technical and scientific expertise for the operation of highly sophisticated, multi-channel analytical systems.

The Department also provides a clinical advisory service. There is close liaison with clinicians and other healthcare personnel within the hospital, the community and in other hospitals to ensure best practice in the use of the Biochemistry Service. A research unit has been set up within the department where projects on major health issues such as chronic Non Communicable Diseases are investigated. Through a policy of continuous learning, members of staff are encouraged to participate in research projects and study for higher degrees.

Participation in the Public Service Excellence Award has enhanced team spirit and serves as a boost to continually improve infrastructure and new technologies. It has also created awareness towards better customer care leading towards excellence in service delivery.



*“Alone we can do so little; together we can do so much.”
Hellen Keller*

Biodiversity Unit, Forestry Services

The Forestry Service of the Ministry of Agro Industry and Food Production and Security is the custodian of all the State Forests in Mauritius. As a public sector organization, it has numerous interactions and linkages with other socio-economic sectors such as agriculture, water, environment, tourism and manufacturing.



To cope better with challenges facing the island in terms of protection and enhancement of the country natural environment, conservation of biodiversity, climate change and pressure coming from many quarters to which it has to respond, the Forestry Service has put into practices many innovative tools for Sustainable Forest Management.



Some of the mechanisms highlighted are:

- Application of a Forest Land Information System
- Capacity Building
- Watershed Management
- Soil and Water Conservation
- Conservation of Biodiversity
- Environment Education and Raising Public Awareness
- National Tree Planting Campaigns



The Forestry Service has a conducive working environment that makes the best use of available human resources, to enable it to be effective and

efficient. Our efforts have been rewarded through the obtention of:

- Innovation and Improvement Award 2007 of the Public Service Excellence Award Scheme.
- All Africa Public Sector Innovation Award 2008 - Runner-Up in the category Innovation Systems and Processes of Government.
- National Quality Award - Best Environmental Initiative of the Year 2008.

Since, the reliable service standard through an enhanced teamwork, articulated vision and eco-friendly measures is being continuously monitored and improved through innovation and re-engineering of processes.



Brisée Verdère Police Station

We in the Mauritius Police Force must always bear in mind that we are first and foremost serving the public, and in so doing, responding to their legitimate aspirations through our action. We must accept well-founded criticism as a catalyst for change.

All police officers have to bear in mind that Public cooperation is essential to the successful accomplishment of the Police purpose. The support of the public is necessary for the enforcement of laws and regulations, and with this support, arrests are made and convictions obtained, which otherwise would not be possible.

Globally, crime is on the rise. It is assumed that everyone is subject to temptations to engage in rewarding criminal behavior. The answer that needs to be understood is that what prevents most people from succumbing to such temptation is a combination of control and opportunities. Somehow, it may be put forward that crime exists where there is a lack of control on one hand and ample opportunity on the other. Crime prevention campaigns are based on the basic belief that one way to control crime is to reduce opportunities for crime and one of the methods of surveillance is the use of closed circuit television cameras (CCTV).

The Mauritius Police Force is ready to respond to the challenges of the 21st century and intends to start a fundamental shift from a Force to a Service. There are six key elements to this shift: Community Policing, Achievement a Human Rights Compliant Organization, Human Resource Management Capability, Permanent Strategic Planning Capability, Intelligence-Led Policing, Enhancing Reactive Capability.

As a service we will be committed to maintaining the fundamental principle of policing in a democracy, that of serving the people of Mauritius. To enable

us to achieve this, community policing will become to the organization as providing the right response in time of need and achieving the highest standards of investigation. An essential component of this strategy will be to plan and embark on improvements of our Human Resource Management.



Cane Planters, Millers Arbitration and Control Board

Creation of Control Board

Following a large scale mass protest by labourers and small planters in the sugar industry and the recommendation of C. A. Hooper Commission of Enquiry in 1937, “The Cane Planters and Millers Arbitration and Control Board” was created in 1939 as a control and regulatory body.



Our Vision is to provide effective service to planters, millers and other institutions of the sugar industry in order to promote and sustain social stability among partners of the Sugar Industry.

Our main functions are to control milling activities, arbitrate disputes between planters and millers and determine the quantum of sugar and by-products accruing to planters, to control weighbridges used for weighing of canes and its by-products as well as weighing and measuring devices in sugar factories, to determine the boundaries of factory areas, to register cane contracts between planters and millers and to determine the rate of refund of transport cost in excess of 4 miles.

Our Major Achievements and Contribution to Sustainable Development:

- (i) The Control Board has succeeded in creating a climate of stability, trust and harmony among all stakeholders of the sugar industry namely between planters and millers.
- (ii) The cane testing system at the Control Board laboratories and determination of assessment of sugar at the Head Office was computerized in year 2000.

- (iii) One stop services for the registration of planters cane contracts are provided.
- (iv) Planters are now receiving about 20% to 25% increase in revenue per tonne of molasses produced.
- (v) The Control Board is the first department in the Civil Service to have carried out a Risk Assessment, in compliance with the Occupational Safety and Health Act 2005.
- (vi) The Control Board has embarked on the implementation of ISO 27001 (Information Security Management Standard) in 2010.
- (vii) The Control Board, as a regulatory body, encourages the production of ethanol from molasses and electricity from bagasse in line with MID project in order to achieve sustainable development.
- (viii) A clean cane campaign in line with MID project is being carried out.
- (ix) Proper disposal of toxic lead acetate has been carried as from crop 2009 to protect the environment and new Near Infrared technology for cane testing has been proposed to eliminate its use.

Continuous Improvement

Participating in the Public Service Excellence Award has provided an added stimulus to continuously improve. We foster work systems conducive to continuous improvement by adopting modern management tools and techniques, innovative ideas and total quality management. The ultimate aim is to improve efficiency and effectiveness with the overall objective of promoting a cost effective quality and timely services.



Catering Unit, Flacq Hospital

The Catering Unit of Flacq Hospital provides catering services to inpatients, mothers staying with their children in wards and the hospital staff according to established nutritional norms.

The Catering Unit has embarked in modernization of its facilities to achieve excellence. The food production is in line with ISO 2008-9000 and strict control is carried out to provide a quality service to patients and staff.



Our vision is to deliver all round quality catering services in line with HACCP standards. Catering services is part of treatment to patients during hospitalization, and an important way to promote and motivate a healthy diet and carry same at home in their family and community.

The Catering Unit provides its customers with good quality and safe food according to established nutritional norms and within required time frame.

It collaborates with the NCD unit to promote healthy cooking practices in the region through culinary demonstrations and food displays held in colleges, schools, community centres and old age organizations.

Cooking oil which has already been used is being offered to the Mauritius Research Council to perform experiments as alternative fuel for vehicles which are less polluting and more environment friendly than the actual common fuel being used for vehicles.

The working staff attends regularly customer care and training sessions so as to provide proper service to customers.

Regular meetings and discussions are being performed at the unit among all the working staff and Heads of Units to inform of the latest innovation and techniques of cooking as well as to review any shortcomings at work so as to ensure and motivate all the staff to achieve excellence in their work.

All items which are received at the Catering Unit are visually inspected for



any damage, quality defect, expiry dates and the temperature controlled with the help of infra-red digital and probe thermometers for frozen items so as to ensure that good quality raw materials are received for obtaining food quality and products and therefore to meet the required standards and specifications. All carton pack containers/boxes are not allowed for storage at the Catering Unit since the minute dust particles originating from the carton pack/containers/boxes are not hygienic and may contaminate other items.

The Ministry of Health and Quality of Life is encouraging all staff of the hospital to give a better service to its patients and the community at large. Inpatients within hospitals need medical care and a good balanced diet which is also part of the treatment. A supply of nutritious and safe food is a prerequisite for health protection and promotion.

The commitment and dedication of the Regional Health Director, Regional Health Services Administrator and the Hospital management encourages the Catering Unit of Flacq Hospital to give a better service daily for the achievement of excellence in the delivery of its services.



Citizen's Advice Bureaux (Network)



The Citizen's Advice Bureau (CAB), set up in 1989, has a network of 35 bureaux throughout the country to provide information, counseling and advocacy services to citizens. It also provides an avenue for grassroots participation in development through regular interactions between citizens and their elected representatives.

The CAB is striving towards consolidating its position as an information hub to make its services more responsive to the expectations and aspirations of citizens. The ultimate aim is to enhance the overall well-being of citizens by empowering them through the provision of timely and up-to-date information.

The CAB has developed an effective tool to market government policies and to reach out to citizens through information and education campaigns. It also responds to requests for collaborative ventures with different mainstream

agencies such as the National Housing Development Company, the National Empowerment Foundation, the Trust Fund for the Social integration of Vulnerable Groups and Small and Medium Enterprises Development Authority amongst others.

Economic development, social development and environmental protection form the three pillars of sustainable development according to the United Nation. CAB contributes to the three pillars through an effective collaboration with the above-mentioned agencies.

The CAB is at all time conscious of the imperatives to adapt to the changing needs of its customer base and this explains our regular participation in the Public Service Excellence Award.



Civil Status Division, Prime Minister's Office

The Civil Status Division operates under the aegis of the Prime Minister's Office. We are responsible for the enforcement of the Civil Status Act for the registration of births, deaths, marriages, issue of civil status certificates, National Identity Cards and for other matters relating to the civil status of persons in the territory of Mauritius.

Headed by a Registrar of Civil Status, our main office which is located at the Emmanuel Anquetil Building in Port Louis, deals with the administration and control of the other 44 regional Civil Status Offices and those in the islands of Rodrigues, Agalega and St. Brandon.

Through the use of Information Technology, our main services, i.e. registration of births, deaths and marriages and allocation of a unique identification number on registration of a new born have been computerized, and civil status certificates are now generated by the computer both in English and French to provide a more responsive and timely customer oriented service through an effective computerized registration system. Our regional offices are linked to the server at the Head Office which is the central repository of information on the Mauritian population. Our system also allows timely sorting of required data for Ministries/Departments. It provides on-line services 24/7 from any office at any time.

Apart from our normal hours of business, the Civil Status Division provides an "on call" emergency service from 12 00 hours to 17 00 hours on Saturdays, Sundays and Public Holidays for registration of deaths. However, our officers are most of the time available at any odd hours on any day for the same purpose.



Companies Division

The Companies Division which falls under the aegis of the Ministry of Finance and Economic Development administers the Companies Act 2001, the Business Registration Act 2002, the Insolvency Act 2009 and the Code de Commerce 1985. It is situated at One Cathedral Square Building, Jules Koenig Street, Port Louis.

Our vision

- To create a modern and efficient registry for companies and businesses in order to make the corporate and business sectors, the major players of the Mauritian economy and providing the country with the necessary instruments to compete globally.

Our Mission

- To provide a modern and efficient framework for companies and businesses to carry out their activities and to facilitate enterprise development, promote transparency and enhance competitiveness.
- To ensure that the legislative framework governing our corporate and business sectors is efficient, effective, responsive, user and investor friendly whilst promoting accountability, openness and fair dealing.
- To act as a facilitator for the creation and monitoring of a modern corporate and business environment for domestic and international investors to invest in and from Mauritius with confidence.

The Companies Division was certified ISO 9001:2000 in October 2006. Subsequently, on October 2009, the office was certified to the new standards ISO 9001:2008.



Competent Authority - Seafood

The Competent Authority- Seafood has been set up by the Ministry of Agro Industry, Food Production and Security as an entity to verify and certify the export of fish and fishery Products, including aquaculture products to European Countries (EU) and non EU countries.

Its vision is to strengthen the fish/aquaculture industry as a forthcoming sustainable economic pillar at the national and international level.

The Competent Authority-Seafood is comprised of a team of young and dynamic officers which is instilled with the principles of good governance while maintaining impartiality and confidentiality. Teamwork is encouraged by providing the proper working environment and set-up.

The outcome of this authority is to increase the production and export of fish and fishery products and to provide scope for new markets at international level through an effective and recognized Food Safety Management System based on the principles of HACCP and EU Regulations.

In line with Sustainable Development through Organizational Excellence, the Competent-Authority-Seafood has put in place an online application for the registration and approval of new companies and an Online Certification using the system Traces which has been operational since May 2009. This has reduced considerably the time factor and increased transparency. Certificates are delivered in a timely manner to the satisfaction and convenience of the exporter/ customer.

Being customer focused, one certifying officer is present permanently during office hours to address issues on a day to day basis. Customers requiring our services contact us through emails, faxes as well as phone calls. The effective feedback mechanism is determined during meetings held either at the customer's premises or at the office of the Competent-Authority-Seafood.

As a step to promoting a green unit, paper use has been considerably reduced by setting up a "Food Safety Management Database" for data entry and generation of reports. Records are kept on the system and can be retrieved as and when required.

Participating in the Public Service Excellence Award, has urged the Competent-Authority-Seafood to strive hard to improve its customer centric and eco-friendly measures.



"We all have ability. The difference is how we use it."

Stevie Wonder

Energy Services Division

The Energy Services Division (ESD) formerly known as the Electrical Services Division operates under the aegis of the Ministry of Renewable Energy and Public Utilities. It is headed by a Director who himself is supported by a pool of professionally qualified engineers and other officers having appropriate qualification and experience to perform both technical and administrative tasks.



The ESD is the authority in all electrical matters for the Government. Our Customers are Ministries and Departments and our role and functions are as follows:

- (i) to carry out electrical installation in all public buildings such as schools, colleges, police stations, government quarters, AHC, CHC, hospitals among others;
- (ii) to carry out design and to supervise the mechanical and electrical works for Government Capital Projects;
- (iii) to undertake and supervise the repairs and maintenance of:
 - Air-conditioning Systems;
 - Lifts;
 - Generators;
 - Fire and Intruder Alarms;
 - Water Pumps; and
 - Uninterruptible Power Supplies (UPS).

To ensure an effective and efficient delivery of our services, the ESD has set up outstations at strategic parts of the island. Each outstation is under the responsibility of an Engineer supported by a team that includes staff of the Technical Cadre, Tradesman and Assistant Tradesman.

Since the advent of making Mauritius a sustainable island, the ESD has embarked on a number of projects on renewable energy such as solar energy. We have carried out Energy Audits in all public buildings with a view to saving and using energy judiciously.

It is also to be noted that since July 2008 the ESD is certified to ISO 9001:2008.



Entomology Division

Ministry of Agro Industry, Food Production and Security



The Entomology Division is mandated to support food security in the country. Working towards excellence, the BAT and MAT Fruit Fly Unit of the Division has been ISO Certified as per MS/ISO Certification 9001:2008 since May 2008. The Division has benefited a lot from participating in the Public Service Excellence Award. We have been able to upgrade our customer service by adopting customer centric and eco-friendly measures.

The Entomology Division has developed an integrated fruit fly management programme which includes: application of protein bait sprays, placement of fruit fly traps and collection/destruction of fallen fruits. These techniques are environment friendly and leave no pesticide residues in fruits and vegetables. An area wide melon fly control programme is being implemented in farmers' fields at Plaine Sophie, near Vacoas. A survey carried out in

December 2009 revealed that the eco-friendly techniques of melon fly control have been effective in reducing amount of pesticides.

There has been an increase in the production of quality cucurbits like cucumber, calabash, chouchou, squash and courgette. Given the positive results obtained at Plaine Sophie, the project has now been extended to other vegetable growing localities namely at Riviere Baptiste, La Queen, Dubreuil, La Chartreuse and L'Esperance. Planters will be able to produce quality cucurbits with minimum pesticides. Consumers will benefit from pesticide free vegetables which are good for health.



*"The only Limit to our realization of tomorrow will be doubts of today."
Franklin D. Roosevelt*

Goodlands State Secondary School (Boys), Maths Department

The Maths Department of the SSS Goodlands (Boys) through its participation in the Public Service Excellence Award aims to provide quality education to its students.

The Department has introduced a project to standardise teaching in the whole country by providing the following facilities via a local networking system:

- lesson notes;
- lesson plans;
- scheme of work;
- weekly plan;
- daily plan;
- remedial;
- revision sheets;
- class tests;
- interactive powerpoint presentations on all chapters.

The objective is to reduce time spent in planning and preparing lesson notes and provide teachers with:

- more time to correct exercise books; and
- updated with latest ICT tools and softwares.



Haemodialysis Unit, Flacq Hospital

The Haemodialysis Unit is situated 2 kms away from the Flacq Hospital. Inaugurated in 2003, it has been providing planned treatment to 130 patients with End Stage Renal Disease (ESRD).

We, the staff, are very dedicated to the Ministry's vision and mission. Apart from providing treatment to patients, we also educate them to better understand the disease and help them to carry out confidently routine activities through social rehabilitation and integration with the least disruption in their daily routine.

The Public Service Excellence Award 2009 provided us with challenges and opportunities to improve. It boosted us to implement customer focus initiatives so as to improve customer care. Through strong leadership, high team spirit and coordinated team work, innovative approaches have been adopted to develop a homely environment and make customers feel relaxed and at ease.

We appreciate that our skills, knowledge and competencies are recognized. Quality Assurance tools like Dialysis Adequacy, Dry Weight Assessment, help us in delivering high quality service tailored to the needs of patients.

“Teamwork is the ability to work together toward a common vision, the ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”

Andrew Carnegie



Information and Education Division, Ministry of Environment and NDU

The vision of the Ministry of Environment and National Development Unit is to work for the Republic of Mauritius to reach environmental sustainability and for us to have a clean and healthy environment. Our mission is to enable our Republic to attain the highest level of environmental quality as a means to enhance the quality of life of our citizens, preserve our natural environment and advance our competitiveness. This will be achieved through continued innovation and vibrant partnerships with all stakeholders.



The Information & Education Division is one of 10 Divisions operating under the Ministry of Environment and NDU.

The Information and Education Division has the following objectives:

- (i) Increase environmental awareness and build a Mauritian ethics of personal responsibility through environmental education and stewardship;
- (ii) Encourage the adoption of sustainable consumption and production among the citizens of the Republic of Mauritius;
- (iii) Bring all stakeholders on board when it comes to the protection of the environment, may it be government, private sector, local authorities, academics, NGO's, media, women, students, youth, senior citizens and all individuals of the Republic of Mauritius.

The division is presently working within the overall context of the United Nation Decade of Education for Sustainable Development (UNDESD), the goal of which is “encourage change in behaviour that will create a more sustainable future in terms of environmental integrity, economic viability,

and a just society for present and future generations” (UNESCO International Implementation Scheme, 2005).

The main activities carried out by the division consist of the following: delivery of talks, development of resource materials, set up of mass sensitisation campaigns, set up of exhibitions, production of adapted education tools like activity books, development of audio visuals like short films and radio spots, coordination of activities marking major international environmental events and the management of the Environment Information System (EIS).

The Ministry of Environment & NDU being the lead agency for the promotion of environmental management capitalizes on environmental education to reach the ultimate aim of sustainable development in the context of “Maurice Ile Durable”. All environmental education programmes and sensitisation campaigns are designed with the objective of changing attitudes and behaviours for a better quality of life and also to ensure sustainability. The sensitisation programmes are aimed at all target groups including: NGOs, Youth, School community, Women and the General Public and, uses a wide range of communication tools and resource materials which are adapted for specific situations.



Intensive Care Unit, Flacq Hospital

The Flacq Intensive Care Unit was opened in November 2007 to improve the health services in the eastern region of Mauritius. It is a six-bed unit designed to meet the need of patients requiring critical care monitoring and medical treatment. It combines advanced technology with specialized medical and nursing care to provide intensive care for critically-ill patients.

The doctors and nurses of the ICU work in collaboration with other health care professionals such as physiotherapists, SAMU staff, pharmacists, radiologists, social workers and other ancillary services to provide a comprehensive specialized care while creating warm and compassionate healing environment for our patients and their relatives.

The goals of the ICU are to:

1. maintain a high standard of medical and nursing care with a holistic approach;
2. control infections and nosocomial diseases;
3. make the optimum use of resources;
4. Ensure customer satisfaction;
5. Ensure equity and fairness.

We are currently training more nurses in critical care services and Cardiac Intensive Care delivery, in line with the policy of the Ministry of Health and Quality of Life regarding emergency treatment in case of mass casualties. These new and challenging ventures will result in a health care facility and services that are commonly found at Sir Seewoosagur Ramgoolam National Hospital, Dr Jeetoo Hospital, Victoria Hospital and Jawarlall Nehru Hospital. This will allow the residents of Flacq region to no longer be forced to drive long distances in order to receive the specialized health care they deserve.

The management of ICU in collaboration with top management of Flacq Hospital lays great emphasis on change and innovation with a view to improve health care quality, reduce costs and eventually save lives.

However it should be noted that one of the most promising innovation in the delivery of health care is not a technology or a new device but the simple idea of a patient centered and family care, an approach that aims to remove the hurdle between health care professionals and patients and bring the human touch back to medical and nursing care.

Participation in the Public Service Excellence Award has undoubtedly upgraded our level of care and staff are more motivated to be more caring, attentive and sensitive to human suffering.



"Always treat your employees exactly as you want them to treat your best customers."

Stephen R. Covey

La Tour Koenig Police Station

The Police Station is situated at la Tour Koenig under the Metropolitan Port Louis South Division. La Tour Koenig, Camp Benoit, Cite Brustal, GRNW, and Terasson fall under the jurisdiction of the station with a population of 18000 inhabitants. At La Tour Koenig there are mainly NHDC flats with about 32 blocks and 512 houses, two primary schools, a State Secondary School for girls, the University of Technology and the Vocational Training Centre. There are also CMT Factory and various small manufacturing enterprises.

The aim of the Station is to protect the community and property by preventing, detecting and investigating crime; monitoring and promoting road safety; and maintaining social order.

Officers at the station are motivated, are trained to do their duties effectively, efficiently and professionally. They are trained in customer care and attending to the public with courtesy. There is also good relationship between the police and public.

The staff work hard to preserve peace in the area. Beat patrol officers interact with the community to build up trust and confidence. They also obtain feedback from the community, which is important to perform our duties effectively, efficiently and professionally.

Community policing sessions are also organized and the inhabitants participate actively. All their complaints and suggestions are taken on board, analysed and appropriate measures initiated. They are kept informed of developments. Lots of advantages have been derived from the implementation of community policing. Many cases have been detected and we are kept informed of prevailing situations and potential trouble areas, which enable officers to take to pro-active measures.



Lady Sushil Ramgoolam Mediclinic



The Lady Sushil Ramgoolam Mediclinic was established in 1997 and is situated at Belvedere in the district of Flacq to provide primary health care for about 33,633 people. The Mediclinic operates under the Flacq Regional Hospital, Ministry of Health and Quality of Life. It is supported by four satellite community health centers namely, St Julien village, Lallmatie, Bon Accueil and Laventure. In 2009, some 58,000 patients were received for general consultation only. The Lady Sushil Ramgoolam Mediclinic is a multidisciplinary, modern area health center with an innovative computerized system. It is the only holistic area health center, which combines different pathies in one campus.

The different health facilities covered by Mediclinic are primary and secondary health care services; screening for non-communicable diseases, cervical and breast cancer, vaccination and school health, dental services, ayurvedic medicine, community based rehabilitation, radiology, electrocardiogram and nutritionist. It is also equipped with an ambulance service. Furthermore, specialists' session in Gynecology, Pediatric and Orthopedic are held monthly.

We try to deliver excellent and specialized

multidisciplinary treatment right in the heart of the community. Many of the patient population benefit from the ambulance service, especially women, children and old people who are unable to go to the regional hospital. Our role is not only to treat but also to motivate people to adopt a healthy life style and bring about awareness for prevention of diseases and complications.

Our center provides services from 8am to 6pm on week days, 8am to noon on Saturday, 9 am to noon on Sundays and public holidays. We are committed to provide excellent and selfless services to the serving community throughout the year (365 days).



Legal Metrology Services

The Legal Metrology Services operates under the aegis of the Ministry of Industry, Science and Research and is responsible for the administration of the Legal Metrology Act.

Legal Metrology plays a vital role in consumer protection and in the technical support to industry since it ensures that weighing and measuring instruments used in trade and industry are accurate and traceable to international standards.

Our main activities are:-

- assizing (verification & stamping) of weighing and measuring instruments used in trade;
- calibration of weighing and measuring instruments for industry and other organizations;
- inspection by officers at markets, market fairs, shops, supermarkets and filling stations to ensure that instruments are used properly;
- control of the net contents of pre-packed goods;
- investigation of complaints relating to weights and measures.

In view of improving our service to the public, we have introduced a mobile verification service so that traders may save on transport and time for the verification of their instruments.

The Legal Metrology Services is MS ISO 9001:2000 certified since November 2005.

Our mass laboratory has been accredited by the Mauritius Accreditation Service (**MAURITAS**) for mass pieces of accuracy class F2 and MI and meets the requirements of ISO/IEC 17025:2005.

Our participation in the Public Service Excellence Award 2009 has enhanced the team spirit of officers of the Division. This participation has further given us an opportunity to improve for a better service to our customers.



Mauritius Meteorological Services

The Mauritius Meteorological Services (MMS) operates under the aegis of the Prime Minister's Office and provides a round the clock service all through the year irrespective of weekends and public holidays.

The MMS is primarily responsible for weather watch and weather forecasts for the benefit and general welfare of the citizens of, and people visiting the Republic of Mauritius. The MMS has and fulfills its obligations towards the International Civil Aviation Organization (ICAO) and the International Maritime Organization (IMO) in providing meteorological protection to air and maritime navigation communities in the region under the responsibility of Mauritius. It also ensures provision of adequate early warning in the likelihood of severe weather such as tropical cyclones, torrential rains, landslides, tidal surge and tsunamis.

The newly acquired satellite receiving systems and work stations offer improved facilities for data management and will further strengthen the ability of the MMS in terms of forecast accuracy and timely warnings.

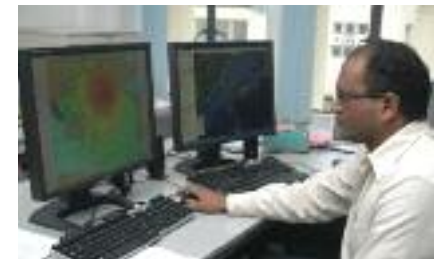
The ever increasing demand from stakeholders for the seasonal outlooks proves that products of the MMS constitute a valuable input to the socio-economic planning and development of the country.

In line with the Government's vision towards making Mauritius an 'Ile Durable', meteorological data are made available for research and projects related to renewable energy and sustainable development.

Climate change and climate variability are of major concern worldwide. Monitoring climate parameters is one of the main activities at the MMS. The findings of the MMS in this aspect help the Government and policy makers to define the appropriate strategies for adaptation to climate

change/variability and mitigate its negative impacts. The findings are also submitted to the inter Governmental Panel on Climate Change (IPCC), to be included in its Assessment Reports.

The Directorate and staff of the MMS strongly believe that the search for excellence is an ongoing process and it is only through our joint, dedicated and sustained efforts can we bring our building block.



Mauritius Prisons Services

Purpose of the Mauritius Prisons Service

The two-fold purpose of the Mauritius Prisons Service is safe custody of detainees and their rehabilitation. This can be achieved through sustainable development which rests on four pillars, namely, economic development, social development, environmental protection and cultural diversity.

Economic Development

Staff and detainees contribute towards the economic sustainability. This is achieved through Bread Production, Milk Production, Vegetable Production, Animal Husbandry and Poultry Farming.

Social Development

Capacity building of detainees is done through (a) vocational training in cabinet making, shoemaking, metal fabrication, masonry, food production, tailoring, basket making, garment making and embroidery and (b) literacy and numeracy classes. Drug addicts are exposed to drug rehabilitation programmes. Health care, spiritual and religious service, yoga and meditation programmes are also provided.

Environmental Development

To safeguard the environment, recycling of solid waste and composting is carried out. Besides, rodent control, debugging and pest control is regularly carried out by the department.

Cultural Development

The numeracy and literacy programme, the building of capacity through vocational training, yoga and meditation, the existence of Mosques, RC Chapels, Hindu Temples, Tamil Temples, all are indications of the conducive cultural development within the Prison Service.



Midlands Police Station

It has been a great pleasure to participate in the Public Service excellence Award 2009. In line with the new vision of the Honorable Prime Minister “with you, making Mauritius safer”, our team is maintaining a close relation between the police and the public.

As our vision is to create an efficient and effective service and to maintain law and order, the staff has a dedicated sense of professionalism. We are working in close partnership with the inhabitants. Several community forums have been organized throughout the village where requests have been noted and attended to. Our customers, including NGO'S, have favorably welcomed this innovative idea and this has created an impact on the crime rate.

Taking into consideration the concept of “Maurice Ile Durable”, orders are not issued on paper. Instead, instructions and messages are passed on verbally through our weekly parades and all records are kept electronically. More emphasis is laid down upon cleanliness and greenness. Preventive patrol is enforced respecting Environmental Laws, especially illegal dumping. At the station, economic lights have been installed to save energy.

Our team has been efficiently constructed to achieve excellence and is treating its customers with courtesy, fairness and due consideration.

“No man ever reached excellence in any one art or profession without having passed through the slow and painful process of study and preparation.”

Horace



Ministry of Industry, Science and Research

The Industry Division of the Ministry formulates, implements and reviews strategies, schemes and policies with a view to fostering the development of a sustainable and innovation-led industrial sector. The Ministry is supported by two main departments and two para-statal organisations: and has a total workforce of 102 Officers

- **MAURITAS (Mauritius Accreditation Service):** provides a unified service of accreditation to all conformity assessment bodies such as testing/calibration laboratories, certification bodies and inspection bodies.
- **Assay Office:** responsible for the implementation of the Jewellery Act 2007. It operates an Assay Laboratory (accredited to ISO/IEC 17025) for the assaying of gold, silver & platinum, and a Gemmology Laboratory for gemstones identification.
- **Enterprise Mauritius:** a collaborative partnership between government and industry to help local businesses to expand into regional and international markets, while at the same time develop their internal capability to meet the challenges of international competition.
- **Mauritius Standard Bureau:** a corporate body with the mission to promote and provide relevant standards, metrology and internationally recognized conformity assessment services for the business community, government and society at large.

MAJOR INITIATIVES

New Industrial and SME Strategic Plan 2010-2013

A new Industrial and SME Strategic Plan 2010-2013, elaborated by the Ministry, has been approved by Government in April 2010. The plan focuses on an entrepreneurship and innovation model of development to reshape and reposition the sector in the new business environment.

Certification to ISO 9001:2000

The Ministry is certified to the ISO 9001:2000 standard since December 2005. The certification offers an integrated approach that addresses a quality management system in a thorough and consistent way. It has transited to the 2008 version of the Standard in February 2010.

Environmental Management System (EMS)

Since October 2009, the Ministry introduced an Environmental Management System (EMS) within its quality management system, as a proactive approach to environment protection, by focusing on preventive action and setting out procedures designed to meet relevant environmental performance. It has set a target to reduce its electricity consumption by 5% by the end of 2010.

Carbon Footprint

The Ministry calculated its carbon footprint in 2010, reiterating its environmental commitment. Carbon footprint is a measure of the impact of one's activities on the environment and relates to the amount of greenhouse gases produced.

Sustainability Issues

The Ministry has also embarked, since 2009, along with relevant public and private sector stakeholders, on a sustainability programme to encourage green enterprises with a view to enhancing competitiveness of our local enterprises.



Occupational Therapy, Flacq Hospital

Our Mission

The mission of the Flacq Hospital Occupational Therapy Department is to provide comprehensive, coordinated and individualized rehabilitation services. We are committed to helping our patients to achieve their maximum functional abilities in all spheres of life and to reintegrate the community to the greatest possible extent.

Our Vision

We are committed to deliver comprehensive and effective treatment to our patients in a compassionate environment and to be recognized as centre of excellence for rehabilitative programs and services in Mauritius.

Core Values

1. Our patients come first.
2. We work for the community.
3. We do everything with:
 - Respect
 - Dignity
 - Sensitivity
 - Trust
4. We will be experts at our jobs.
5. Education and research are important to excellent patient care.



Our Commitment

- Continuously improve services by reviewing and refining treatment procedures, methods and processes;

- Respect and utilize our staffs' expertise to maximize patient outcome;
- Recognize our staff as our greatest resource and provide support, direction and education to promote professional growth;
- Continuously monitor the quality and timeliness of the services;
- Provide patient education to increase understanding of the rehabilitation process;
- Promote the advancement of our profession through a positive and effective learning environment for our staff.

A wide variety of children and adults can benefit from Occupational Therapy at Flacq Hospital , such as people with:

- Physical, cognitive, or psychological limitations following a stroke, brain injury or heart attack ;
- Rheumatoid and age-related conditions such as arthritis;
- Work-related injuries including lower back problems, carpal tunnel syndrome, or other repetitive strains.



Osman Peerun Government School

Osman Peerun Govt. School is found at Médine Camp De Masque. I, Mr T. Mungla, Head Master was posted here in May 2009. Immediately I carried out a SWOT analysis. This allowed me to know the strengths, weaknesses, opportunities and threats of the school. I came to the conclusion that the school needed a strong leadership with a sense of direction.

My first priority was to bring all stakeholders together and define a new “Vision” for the school. This was done through a Special General Meeting with parents, staff meetings and I personally met other stakeholders. Mission statements were defined to realize this vision which was understood and shared by everybody.

The fact that I participated in the Public Service Excellence Award 2008 at Bon Accueil Govt. School empowered me to set the trend of excellence at Osman Peerun G.S. An Endemic Corner was created with endemic plants to sensitise pupils on the protection and preservation of the environment. In January 2010, a Steering Committee on Quality Management has been set up, followed by other committees presided over by members of the staff. A Quality Policy and Quality Objectives were defined after analyzing the results of questionnaires given to parents.

Today at Osman Peerun Govt. School everybody believes in the struggle for Excellence as people always say: “if you can’t reach the moon, you can at least land among the stars.”

“Things which matter most must never be at the mercy of things which matter least.”

Goethe



Pollution Prevention and Control Division, Ministry of Environment and NDU

The Pollution Prevention and Control (PPC) Division is one of the ten Divisions falling under the Department of Environment of the Ministry of Environment & NDU. The core activities of the Pollution Prevention & Control Division are to:

- ensure that environmental standards and regulations are enforced and complied with;
- coordinate the monitoring of all environmental media;
- investigate into and attend to complaints received by the Department in relation to environmental pollution;
- advise industrialists and public on appropriate abatement measures and cleaner production;
- implement the Integrated Pollution Prevention Control Licensing System and Waste Audit Regulations;
- formulate and implement contingency plans to deal with environmental disasters;
- ensure compliance with conditions of licences, approvals and clearances issued by DOE;
- attend to court cases;
- act as Secretariat of committees on:
 - (i) EIA/PER monitoring;
 - (ii) Environment Liaison Officers; and
 - (iii) Industrial Waste Audit.

In view of fulfilling the core activities mentioned above and achieving the vision of the Ministry which is: 'For the Republic of Mauritius to reach environmental sustainability and for us to have a clean and healthy environment', 3 units have been set up within the Division, namely:

1. the complaint unit;
2. the post-EIA/PER monitoring unit and the
3. Industrial Waste Audit (IWA) Unit.

Complaint unit

The main task of the Complaint unit is to address environmental complaints. This unit works in close collaboration with different Enforcing Agencies and the Local Authorities. It initiates appropriate enforcement actions to ensure

protection of our environmental assets and the health of fellow citizens. Additionally, it interacts to a great extent with the general public, industrialists and other governmental and non-governmental organizations.

Industrial Waste Audit (IWA) Unit

The Industrial Waste Audit (IWA) Unit on the other hand, is mainly responsible for ensuring the implementation of the Industrial Waste Audit Regulations 2008, which came into force in April 2009. One of the main objectives of the IWA regulations is to prohibit release of pollutants above standards in the environment through reduction of wastes generation from industries and also by encouraging them to adopt cleaner technologies. In addition, the IWA Unit contribute to achieve the vision of the Ministry through proactive interventions based on established protocols.

Post EIA/PER Monitoring Unit

The Post EIA/PER Monitoring Unit is responsible to conduct such monitoring exercises as may be necessary to ensure that the conditions of the EIA Licences and PER approvals are complied with. An Inter-ministerial Monitoring Committee including representatives of the Local Authorities was set up in September 2008 to follow up progress after the grant of an EIA Licence or a PER Approval. On average 50 projects for which an EIA Licence or a PER approval have been granted are monitored monthly. The Unit also processes the Environmental Monitoring Plans for important projects and applications for variations for ongoing projects.



Quantity Surveying Section, Ministry of Public Infrastructure, Land Transport and Shipping

Our objective is to construct, preserve and enrich the built environment in the interest of the public. We are mainly involved in preparing cost estimate, cost advice, cost planning, cost control, tender document, participating in arbitration and litigation, avoiding disputes and finalizing final accounts.

The QS Section is planning in the near future to construct a new building with all the green concepts. In this connection, we have participated in this Award with a view to improve our environment. We have created a team spirit in our work and everyone is now much concerned about eco-friendly measures.

Actually our office is an old building, but nevertheless everyone is trying to implement green concepts by natural daylight, natural ventilation, maximum use of IT facilities and communicating via emails among other measures thus avoiding wastage of paperwork, human resources and saving time.



“Always bear in mind that your own resolution to success is more important than any other one thing.”

Abraham Lincoln



Registrar General's Department

The Registrar-General's Department is a revenue earned cum service department which operates under the aegis of the Ministry of Finance and Economic Development. It is headed by the Registrar-General who also acts as Conservator of Mortgages and Authorised Officer for Campement.

It is divided into the following main section:

(i) Registration:

Registration of particulars of deeds and documents; and collection of revenue;

(ii) Land Registry:

Registration of information regarding land ownership and obligations; and publicity of land transactions;

(iii) Valuation:

Follow-up action after reassessment of values of immovable properties by the Valuation and Real Estate Consultancy Services including representations before the Assessment Review Committee and Objection Unit; and collection of annual tax payable by Campement Site owners and Campement owners.

The Registrar General's Department has three main objectives:

- (i) to collect revenue within the legal framework;
- (ii) to provide a timely and quality service to public; and
- (iii) to publicise accurate records of land transactions.

Since the year 2005, various reforms initiatives have been undertaken with a view to modernize our services and provide a quality service to our customers. Some notable ones are:

- (i) Setting up of an Electronic Search Room;
- (ii) The scanning of Name registers and "Casier Hypothecaires";

- (iii) Improvement of the Counters and Waiting Area; and
- (iv) Reengineering of processes in the Land Registry.

Participation in the Public Service Excellence Award has undoubtedly urged us to rethink on our strategies to upgrade the quality of services offered to Customers. In order to achieve a sustainable development, processes have been reengineered, team spirit is being encouraged and attitude towards customers has changed.

As the winner of the "Innovation and Improvement Award 2008", we will continue to look for new avenues to make the life of our stakeholders easier, when they have recourse to our service.



Rose Hill Social Security Centre

The Rose Hill Social Security Office, situated at the ground floor of the Social Security House, has recently been renovated and upgraded to be more customer friendly. The seating arrangements have been improved and the office look has been enhanced.

Our main aim is to provide protection through social assistance and welfare services to society's most vulnerable groups so as to maintain a minimum standard of living. We also cater for income loss through payment of contributory pensions and industrial benefits. The services are computerized and information is rapidly processed and retrieved.

Our clients cover both employees and employers. Our target groups are people having inadequate means to support themselves such as, those who are sick, disabled, single parents, victims of fire and natural calamities. They may be needing help for examination fees, spectacles, funeral grants and basic pensions. We have an emerging business sector in Ebene and often have visits from employers who come to seek information on National Pension matters.

Rose Hill Social Security Office is headed by one Assistant Commissioner who is supported by 1 Principal Social Security Officer, 2 Senior Social Security officers, 3 Higher Social Security Officers responsible for Social Aid, 4 Higher Social Security Officers, National Pensions and 3 Social Security Officers ensuring registration of application.

"The achievements of an organization are the results of the combined effort of each individual."

Vincent Lombardi



School Management Division, Ministry of Education, Culture and HR

The Zone Education Prioritaire (ZEP) Project

The ZEP Project is a quality initiative of the Ministry of Education culture and Human Resources to provide support and educational services to vulnerable children. The Project caters for about 10 000 pupils in 30 schools mostly situated in pockets of poverty. This Project will also contribute to achieve the Millennium Development Goal (MDG) 1: Eradicate extreme poverty and hunger and MDG 2: Achieve universal primary education.

The Action Plan of the ZEP Project includes upgrading school infrastructure, mobilizing the community to ensure maximum and regular attendance in schools, providing support to needy pupils, training the staff to adapt the curriculum and the pedagogy to the individual learning requirements of their pupils and conducting an on-going capacity building exercise to ensure quality teaching. The project is permanently evaluated and monitored by the ZEP Unit. With the aim of providing for multiple intelligences, artistic creativity and pastoral care classes and sports are being offered after school hours in 11 ZEP schools. Our indicators are rate of absenteeism and academic performance as measured through CPE results.

The ZEP Unit is under the leadership of the Director, School Management Division and is staffed by a Project Manager for administration and management, 4 Cluster Coordinators for permanent communication between the Ministry and the schools and 6 part time Parent Mediators to conduct community mobilization. 5 School Inspectors are attached to the ZEP Unit for pedagogical innovations. The ZEP Unit works in collaboration with the Zone Directorate and meets weekly to share best practices and devise innovative strategies.

The Public Service Excellence Award 2009 provided a sense of direction. The guidelines proved to be useful. Some components which had not yet been considered in ZEP Schools were introduced. Parents were more involved in the setting up of the Zone of Inclusive and Integrated Strategy (ZIIS) Project providing support to more pupils after school hours. There is

also a proper inventory of material resources. Further, unused materials (e.g. plastic bottles) are recycled.

Regular meetings at all levels were conducive to teamwork. The measures proposed in the Award have benefitted our pupils in many ways: academically, socially, artistically and physically. In the long run, these activities will also benefit parents and families.

The challenge now is to ensure that the 'innovative practices' put in place in ZEP schools are spread throughout the system in order to avoid inequities and disparities.



Tourism & Leisure Division, Ministry of Tourism, Leisure and External Communication

Our Vision

- To be a leading economic development agency in sustainable tourism, always setting new benchmarks and pioneering best practices with a view to sustain economic growth as well as improving the standard of living of the whole population.
- To be a leading government agency in providing and promoting leisure, entertainment and recreational activities with a view to create an harmonious and stress-free society, and to promote unity in diversity.

Our Mission

- To develop and champion tourism activities so as to build the sector into a key engine of growth and to make of Mauritius the best island destination in the world.
- To champion and promote leisure, entertainment and recreational activities to enhance the quality of life of the citizens and tourists and foster peaceful co-existence.

Our Strategy

Accessibility, visibility and attractiveness of Mauritius as a tourist destination, and provision of leisure, entertainment and recreational facilities and opportunities for the citizens and tourists alike, are the main thrusts driving the tourism and leisure development philosophy of the Ministry.

A “Tourism Sector Strategic Plan 2009-2015” has been finalized in November 2009, emphasizing the sustainable development of the tourism industry in terms of institutional framework, capacity building, efficient land use and strategic environment assessment. It also makes recommendations with regard to the most appropriate and cost-effective marketing and product development strategies to be adopted for the sustainable development of our tourism industry.

Our Aims & Objectives

- To promote Mauritius worldwide as a prime holiday island destination,
- To pursue the upmarket and selective tourism policy,
- To plan, manage and control tourism development in Mauritius,
- To define, adjust and implement sustainable tourism strategies which are environmentally sound, socially acceptable and economically viable,
- To institute a legal and operational framework to plan, monitor and regulate tourism activities in line with the defined tourism strategies and policies,
- To provide support, incentives and assistance to approved tourism projects in line with the defined strategies and policies,
- To maintain Mauritius as an attractive, desirable and sustainable tourist destination,
- To ensure the development of quality beach related tourism facilities and activities,
- To diversify the Mauritius tourism product by encouraging eco and cultural tourism,
- To promote the development of family-oriented leisure amenities for Mauritius.



Valuation Department

The Valuation Department operating under the aegis of the Ministry of Finance and Economic Development has the mission of providing independent, impartial and objective valuation advice to all stakeholders in matters pertaining to valuation of properties for different purposes.

In the context of Sustainable Development through Organizational Excellence a series of measures have been initiated which includes Staff Welfare, Customer Service and Computerization.

In terms of Staff Welfare, the Valuation Department has moved from its old office to new premises in Ebène, whereby the staff are provided with modern and comfortable new office furniture, equipment and logistic.

In assuring good and quality Customer Service, a modern counter service and waiting area has been provided to the customers with comfortable visitors' chairs, water dispenser and a suggestion box.

The Valuation Department has embarked on its computerization project with a view to become a full-fledged computerized department in line with the Government Policy to set up a modern and effective Land Administration, Valuation and Information Management System (LAVIMS). This office has acquired additional PCs, printers, photocopying machines, scanners and a server for that purpose.

Our participation in the Public Service Excellence Award has also provided the Department with a clearer sense of direction. With all the staff fully motivated there is enhanced teamwork, enabling us to adopt more customer centric and eco-friendly measures.



Water Resources Unit

The Water Resources Unit was created in 1992 and has been operational since 1993. This Unit, which operates under the aegis of the Ministry of Renewable Energy and Public Utilities, is responsible for the assessment, development, management and conservation of the water resources in the Republic of Mauritius.

The Water Resources Unit is the nodal organisation for the coordination of all activities (domestic, agricultural, industrial and hydropower generation) related to water resources management with all major water organizations, namely the Central Water Authority (CWA), the Irrigation Authority (IA), the Central Electricity Board (CEB) and the Wastewater Management Authority (WMA).

An adequate water supply is fundamental to any country's development. The mission of the Water Resources Unit is directed towards the achievement of an adequate and sustainable supply of water for the country's present and future needs. In this context, mega projects such as Midlands Dam has been designed to meet the increasing demand for water in the country and other such projects, namely Bagatelle Dam and Rivière des Anguilles Dam are in the pipeline.

Guided by the highest standards of professional ethics and being results-oriented, the Water Resources Unit is committed to contribute towards the government objectives to provide a 24 hour water supply to the Nation.

"Paint a masterpiece daily. Always autograph your work with excellence."

Greg Hickman



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