



Update

A Public Sector Newsletter

...a professional public service committed to excellence

A publication of the Ministry of Civil Service and Administrative Reforms

Special Issue - August 2013

Special Issue

Public Service Excellence Award 2012

Recognising innovation and excellence



Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2012

PUBLIC SERVICE
EXCELLENCE AWARD
2012

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

Messages

From:

The Honourable Sutyadeo Moutia

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

Mr Raj Dussoye

Director & Chief Executive Officer, Bank One Ltd
Chairman, Panel of Jury



Message

From:

The Honourable Sutyadeo Moutia

Minister of Civil Service and Administrative Reforms

The Public Service Excellence Award (PSEA) is an annual event with the primary objective of encouraging innovation and excellence in the delivery of public services. The theme chosen for the 2012 PSEA "Innovation and Citizens Engagement in Service Delivery" focuses on our customers who can be at the centre only if there is quality in leadership, team spirit, innovation and improvement. The PSEA is meant to recognize those organisations which have put relentless efforts to deliver services efficiently and in an effective manner. Such proactive organisations should be the pride of the Nation as they contribute in translating the vision of government of putting people first.

The Public Service Excellence Award was initiated by the Prime Minister, Dr the Honourable N. Ramgoolam GCSK, FRCP in 2005 and was launched in 2006, on an annual basis, to recognize excellence and innovation in the Public Service.

We have received no less than 45 entries for the Public Service Excellence Award 2012. Organisations taking part in the Award Scheme are assessed by a panel of jury composed of persons from both the private and public sector. It provides the public sector with an opportunity to showcase in a very explicit manner the capacity of public organisations to innovate and modernise service delivery.

Ambitious reforms are being undertaken worldwide to strengthen and transform the public sector, especially at this point in time when the economic and financial impediments require that Governments have to do more with less. Moreover, citizens have increasing expectations from Government. They also press for a voice in the design and delivery of such services.

In Mauritius our reforms agenda aims, inter-alia, at achieving higher level of performance as well as greater transparency and accountability of government decision-making thus leading to greater participation of citizens in such processes.

To meet these objectives, we are reviewing organisational structures and work practices and the way in which we mobilise, deploy and utilise human, financial and technological resources. The use of ICT is playing a critical role in government efforts to revitalise the public sector. Modern technology is a significant strategic tool for uplifting public sector performance, offering benefits of greater efficiencies and effectiveness in government operation and service delivery, improved communication and coordination across organisational boundaries and levels of government, and greater transparency and accountability in government functions.

I would like to thank the members of the Panel of Jury for their invaluable help under the able chairmanship of Mr Raj Dussoye for their support in the adjudication exercise.

I congratulate the winner of the Public Service Excellence Award 2012 and those organisations which have won in the sub-categories. Furthermore, I would like to encourage them to keep up the good work started and to keep striving for excellence. I take this opportunity to also thank all those Ministries/Departments that took up the challenge to participate in the Public Service Excellence Award 2012. I look forward to a larger number of organizations entering the competition this year to join this pursuit for excellence.

The Honourable Sutyadeo Moutia

Minister of Civil Service and Administrative Reforms



Message

From:

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

I am pleased to be associated once again with the publication of the Souvenir magazine to mark the Public Service Excellence Award 2012.

The Public Service Award is an excellent opportunity to recognize and reward the remarkable work being done each day by the Public Service. Over the last few years the Public Service Excellence Award has indeed helped us to highlight and celebrate the excellent examples of dedication, commitment, team spirit, innovation and professionalism in our Public Service.

The Award is not just an event to celebrate individual and team achievements, but, more importantly, it is a way of indicating to our citizens that performance is being assessed and recognized in the Public Service. It also encourages the evolution of a new work culture conducive to greater efficiency and better service delivery.

The theme chosen for the 2012 edition of the Award is "*Innovation and Citizen engagement in Service Delivery*". This theme is a reminder that the role of the Public Service is to serve our citizens. As public managers, we must therefore constantly review our internal processes so as to create a citizen-centered public service. We need to understand that the quality of public services is measured by our citizens on the basis of timeliness, courtesy, fairness and outcome. We must also recognize that, in this modern era, our citizens are themselves a source of new ideas which make them a valuable partner in improving service delivery.

The public sector today faces multi-fold challenges and we have to adapt to all these new changes if we want to continue to survive. Indeed, changes have become a permanent feature in our daily lives. More sophisticated service delivery, higher levels of transparency and accountability are becoming our daily buzz words to meet public expectations while ensuring judicious use of scarce resources. We must create a work environment that is receptive of new knowledge and practices. As public officials we have to be open to innovations, new ideas, new trends to re-engineer the public sector towards excellence. We have to get the best ideas and solutions and adapt them in order to enhance our performances and our services to the public.

I would like to place on record my thanks and appreciation to the chairperson and the members of the panel of Jury who have done an excellent adjudication exercise.

I congratulate the winner of the Public Service Excellence Award 2012 and those in the sub-categories. They are the shining examples of excellence in our Public Service and the champions of reform. I wish them success in their future endeavours. My appreciation also goes to all those organisations which have participated in this competition. I invite other Ministries and Departments to join the quest for excellence by participating in the next edition of the Award.

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



Message

From:

Mr Sateaved Seebaluck

Senior Chief Executive
Ministry of Civil Service and Administrative Reforms

I am indeed delighted to continue to be associated with this wonderful annual event which comes to recognize meritorious efforts on the part of those who demarcate themselves by *doing business differently* in their quest to achieve excellence.

The concept of excellence is not unfamiliar to anyone of us. Many of us endeavour to do exceptional selfless acts at the workplace or at home, for the sake of others.

The Ministry of Civil Service and Administrative Reforms has embarked, through the Public Service Excellence Award (PSEA), on a journey towards instilling the culture of organizational excellence across the civil service. The journey is surely long and difficult, but what counts at the end of the day is the rewarding achievement of the desired results.

The number of participation received for the 2012 edition of the PSEA with the theme "Innovation and Citizen's Engagement", is a testimonial of the gradual but positive movement towards rendering the Civil Service more efficient and effective. The very objective of the scheme which is part of the strategy of the Ministry of Civil Service and Administrative Reforms. Equal opportunity is being given to all public bodies to showcase their ability to work collectively and innovatively in a bid to satisfy the dynamic and unlimited needs of the citizens, in a responsible, respectable and accountable manner.

Today the urge to excel should form the very essence of the Public Sector; it should, in fact, be its backbone. The Public Officer should not fear to tread on the path of excellence. The challenge is thus to innovate in the way of thinking and the way of doing business in order to respond satisfactorily to the needs of the citizens. To

achieve this, we invariably have to know what those needs are and to appreciate their intrinsic value. Therefore there is need to engage the citizens as they are the ones who hold information about their own needs, desires and experience that no centralised bureaucracy can ever have. Engaging citizens also introduce divergent thinking which helps to find novel solutions to complex problems. When ideas come from citizens themselves rather than being parachuted in from the outside, they are more likely to represent responses to genuine needs, and in turn to receive wide acceptance.

In this respect, as the Senior Chief Executive of the Ministry of Civil Service and Administrative Reforms, I do not hesitate to recognise that the majority of officers are doing their best and they deserve the respect of the public. This respect, however, has to be sustained while we support Government in achieving its targets for the socio-economic progress of our country and the betterment of the quality of life of its citizens.

I wish to congratulate the winner of the Public Service Excellence Award 2012 and those of the different sub-categories. I also express my appreciation to all other organisations which have participated for their efforts and wish them better luck next year.

Last but not least, I place on records my hearty thanks to the Chairperson and members of the panel of Jury for their dedication, impartiality and professionalism with which they churned out the winner of the Public Service Excellence Award.

Mr Sateaved Seebaluck
Senior Chief Executive



Message

From:

Mr Raj Dussoye

Chairman, Panel of Jury

The Public Service Excellence Award (PSEA) is now in its 6th edition. I am honoured to be chairing the panel of Jury, comprising of a mix of eminent and experienced personalities from the private sector, trade unions and the public sector.

In the course of our evaluations, the panel has visited the various ministries and departments, who have participated in the competition. As someone coming from the private sector, I was much positively surprised by the amount of enthusiasm, and zeal shown in all the departments.

As one of the participants rightly put it, the Civil Service today is suffering from a trust and recognition deficit. There are so many unsung heroes, who strive to make a difference to the public every single day, despite the limited means at their disposal. The panel was amazed at the amount of talent and creativity within the Civil Service, which just needs to be channeled in the right direction to bring the paradigm shift so much desired by everyone. We must not forget that our key stakeholders - the general public, are simultaneously both funding the services via taxes and consuming the services.

The PSEA, in the view of the panel, has been a real change catalyst towards building a culture of excellence in the civil service.

The Key criteria for the competition this year are Innovation and Citizens Engagement in Service Delivery towards excellence.

In my experience, there is only one criterion for defining excellence and that is, *how much you meet or exceed customer expectations.*

We need not forget that whatever product we sell or service we provide, has as ultimate destination, a customer at end point. It is only when that customer is delighted that we can say we are reaching excellence.

On behalf of the panel of jury, I would like to thank all the departments who have made a special effort to participate in the competition this year. As another participant put it nicely – we are all winners. The simple act of participation has created such a buzz in the participating departments that it has necessarily prompted ACTION FOR CHANGE.

I take this opportunity to thank all the members of the panel of Jury, who have made time out of their very busy schedules. What I loved most, was the whole hearted knowledge sharing in the course of interaction between the members of the panel and the participants.

In conclusion, I believe that the public service is doing well, contrary to criticism from traditional quarters, but much remains to be done. I am happy to note that steps have been initiated in the right direction.

Excellence is a journey not a destination and I wish you all the very best in this exciting journey.

Mr Raj Dussoye
Chairman, 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 at 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 organisational excellence".

Following feedback from former participants and members of Panel of Jury, the scheme was revisited in 2011 where the guidelines were made more explicit and converted into a participation form to achieve uniformity of submission and with a newly designed trophy.

The Public Service Excellence Award Scheme

Objectives

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

- Recognise organisational excellence and highlight its importance in developing a quality and sustainable public service;
- Reward Ministries/Departments or Units/Divisions that have adopted innovative and eco-friendly ways to meet the challenges facing them daily; and
- 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
- Customer Focus
- Leadership and Team Spirit
- Effectiveness and Efficiency
- 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, except for 'Strategic Planning and Objectives'.

Winners are recognised for their achievements and enjoy publicity that will establish their reputation as a proven provider 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 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 six members from both public and private sector organisations 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 organisations;
- Shortlisting of participating organisations; and
- Final assessment by Panel of Jury.

Winner of the *Public Service Excellence Award 2011*

Droopnath Ramphul State College

Droopnath Ramphul State College touched the pinnacle of success by culminating the innovative ideas of the persevering minds into a sustainable project concerning the ICT Field and bagging the first prize of this prestigious competition. Indeed, this has been an enriching experience in globality, for the staff that endeavoured in crafting their idealistic innovations and be the winning team.

“Excellence” is not a gift, but a skill that takes practice. Armoured with the determination to succeed and be part of the rat-race; our challengers amassed knowledge, awareness as well as self confidence and teamwork. They laboured in concluding this initiative into fame as being the Grand Winner.

As Albert Einstein quoted: “Excellence is doing a common thing in an uncommon way”, our distinctive members unlocked the doors of innovative and critical thinking in order to exhibit their talents and be worthy of the title allotted to them. Moreover, the prize not only helped in realizing new aspirations for our staff and the entire school in bolstering creative minds to move forward but to contribute as well. Hence, to The Public Service Excellence Award 2012, we owe our sincerest recognition.



Winners in Sub-Categories 2011

Customer Focus Award



Lady Sushil Ramgoolam Mediclinic

Innovation and Improvement Award



Police Planning and Reforms Unit

... of the Public Service Excellence Award 2011

Effectiveness and Efficiency Award



Companies Division

Leadership and Team Spirit Award



Mauritius Prisons Services

The Public Service Excellence Award 2011

... Special Mention by the Panel of Jury



Nuclear Medicine Department,
J. Nehru Hospital



National Coast Guard Headquarters &
Operations Room and
Maritime Air Squadron



Energy Services Division

The Public Service Excellence Award 2011

... Special Jury Award 2011



Police Planning and Reforms Unit

The Public Service Excellence Award 2009

Customer Focus Award



Lady Sushil Ramgoolam Mediclinic

Efficiency & Effectiveness Award



Energy Services Division

Grand Winner



Haemodialysis Unit, Flacq Hospital

Innovation & Improvement Award



Ministry of Industry, Science and Research

Leadership & Team Spirit Award



Biodiversity Unit, Forestry Services

The Public Service Excellence Award 2009

... Special Mention by the Panel of Jury



Information & Education Division,
Ministry of Environment & NDU



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



Water Resources Unit,
Ministry of Renewable Energy and Public
Utilities



**Public Service
Excellence Award
2012**

Regional and International Awards

Organisations 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 run in association with the Governance and Institutional Development Division (GIDD) of the Commonwealth Secretariat, recognises organisational achievements in the public sector.

The Award aims to promote innovation in the public sector by encouraging and recognising organisations and people for creative and effective ways of solving problems specific to administration and management, publicise 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 was the winner of Silver AAPAM Award in 2007 for "*Spearheading Administrative Reforms through an Innovative Package in the Civil Service in the Republic of Mauritius*". The Department of Civil Aviation won the Bronze Award in 2010 and for the year 2011, the Entomology Division, Agricultural Services of the Ministry of Agro Industry and Food Security won the Silver AAPAM Award and the Companies Division won the Glass Trophy.

For the year 2012, the following four organisations have forwarded their entries:

- Mauritius Police Force
- Cadastral Implementation Unit (CIU), Ministry of Housing and Lands
- Mauritius Qualifications Authority
- Wastewater Management Authority

The Cadastral Implementation Unit (CIU), Ministry of Housing and Lands won the "Silver AAPAM Award".

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 Organisations;
- III. Innovations in the Systems and Processes of Governance.

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

For 2012 AAPSIA Award, 4 organisations submitted their participation, namely:

- Health Inspectorate, Ministry of Health & Quality of Life
- Shrimati Indira Gandhi State Secondary School
- Registrar of Companies
- Biodiversity Unit – Forestry Services

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

Commonwealth Association for Public Administration and Management (CAPAM) Award

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

The Award aims to inspire innovators who firstly challenge the status quo and introduce new ideas to cope with public service challenges and secondly 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; and
- 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 following organisations participated in the Award:

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

In 2012, no organisations participated in CAPAM award in view that Mauritius was in the panel adjudication.

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; and
- V Promoting gender responsive delivery of public services.

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

In the year 2012, the following organisations from Mauritius participated in the Award:

- Mauritius Prisons Service
- Companies Division
- Wastewater Management Authority
- Entomology Division, Ministry of Agro Industry and Food Security
- Central Electricity Board
- Digital Retinopathy Screening Service, Ministry of Health and Quality of Life
- Biodiversity Unit, Forestry Services, Ministry of Agro Industry and Food Security
- Independent Commission Against Corruption (ICAC)

For the year 2012, ICAC has been proclaimed First Place Winner in the African Region in the category of 'Preventing and Combating Corruption in the Public Service'

For the UNPSA 2013, 6 organisations submitted their participation as at closing date 31 December 2012.

- The Ministry of Health & Quality of Life was selected for the first round of evaluations.
- The Mauritius Police Force and the Ministry of Housing & Lands – Cadastral Implementation Unit (CIU) both have been selected for the second round of evaluations.

Encourage innovation & excellence in delivery of public service - Nurturing a performance oriented culture in the public service



PUBLIC SERVICE EXCELLENCE AWARD 2012

MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

For a professional public service committed to excellence

The theme for the 2012 edition of the Public Service Excellence Award is '**Innovation and Citizens Engagement in Service Delivery**'.

There is an increasing recognition that citizen involvement is critical for effective governance, improving service delivery and fostering empowerment. Effective governance aims at strengthening the ability of citizens, civil society organisations and other non-state actors to hold the state accountable for better development results.

The public service should therefore constantly evolve to manage social, economic and environmental affairs, to respond to needs, preferences and desires of the citizens and to gear them in directions that are regarded as conducive to the well being of the state.

As such, public organisations should be proactive and prepared to face all externalities – taking advantage of all opportunities available and facing all challenges coming on their way. In this context the public service must be innovative and adopt state of the art technologies to modernise service delivery.

The Public Service Excellence Award 2012 will reward those Ministries/Departments or Divisions/Units that have successfully adopted innovative tools and encouraged citizens participation to improve public service delivery.

PANEL OF JURY

Chairman

Mr. Raj Dussoye

Director & Chief Executive Officer, Bank One Ltd

Members

Mr. Eddy Jolicoeur

Group of Human Resources, The Mauritius Commercial Bank Ltd

Dr. Kaviraj Sukon

Director-General, Open University Mauritius

Mr. Hamid Seelarbokus

Group Human Resources Manager, Omnicane Ltd

Mr. Toolsyraj Benydin

Secretary General, National Trade Union Confederation

Mr. Rashid Imrith

President, Federations of Public Sector and Other Unions

Mr. Anbanaden Veerasamy

Former Permanent Secretary



Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2012

Participating Organisations

PUBLIC SERVICE
EXCELLENCE AWARD
2012

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

Participating Organisations

Assay Office

Biodiversity Unit, Forestry Services

Blue Bay Police Station

Cadastral Implementation Unit, Ministry of Housing and Lands

Car Loan Section, The Treasury

Central Health Laboratory, Victoria Hospital

Central Information Systems Division

Citizens Advice Bureaux

Companies Division

CT Scan/MRI Unit – SSRN Hospital

Data Protection Office, Prime Minister's Office

Department of Neurosurgery, Victoria Hospital

Energy Services Division, Curepipe

Energy Services Division, Princess Margaret Orthopaedic Hospital

Entomology Division, Ministry of Agro Industry and Food Security

Family Planning Department, Ministry of Health & Quality of Life

Fire Prevention Section, Government Fire Services

Forensic Science Laboratory, Prime Minister's Office

Gaëtan Raynal State College

Gastro-Intestinal Endoscopy Department, SSRN Hospital

Haemodialysis Unit, Flacq Hospital

Home Economics Production Centre, Ministry of Gender Equality, Child Development and Family Welfare

Human Resource Management Division, Ministry of Civil Service and Administrative Reforms

Lady Sushil Ramgoolam Mediclinic

Marine Training Establishment, National Coast Guard

Maritime Air Squadron, National Coast Guard

Mauritius Business Growth Scheme Unit, Ministry of Business, Enterprise and Cooperatives

Medical Unit, Dr A. G. Jeetoo Hospital

Ministry of Social Integration and Economic Empowerment

National Archives Department

National Environmental Laboratory, Ministry of Environment and Sustainable Development

National Coast Guard Headquarters

Nuclear Medicine Department, J. Nehru Hospital

Plaine Magnien Police Station

Police Crime Prevention Unit

Police Planning and Reforms Unit

Post Natal Ward 1-2, SSRN Hospital

Prison Training School, Mauritius Prisons Services

Protocol Directorate, Ministry of Foreign Affairs, Regional Integration and International Trade

Registrar General's Department

Renal Dialysis Unit, Souillac Hospital

Rivière des Anguilles Police Station

Sir Abdool Razack Mohamed State Secondary School

Service Mobile D'Urgence et de Réanimation(SMUR), Dr A.G. Jeetoo Hospital

Water Resources Unit, Ministry of Energy and Public Utilities

Assay Office

The Assay Office is responsible for the implementation of the Jewellery Act 2007. It regulates the manufacture, sale and importation of jewellery made up of gold, silver and platinum or their alloys and also of precious and semi-precious stones. It operates an Assay Laboratory and a Gemmology laboratory.

Assay Laboratory

The Assay Laboratory offers testing services for gold, silver and platinum jewellery and its alloys. It is accredited to the international standard ISO/IEC 17025 with MAURITAS, thus demonstrating its technical competence.

Gemmology Laboratory

The Gemmology Laboratory provides gemstones identification and diamond grading services according to international standards. It is equipped with both conventional and high-tech instruments.

Recently our counter service and waiting area have been upgraded by providing additional counters, directional signs, television and water dispenser.

The Assay Office has introduced an Environmental Management System as a proactive approach to reduce environmental impacts associated with work.

Participation in the Public Service Excellence Award has provided us with the opportunity to benchmark our services with other public service organisations. It has also motivated our staff to enhance teamwork, commitment and sense of belongingness to the Assay Office. The Assay Office will continue to serve its customers with utmost courtesy, efficiency and effectiveness.



Biodiversity Unit, Forestry Services

Our Vision

To cope better with the new forest policy and ensuring a healthy forest environment that will satisfy the needs and aspiration of present and future generations of Mauritius in a sustainable manner.

The Forestry Service has developed a strategic project through its Biodiversity Unit by cultivating young ambassadors in schools through the essence of environment education.

Concept and Design Processes

This project describes a new experience related to encouraging young minds to appreciate and explore forests and its biological diversity. It's about an environmental education programme for kids to generate pro-environmental behaviours and attitudes by combining nature walks, talks and setting up of endemic plant garden in every school of the island and e-learning using interactive web -tool.

We strongly believe school children are ambassadors who will carry forward our conservation and global warming messages to their families and friends in a constructive way, provided that their interests are nurtured. They are receptive and inquisitive at this age.

According to an audience based evaluation, the input, zest and enthusiasm of the school children involved in the project has developed their communicational skills, empathy and a positive behavior and attitude towards the environment

Enterprising Spirit and Willingness to Change

We have been regularly participating in the Public Service Excellence Award, which have gradually enabled our team to be more effective, and efficient, enhancing leadership qualities, team spirit, customer focus and portraying ethical standards in every sphere of activity.



Blue Bay Police Station

One of the fastest ways for the police to change their image from a militaristic force into a civilian police as per the Legislation of the National Policing Strategic Framework set up in February 2010, is by ensuring the hearts of the public through improved services.

The police must expand and improve its public services as per its mandate. As law enforcers, the police is still required to treat offenders with certain standards of human rights.

The police whose motto is 'With you making Mauritius safer' would be better off realizing that they are basically the servants of the public. They should apply the same careful customer care as goods and services companies too. This is the first step before the police will be able to erase its poor image which has led to the saying 'do not report the loss of your chicken to the police or you will lose your goat as well'.

Police performance is usually evaluated by the ability to solve criminal cases both through their own investigation and those caught red-handed. This overlooks the question of the quality of their service for the public.

The establishment of a 'front office' which strives to provide people with a better service thus for the handling of complaints.

There is certainly the need to improve the ratio for one police officer having an average policing of about 500 citizens. There are other ways to make up for the shortage such as making use of the special police forces, the civil servant investigators, community security and the improvements of individual police officers' public service skills. Another way to overcome the shortage is by allocating more police personnel to one area and fewer to another in accordance with local needs.



Cadastral Implementation Unit, Ministry of Housing and Lands

The Cadastral Implementation Unit (CIU) (now Cadastre Unit) of the Ministry of Housing and Lands (MHL) was set up in December 2010, to be the responsible unit for the maintenance and upgrading of the Digital Cadastral Database (DCDB), backbone of the Land Administration, Valuation and Information Management System (LAVIMS) project.

The **establishment of the DCDB** will, inter alia:

- (a) contribute to achieve a secure registration system for land market and private land transactions;
- (b) provide for all surveys to be carried out in a framework of a complete cadastre;

Some of the Results achieved to-date:

- Since the 5th of March 2012, Parcel Identification Number (PIN) certificates are being issued, prior to landed transactions, thereby providing confidence in the land market through the unique PIN for each parcel of land.
- Interdepartmental links established among the Ministry of Housing and Lands, Registrar General Department and Valuation Department thereby removing institutional barriers in the public sector.
- Instant view of any land parcel with instant view of associated survey plans and related title deeds in the DCDB thereby providing reliable and up-to-date information for effective and efficient decision making.
- Government is recouping some of the investments while providing at the same time a more effective and efficient service to the Nation. PIN certificates are issued at a prescribed rate as provided in the PIN and Fees-Regulation 2012 enacted under the Cadastral Survey Act 2011.
- The Ministry of Housing and Lands-CIU is assisting other Ministries/ Departments in the use of Digital Terrain Model (DTM) for Disaster Risk Reduction, inundation map and other projects including street addresses, tourism maps, electoral boundaries among others.
- The office of the Director of Public Prosecution is now granted access

to the Cadastre to carry investigations with a view to trace proceeds of crime as per the Asset Recovery Act 2011.

- The Police Department is assisted by the Ministry of Housing and Lands-CIU in their investigations pertaining to land transaction.

Awards

The Ministry has won the following Awards for its innovative approach to Land Management and Administration:

- (i) *AAPAM Innovative Award 2012 (Silver Award)* by the African Association for Public Administration and Management in November 2012; and



- (ii) *"Organisation of the Year – Public Sector" ICT Excellence Award 2012* in December 2012.

Participation in the Public Service Excellence Award

Participation in the Public Excellence Award provided us with challenges, opportunities and added stimulus to improve, enabling enhanced teamwork and adoption of more customer-centric initiatives.

Car Loan Section, The Treasury

The overall objective of Government is to promote sustainable economic development and the theme of the 2013 Budget is 'Rising to the challenges of a world in transition'. To achieve the above, the Public Sector needs to be proactive, innovative, responsive to customer needs and adopt state of the art technologies in its processes.

The Treasury is a department operating under the aegis of the Ministry of Finance and Economic Development and is administered by the Accountant-General. The Treasury contributes to the above-mentioned objective by striving towards excellence in service delivery through continuous improvement and enhancement as spelt out in its Mission Statement.

Furthermore, in its endeavor to enhance service delivery through innovation, the Treasury is working towards the e-payment system which will enable payment of various transactions to be made on line or through mobile banking.

The participation of the Treasury in the "Public Service Excellence Award" was in respect of the Car Loan Section. The website of the Car Loan Section can be visited at <http://www.treasury.mof.gov.mu>

Participating in the Award has been an enriching and challenging experience for the Treasury and its staff. It was an opportunity for us to ponder on how we have improved service delivery in the Car Loan Section through innovation and use of modern technologies. Moreover, our participation has induced a teamwork that was very enriching.

The management and staff of the Treasury wish to thank the Minister and the Ministry of Civil Service and Administrative Reforms for promoting this Award.



Central Health Laboratory, Victoria Hospital

The Department of Biochemistry operates within the framework of the Central Health Laboratory and 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. A range of techniques requiring a high degree of technical and scientific expertise for the operation of highly sophisticated, multi-channel analytical systems is available in the department which also provides a clinical advisory service. Through a policy of continuous learning, members of the staff are encouraged to participate in the research projects and further studies. Our main objective is to consistently provide the best services to our stakeholders. Participating in the Public Service Excellence Award has enabled upgrading of the department in terms of infrastructure, enhancement of staff work environment and improved customer service. This has been made possible through a sponsorship from the Ministry of Civil Service and Administrative Reforms and a special budget from the Ministry of Health and Quality of Life. Introduction of latest technology equipment and promotion of research activities in the department will allow us to attain our aim of becoming a **Centre of Excellence for Clinical Biochemistry Services in the African Region.**



Central Information Systems Division

The Central Information Systems Division (CISD) provides ICT support services to Ministries/Departments. It carries out numerous tasks to promote excellence in public services delivery, including:

- (i) The CISD staff ensures that computerised systems are operational by running these systems and monitoring their performance. These systems are important in improving the efficiency of Ministries/Departments so that they can provide the necessary services to the Public
- (ii) Management and troubleshooting the Government Intranet System, which is very important for Ministries/Departments to interact among themselves and with the public.
- (iii) Rendering an online presence of Ministries/Departments through their websites developed and maintained by the CISD staff. These websites act as a public interface.
- (iv) Application development. Several applications software have been developed for certain Ministries/Departments like the Prime Minister's Office, Legal Metrology Division and Ministry of Agro Industry.
- (v) Creation of email accounts and their maintenance. Such accounts allow Ministries/Departments to interact with the Public and other organisations.

The CISD favours green ICT measures like reduction in paper usage and reduction in electricity by configuring monitors to sleep mode after remaining idle for a long period.

Participation in the Public Sector Excellence Award is providing an opportunity for the CISD to showcase its activities.



Citizens Advice Bureaux

The 35 Citizens Advice Bureaux (CAB) scattered around the island have after almost 23 years of existence gone beyond their original mandate of providing information and advice to citizens. They have been re-engineered to do more outreach programs to enable them to adopt a need based approach by surveying the region assigned to them and identifying problems of the locality. Infrastructural and social developmental projects are designed in consultation with stakeholders that, not only improve the lives of the people but also enlist their support and participation to ensure sustainability of same.

CAB is the unique counter where the customer has the possibility to seek assistance for panoply of Government and Parastatal services affecting the daily life of the people. They aim to deliver a customer focus service by providing the advice people need for the problems they face. The CAB Organiser act in different capacities such as facilitators, advocates, interveners and counselors to link the people to existing resources.

The Parliamentary Private Secretaries and elected representatives look into essential requirements of the community, for instance, necessity for bus shelters, amenities for street lighting, children's playground, football ground, green space, to bring about social development to improve conditions of living, curb juvenile delinquency, rampant alcoholism, drug addiction and reduce poverty.

CAB liaise with stakeholders to promote setting up of enterprises to create employment for the unemployed specially unemployed women and encourage them to put up their own enterprises, generate employment, leading to the creation of wealth.

Given the proximity service we provide, many other service providers seek our collaboration to organize sensitization campaigns on pertinent issues or matters of national interest such as Human Rights, Equal Opportunities, Legal Clinics for free legal advice, healthy life style etc.

The CAB Coordination Unit regularly evaluates the performance of the CABx based on statistical returns and make recommendations for further improvement of the services and practices that affect people's lives.

Participating in the PSEA provides an opportunity to make a SWOT analysis of the organisation and thereby take remedial action leading to excellence in service delivery thus maximizing customer satisfaction.



Companies Division

The Companies Division is vested with the responsibility of being the national regulator for the registration of businesses and companies. Our vision to be a world class leader in providing quality services has motivated the Companies Division to continuously fine tune its processes. "Innovation and Citizens Engagement in Service Delivery" has always been the guiding factor behind our commitment over the years, to achieve higher standards. The competition has given us the opportunity to showcase our innovative measures. Indeed, as the business environment constantly evolves, the office has to meet up with the challenges. The recently introduced Document Management System allows for the capture of images and data for a paperless registry in line with eco friendly principles. The setting up of a Central Information Centre is another example of our commitment to efficiency and effectiveness.

The Companies Division has always engaged in improving service delivery for its customers without losing sight of its own staff. To that end, team building is one of the main core values of our organisation.

Being a citizen-centric organisation, the Companies Division regularly reviews and updates the applicable legislation to be in line with global best practices. To that end, the recent legislative amendments aim at reducing administrative hassles for the customer.



CT Scan/MRI Unit, SSRN Hospital

The CT Scan / MRI Section of SSR National Hospital is a branch of the larger Radiology Department and is headed by the Consultant in Charge, and the Principal Medical Imaging Technologist. It houses highly sophisticated and computerized scanning and imaging equipment handled by specially trained Medical Imaging Technologists (MIT`s)

Our main objectives are:

- To investigate and produce high quality medical images for their subsequent diagnosis by Radiologists.
- To provide a high level of patient care and comfort.
- To keep waiting time for patients to a strict minimum.

To achieve excellence through modernisation various steps have been taken which include:

- Training of all staff in Customer Care, Management and Communication Skills.
- Implementation of the Staggered Hours Appointment System.
- Giving of appointment by phone.
- Dry Laser Printing and Digitalization of images.
- Computer/Printer generated CT Scan / MRI Reporting.
- Patient Feedback Questionnaire / Suggestion Box.
- ISO 9001:2008 Certification (under implementation phase).
- Design and publication of our Customer Charter.
- General upgrading and modernisation of the CT Scan/MRI Reception Desk, Waiting Area, corridors, Control and Examination Rooms.
- Setting up of a dedicated Inquiry Counter within the Waiting Area itself.
- Implementation of the Hospital Waste Management Protocol (in line with the "Maurice Ile Durable" project).
- E-health (under implementation phase).
- Computed Radiography (CR) / Digital Radiography (DR) (under conceptual phase)
- Request for newer technology: Multi-slice CT Scanner, Digital

Subtraction Angiography, Digital Fluoroscopy/Image Intensification / Digitalization and Archiving.

- Implementation of the Performance Management System (PMS).

All the above (though the list is not exhaustive) have benefitted us by:

- Standardising our various procedures and identifying non-conformities to established Standards.
- Fostering higher team spirit and teamwork for quality service and excellence.
- Providing an efficient methodology for reducing patient waiting time.
- Creating a more patient-friendly environment and procedures.
- Increasing our ability to respond to patients` queries.
- Providing modern tools and methodology for CT Scan / MRI examinations, Film printing, Report writing and Report storage.
- Creating more efficiency in the CT Scan / MRI Appointment system.



Data Protection Office, Prime Minister's Office

The Data Protection Office (DPO) is reiterating its participation in the Public Service Excellence Award for 2012 in line with its continuous effort for achieving success through modernisation. Since its establishment in 2009, the DPO, which acts under the aegis of Prime Minister's Office, has made progressive achievements for building a more data protection conscious society.

For 2012, the activities of DPO were geared mostly towards public sensitization about data protection laws through mass media such as television and newspaper. The DPO is currently working more towards awareness rather than enforcement for provision of a better service to society.

Year 2012 has been very challenging as DPO has embarked on projects for a new computerization solution while existing ones such as ISO 9001 and 27001 are under progress. Important efforts have been made for standardizing the Mauritian Data Protection Law with European Union standards on data protection as this year the DPO is working on organizing a seminar with the participation of all relevant stakeholders in the sector.

The office is also working on a curriculum for inclusion of data protection as a module in primary and secondary levels for students.



Department of Neurosurgery, Victoria Hospital

The best way to imagine a Neurosurgery Department is to create it. The department of Neurosurgery was set up at Victoria Hospital in 2001. It provides high standard neurosurgical care for a population of over half a million. We treat all kind of pathologies which include Neurotrauma, Neurosepsis, Brain tumours, Congenital cranial pathologies and Spinal cord diseases.

The availability of such a department with a motivated and dedicated team is a reassurance that even many developed countries do not have. Since its set up the department has constantly been improving and innovating its services.

For our team, the challenge is on inspiration and this inspiration is our driving force to work tirelessly with dedication and commitment to achieve our objective. The welfare of patients remains our focus and all our efforts are aimed at providing the best possible treatment while making the best use of all our resource.

Last year for the first time in Mauritius the department made important innovations by introducing endoscopic Neurosurgery for excision of brain tumours and secondly the introduction of intra-operative frozen section during brain surgery.

We always insist on hard work and personal responsibility and always aim to learn more and reach higher. We must be a source of hope to our patient and serve them with passion and dedication.

Our journey is not complete until we see that every patient who knocks on our door, leaves happy and healed.



***"We must be a source of hope to our patients"
"Most of the bars we beat against are in ourselves – We put them there, and we can take them down".***

Henry Ford

Energy Services Division, Curepipe

The Energy Services Division (ESD) is practically an autonomous department within the Ministry of Energy and Public Utilities. Our main field of activities are the provision of Consultancy Services in Electrical matters and the maintenance and repairs of electrical installations in Government buildings, looking after air conditioning systems, lifts, generator sets, water pump sets, fire alarm systems, uninterruptible power supplies (UPS's), motorway lighting and lighting of football grounds among others.

The ESD is among the first organisations to have been certified to ISO 9001:2008 and to have implemented the Performance Management System. When it comes to modernizing of services, again we are among the first. Our contributions to making Mauritius a sustainable island are quite remarkable.

Some of our contributions are as follows:

- (1) Refurbishment and commissioning of a 60 KVA solar grid connected photovoltaic (PV) system for the generation of energy at the New Government Centre.
- (2) Introduction of solar PV systems at 10 schools. This pilot project is ongoing and will be completed in 2013 and later extended to other schools.
- (3) Replacing T8 conventional fluorescent tubes by T5 energy saving ones in government buildings.
- (4) Carrying out Energy Audits in 24 Government buildings and making proposals for savings of up to 30 %. 246,000 KWh of energy being saved yearly.
- (5) Introducing LED light fittings which have very low energy consumption.
- (6) Study and research on solar street lighting system with a view to its introduction on a wider scale.
- (7) Promoting the concept of Green Buildings through energy efficiency.
- (8) The use of solar water heating in Government buildings.

- (9) The introduction of variable drive technology for large central chillers and small split air conditioners and the use of ozone friendly refrigerants.
- (10) The technical specifications for a hybrid solar water heating system for a swimming pool at Calebasses.

There is no doubt these new technologies will bring solutions to our energy needs in the future and contribute to the national objective of producing 35% of our energy from renewable sources by the year 2025 thus keeping the flag of "Maurice Ile Durable" flying.

Our ISO certification and our regular participation in the Public Service Excellence Award have inspired and motivated our staff to rise to the situation and even surpassed themselves especially in hospitals where lives are at stakes. Thanks to the dedication and professionalism of our staff, we are able to attend to practically all requests received and keep our customers satisfied. Our achievement has risen from 65% in 2006 to 95% in 2012.

Excellence is not a destination but a never ending journey. It's not from the outside; it's a drive from within. It's not for others to see but for us to feel. Yes we are in the right direction.



Energy Services Division, Princess Margaret Orthopaedic Hospital

ESD is the sole authority with regards to all electrical matters for the Republic of Mauritius. The main customer of the ESD-PMOC is the PMOC Regional Hospital serving a catchment area of 350,000 inhabitants. The 2800 staff of the Regional Hospital treats around 10,000 customers daily both for general and specialized medical treatments. We ensure round the clock quantity and quality wise service with regards to electrical supply, water supply and A/C services to the whole Hospital located on 26.2 hectares "arpents" of land.

On top of the Accident and Emergency Department, the Dispensary and all Outpatient Departments the Hospital also houses nineteen High Tech. Specialized Departments/Units that serve the whole of Mauritius and neighboring countries.

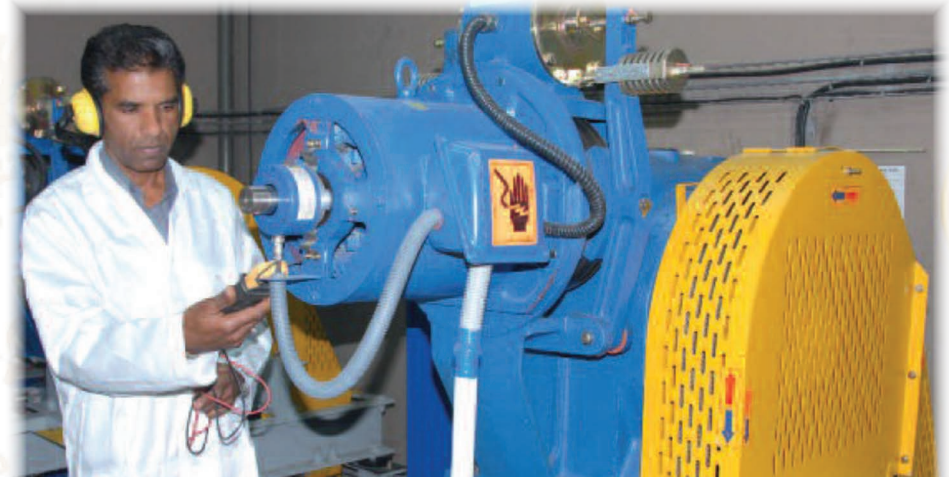
Our role and functions at the Regional Hospital are as follows: -

- (i) To carry out new additional electrical installation;
- (ii) To design and implement the M&E works for New Projects;
- (iii) To maintain and repair the existing electrical networks;
- (iv) To undertake the repairs and maintenance of:
 - ✓ Central as well as Split Type A/C Systems;
 - ✓ Lifts/Escalators;
 - ✓ E / Standby Generators;
 - ✓ Fire Detection and Fire Alarms;
 - ✓ E / Intruder Systems;
 - ✓ Water Pumps;
 - ✓ Simple 0.5 kVA to complex 150 kVA Uninterruptible Power Supplies (UPS);
 - ✓ CCTV Security Systems.

Team-Spirit drives us to outperform in our daily activities that contributes positively to the Hospital for offering timely & quality service to all of its customers.

People forget how fast you did a job, but they remember how well you did it

Howard W. Newton.



Entomology Division, Ministry of Agro Industry and Food Security

The long term vision of the Entomology Division is to maintain food security in our paradise island. Growers tend to use chemical pesticides to protect their crops. Chemical pesticides are hazardous to both human health and the environment. Our objectives include: to reduce the infestation of fruits and vegetables by fruit flies, to promote area-wide safe fruit fly control techniques, to prevent the entry and establishment of devastating insect pests and to provide pest control services. Studies have been carried out on the release of laboratory reared sterile fruit flies for the control of wild flies in the field. When a sterile male fly mates with a wild female, the latter lays infertile eggs. In this way the fruit fly population is reduced without the use of pesticides. Successful tests have been carried out on mass rearing of fruit flies, irradiation of fruit flies and the field dispersal and survival of sterile fruit flies. Our findings have been published in international journals.

We plan to start the field release of sterile flies this year. This project will reduce the use of pesticides by growers while producing fruits and vegetables of better quality and quantity.



Family Planning Department, Ministry of Health and Quality of Life

Family Planning Unit is a very important component in the Ministry of Health and Quality of Life. It aims at helping couples to plan their family and avoid unwanted pregnancies.

Nowadays, people can get access to family planning services easily as family planning clinics are found nearest to their residence. Various modern family planning methods are available free of cost.

We are planning to contact more industries, offices and deprived areas where we will give talks to young men and women on sexual reproductive health and supply contraceptives. We are focusing on more men involvement in family planning. Moreover talks are being carried out in secondary schools for adolescents on Family Life Education. Counseling and advice are being given to youths in the two Youth Friendly Services.

We are able to improve individual performance, quality of family planning services, correct mistakes, maintain morale in the clinics where staff are posted and assist them in managing conflict and motivate them to perform to their potential.

Clients are treated with strict confidentiality and they have the right to choose any method of family planning in a friendly environment.

We are deeply convinced that services provided by our unit can be very effective and efficient if people will make maximum use of our services.



Fire Prevention Section, Government Fire Services

The Fire Services Department (FSD) is responsible for ensuring that citizens of Mauritius are supported by, and benefit from, an effective disaster and emergency management system and essential emergency response services.

The **vision** of the FSD is to have a Republic of Mauritius free from the dangers of fire and other emergency threats, and safe to live, work and visit anytime and anywhere.

The **mission** of the FSD is to protect and reduce losses of life and property; to reduce damage to the environment due to fire, hazardous materials, natural disasters, and other emergencies caused by acts of man and nature; to promote health, safety, and well-being of the citizens of the community.

The Fire Prevention Division of the Fire Services Department endeavours to protect the citizens of Mauritius against the loss of life and property through enforcement of the current legislations, regulations and code of practices.

The Fire Prevention Division conducts general inspections of businesses, schools, hotels, public places of assembly, and high-rise occupancies, bulk storage, filling station, employees lodging accommodations, night clubs and other premises where either a Fire Certificate or a Fire Clearance is required within their geographic boundaries.

Fire Safety Education has been devised to meet the special needs of population segments such as senior citizens, children, public and private sectors throughout Mauritius, as well as regular safety messages through the local media.

To accomplish the above commitments, the Fire Prevention Division is coming up with a new approach to provide prompt, courteous, and professional services to our customers this year.

Our participation in the PSEA has been very challenging & has prompted this Division to achieve further improvement as a result to provide a better service delivery and maintain customer satisfaction at all levels.



Forensic Science Laboratory

The Forensic Science Laboratory (FSL), under the aegis of the Prime Minister's Office, Home Affairs Division, is the sole provider of Forensic science services for the country.

Our Forensic Scientists play a pivotal role in the Criminal Justice System and respond to requests from all Criminal Justice agencies by providing state of the art forensic analytical and investigative capabilities as well as expert court testimony related to the investigation and resolution of criminal matters. The FSL Personnel routinely examine evidence from major cases, as well as other cases you may never read about in the newspapers. Whether the case is big or small, the FSL approaches each one with the same steadfast determination and desire to be the country's foremost forensic laboratory upon which all our stakeholders and the Mauritian public can always rely.

It has been said that the only constant is change. At the FSL, we are constantly assessing our policies, practices and performance to ensure that we provide a high quality service. Ongoing evaluation also remains essential as we work towards maintaining the laboratory's ISO/IEC 17025:2005 standards accreditation. Often, and perhaps inevitably the result of that evaluation is change. FSL employees meet those changes with professional and positive attitudes.

Television makes crime investigation look glamorous, where cases are often solved in less than an hour. But, in reality, the exploitation of forensic evidence requires excellent education and training, a steadfast dedication to quality and persistence, sometimes leading to years of hard work.

In the wake of a rapidly changing global set up, the FSL is continually reengineering itself to be in a leading position to fulfill its vision and mission, and deliver high quality public services to provide rapid responses to the expectations and aspirations of the Criminal Justice

System. The FSL is driven by teams of qualified and dedicated officers who portray the highest professional and ethical standards at all levels, in every sphere of activity. We take pride in the noble task that we undertake and are passionate in delivering quality and customer centric public services.



The FSL has adopted a policy of providing a high quality reliable service to its main client, the Mauritius Police Force, by providing efficient timely responses for crime scene investigations and the examination and analysis of physical evidence. Our officers go the extra mile in the performance of their duties to support the Police in the fight against crime. The implementation of a Service Level Agreement and monthly strategic meetings with the Mauritius Police Force has helped to anticipate needs and expectations of the client and has strengthened the existing working relationship and provided a stable platform for joint problem solving. This enhanced support is considerably helping in contributing towards the government's policy on tackling crime in the country.

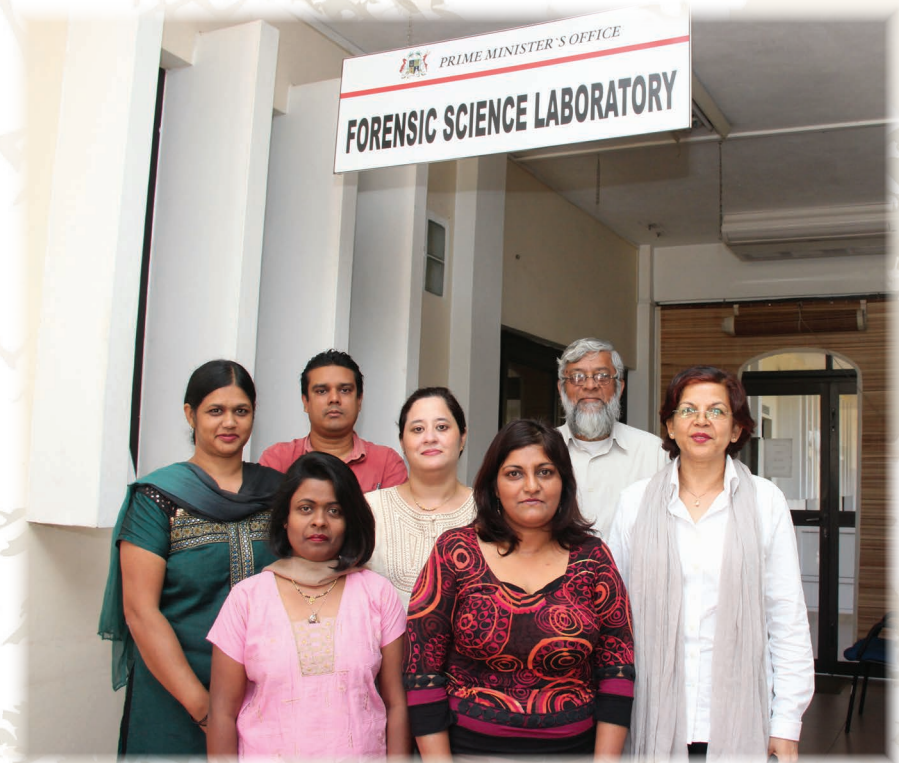
As part of our constant re-engineering process, the FSL is working closely with its client to implement new techniques and identify future developments in the world of Forensic and Crime Scene Investigations to meet current and future challenges. The FSL is currently leading the way to advanced Crime Scene Management and DNA Awareness training for the police in order to prepare the officers to tackle the demanding attributes of crime scene investigation. The introduction of case conferencing as a fresh perspective for complex cases has provided a stage for experts to critically analyse the works being carried out and to come up with solutions for the clients.

To cope with the emerging local and global challenges, the FSL has prudently coupled the scarce resources available and re-engineered itself to successfully drive the laboratory to sustainable development strategies. Our existing structures have been critically reviewed so as to allow for improved governance and transparency. Prime use is being made of the latest information and communication technologies available and the 'Maurice Ile Durable' attitude is somewhat prevailing at both policy making and policy implementing levels.

With an open door policy, the management has changed the traditional approach to management and problem solving and allowed all team members to participate in decision making processes and as such providing new opportunities for innovative ideas. The FSL is committed to these values so that we can best serve the Criminal Justice System and the Mauritian society.

As a reward to our hardworking teams, the FSL has nominated itself for the Public Service Excellence Award 2012. This would be a fair and ethical way of recognising and rewarding the fantastic job being undertaken by our experts. Our path to nomination has not only delighted our staff with a great sense of strong belonging to the organisation but has also encouraged the teams to work even harder and closely together to

continually improve on the policies and strategies in place. The FSL is an organisation that works behind the curtains for the good running of the Criminal Justice System and the incessant fight against crime. A public recognition in its simplest and fair form would only be a just reward for our dedicated teams.



Gaëtan Raynal State College

Valuing our school vision 'to make all our students twenty-first century learners committed to excellence', we spared no efforts to collectively create a school ethos that motivated students and staff to strive for excellence.

Our participation for this prestigious award helped us to embark on projects and initiatives that enhanced the quality of the school environment and maintained efficient management of our resources and excellent academic performance at all levels (e.g. form 3 (100%), SC (100%) and HSC (93.4%). It also offered an opportunity for self-appraisal - reviewing our approach, benefitting from technology and feedback from surveys with particular focus on customer care delivery in terms of promptness, communication and quality.

As we embrace modernisation in our system we ensure that the needs and expectations of our customers are met but not at the expense of our environment as we strive to reduce paper and print ink use, avoid wastage and make optimum use of resources.

There is no doubt that the efforts made by one and all have strengthened our ongoing commitment to meet current and future challenges and ensure that each day our school becomes a better place for our students and staff.



Gastro-Intestinal Endoscopy Department, SSRN Hospital

The objectives of the Gastro Intestinal Unit SSRNH are:

- To perform any endoscopic procedures within hours of any patient presenting with a life threatening condition, for example, a bleeding peptic ulcer, thereby obviating the need for emergency surgery.
- To perform any routine ERCP within 1 week, any gastroscopy within 2 weeks and any colonoscopy within 4 weeks of the test being requested.
- To provide advanced endoscopic treatment for patients from all over Mauritius, thereby supporting smaller units.

We aim to give patients the pertinent information to help decrease the stress level. We provide a spacious recovery room from which we do not rush patients. We encourage discussions with relatives. In summary, we bring innovation by studying other more advanced international units, listening to our patients and their relatives and also to our own staff. We do not disregard any suggestions or idea and we are pro-active in bringing changes and adjusting to them. The world of endoscopy is a new development in Mauritius and we learn and adapt as we develop – so far to very good effect.

Endoscopy being a teamwork is fostered by empowering everybody in the unit.

We provide excellence from 'start to finish'. Prior to any procedure our nurses make personal contact with patients to explain what to expect. Patients are provided a date and time that suits them as far as possible.

This unit has changed the practice of endoscopy in Mauritius forever and hopefully will be the benchmark for endoscopy in the **Indian Ocean**.



Haemodialysis Unit, Flacq Hospital

The Flacq Haemodialysis Unit, situated 2 kms away from Flacq Hospital, provides planned treatment to 160 patients with End Stage Renal Disease. We, the staff are very dedicated to the Ministry's vision and mission.

Our vision is:

"To be the best dialysis unit in the Indian Ocean"



Apart from providing treatment to patients, we are helping our patients to cope with the disease process together with its outcome. A bio-psycho-social perspective is being continuously used so as to encourage our patients to accept the treatment. Some measures taken are as follows:

- (1) Second Home Concept is being applied so that our clients feel at home when they are in the unit.
- (2) Some outdoor activities such as a common lunch together with cultural program and accommodation at the Sir Seewoosagar

Ramgoolam Recreational Centre at Belle Mare were well appreciated by our patients.

- (3) Our patients need blood regularly to cope with the disease and this is the reason why the team members of the unit organize a Blood Donation Day each year. It is our responsibility to see that there is no gap in the treatment.

The Flacq Haemodialysis Unit is looking forward to offer a five star service to its clients. In spite of new challenges, our vision is clear.

We believe in innovative practice. Some of our achievements for this year are as follows:

1. A new air-conditioning system in the unit.
2. A new 15 seated van for our patients.
3. New LCD televisions to combat boredom.

Our team spirit remains our main asset and moreover we maintain a good staff and patient relationship. We receive feedback from our patients and listen to their problems and suggestions.



Home Economics Production Centre, Ministry of Gender Equality, Child Development and Family Welfare

The Plaine des Papayes Production Centre cum Sales Outlet aims at empowering vulnerable women and their families economically in order to help them to become self-reliant.

The project is the first of its kind in the Pamplemousses/Rivière du Rempart region and was launched in March 2011. The project was initiated by the local community i.e. the Morcellement St André Women's Association and was funded by the Government under the "Special Collaborative Programme for Support to Women and Children in Distress".

The project is managed by a Monitoring Committee which comprises of representatives of the local community, the women's association, the users and the Home Economics staff. Amongst others, this Committee ensures that the needs of the target group are catered for in a timely and effective manner.

The Plaine des Papayes Production Centre cum Sales Outlet serves as a model in Agro-Processing, it acquaints prospective women agro-processors with semi-industrial processing equipments of latest technology, it enables prospective agro-processors to validate their project ideas, it serves as a training and development centre and it guides the entrepreneurs in the setting up of their enterprises.

The centre also promotes environment friendly projects such as rain-water harvesting, compost making and the promotion of the "Save Energy Campaign". This is in line with the government policy to promote sustainable development. An Agricultural Women's Club has been set up to promote agriculture among women and hence contributing towards the enhancement of food security in Mauritius and which is also in line with the "Green Mauritius Concept".

Participating in the Public Service Excellence Award 2012 has been a very valuable and fruitful experience. It has enabled us to become more customer-focused and result-oriented in service delivery. Team work and team spirit has also been enhanced. It has also prompted us to provide a higher quality service to our customers.



Human Resource Management Division, Ministry of Civil Service and Administrative Reforms

The Ministry of Civil Service and Administrative Reforms (MCSAR) aims at a professional public service committed to excellence. To achieve its mission, the Human Resource Management Division (HRMD) of the MCSAR has been entrusted with the task of ensuring the effective and efficient management of human resource.

The HRMD consists of six units, namely the Conditions of Service, Scheme of Service, General Services, Employment Relations and Human Resource Management units.

The main functions of the units are:

- to ensure that existing rules, regulations, policies, procedures and PRB recommendations are applied in a fair, consistent and equitable manner across the Civil Service;
- to make sure that establishment proposals submitted by Ministries/ Departments are scrutinized in line with set criteria and recommended as appropriate;
- to ensure that the Human Resource Management Cadre in the Civil Service is properly managed and that appointment, promotion, assignment of duties, change in posting, training, retirement and grant of leave are carried-out in accordance with established policies and procedures;
- to promote sound and harmonious employment relations in the Civil Service; and
- to promote a safety culture in the Civil Service through establishment of a Safety & Health Management System.

The Director, Human Resource Management (DHRM) meets the Heads of Units regularly with a view of providing a clear sense of direction. Similarly, regular meetings are held with all the Officers in Charge of Human Resource Divisions of Ministries and Departments to keep the abreast of all changes and decisions in respect of human resource issues.

As means of communications with the Officers in Charge, eco friendly measures such as the use of electronic mail is utilized in line with the concept of Maurice Ile Durable to go paperless.

The adoption of customer centric is being put into practice amongst others, through the Help Desk, which has been set up at the MCSAR to take cognizance of problems faced by public officers relating to their conditions of service with a view of taking remedial action wherever possible.



Lady Sushil Ramgoolam Mediclinic

The Lady Sushil Ramgoolam Mediclinic was established in 1997 and is situated at Belvédère in the district of Flacq. It operates under the Flacq Regional Hospital, Ministry of Health and Quality of Life. It provides health care services to around 65,000 customers attending annually.

The main objectives of our organisation are:

- (i) proper diagnosis and efficient treatment of common diseases within 5-10 minutes;
- (ii) to ensure that every NCD patient attending NCD clinic has been consulted;
- (iii) to ensure that the public benefits all Health Screening Programme;
- (iv) effective Immunization Programme in the community; and
- (v) to ensure that every female patient attending family planning and Antenatal clinic is given due care.

Achieving innovation through citizen's engagement in service delivery, has been given prime importance for year 2012. Officers at Mediclinic in collaboration with representatives of the inhabitants visiting Mediclinic, are actively engaged in improving the existing facilities and service delivery. Eco-friendly works have been undertaken during year 2012 on voluntary citizen engagement,

- (i) Adequate ecological bags supplied to replace plastic bags for drug dispensing.
- (ii) Rain water harvesting for domestic use has been successfully implemented on a pilot project.

Participating in Public Service Excellence Award in year 2009, 2011 and 2012 has motivated our team to improve service delivery and maintain customer satisfaction at all levels. Efficient use of resources and minimization on waste of materials are used to save public contrition. The staff are encouraged to adopt green behaviour at work that is in line with the best environment and sustainable development practices.



Marine Training Establishment, National Coast Guard (NCG)

The Establishment provides trained, motivated and specialized manpower to the Mauritius Police Force (MPF) to man NCG ships, establishments and posts around the island and its dependencies. Bearing in mind the interest of all the stakeholders, a multi-pronged approach was adopted to enhance service delivery and customer satisfaction.

The mammoth task of training the budding police officers within a short span with limited facility would not be possible without the innovation in training. In order to keep pace with advancement of information and computer technology, IT infrastructure has been enhanced for effective conduct of training. Lectures are conducted by means of power point presentations displayed on LCD monitors or Overhead projectors for better assimilation by trainees. Instructors use computers for preparation of lesson plan, lesson notes and presentation for delivery of lectures. All the docket / study material have been digitised and soft copies are issued to trainees for future reference.

Regular demonstrations and presentations by the visiting personnel from various agencies / branches are conducted to widen the horizon of thoughts and imagination of trainees. Also trainees are divided in teams for project works / presentation to improve communication skills, competitive spirit and spirit de corps amongst trainees. Organised visits to ships from friendly foreign nations calling port at Mauritius provide valuable real time exposure. Regular training is held for tutors to hone their instructional skills and delivery of lecture.

PSEA allowed us to revisit our system and procedures to scrutinise our framework and streamline our efforts for better delivery of service.

Police Diving School (PDS)

1. PDS is responsible for ensuring the professional competence of all divers of MPF, by way of imparting regular refresher courses

and various grades of diving courses. These divers play a major role in rendering public service on a regular basis and round the year in terms of Search and Rescue Operations at Sea as well as in inland water bodies. They also engage in providing safety cover during important occasions/festivals, diving assistance to various agencies of governmental/non-governmental nature in oceanic research, underwater investigation, salvage operations, maritime environmental protection, anti-illegal fishing etc.

2. Training of these divers by PDS is one of the major and challenging task, especially with limited resources in terms of man power, equipment and infrastructure. However, despite the given constraints, the PDS, has over a period of time devised a mechanism and put in innovative measures to ensure safe, efficient diving training. The PDS uses IT equipment, charted a training syllabus (both practical as well as theoretical) of international standards, incorporated different grades of diving courses, maintenance of proper records and above all has introduced a Police Diving Manual which is considered as a '*bible of diving activities*'.

National Coast Guard Commandos (NCG Commandos)

The NCG Commandos have been raised by MPF as a potent force in support of security of the maritime domain of the country, and among others with a special charter of duties of anti-piracy operations. They have also been trained and equipped to undertake varied nature of Special Operations in support of safeguarding its maritime assets and national interest.

The force is in its infancy and hence is in the process of constant evolution. However, by virtue of training and its role capabilities, it has emerged as one of the important national assets. One Quick Reaction Team (QRT) is always ready to be deployed at short notice to deal with any contingency requiring special operations.

Some of the important are enumerated as follows:-

- (a) To undertake anti-piracy operations at sea.
- (b) To undertake anti-terrorists operations and hostage rescue operations both at sea and on land.
- (c) To provide support during difficult SAR Operations.
- (d) In support of Maritime dominance of own EEZ.
- (e) Provide security to state owned ships against piracy, during their voyage/transit to Outer Islands.
- (f) In support of regular EEZ Surveillance missions by National Coast Guard Ships.
- (g) In support of various law enforcement agencies of MPF i.e. ADSU,

NCG for operations against illicit maritime activities such as illegal fishing, smuggling, narco-trafficking etc.

- (h) Joint Prisoner Escorting: NCG Commandos as part of secondary nature of tasks, are also tasked jointly with GIPM Commandos for handling of hard core/high risk prisoners.
- (i) VIP/VVIP security in Maritime Domain.
- (j) In support of NCG QRGs for diving assistance as sought for safety and security of general public.

With a vast mandate of charter of duties, NCG Commandos render a yeomen service to the citizen of Mauritius.



Maritime Air Squadron (MAS), National Coast Guard

The objective of the **MS ISO 9001:2008** certified Maritime Air Squadron is to become an extremely efficient and technology driven unit to safeguard the Nation's maritime interests, to establish and maintain reliable link between Mauritius and the outer island for Casualty Evacuation, Search and Rescue and support to OICD.

Time and again, the squadron has proved to be the only link between Mauritius and Agalega. The squadron undertook three sorties within a week for ferry of 17 school children from Agalega to Mauritius in the month of January to facilitate their higher education. After the damage and disruption to life caused by Cyclone Dumile at Agalega, MAS ferried spares & engineers at the first opportunity to get life back to normal thus displaying citizen engagement in service delivery. Squadron also supported Air Mauritius by ferrying engineers and spares to Rodrigues on two occasions for repair of aircraft, which were stranded due to technical defects.

Squadron while undertaking EEZ Surveillance has apprehended two fishing trawlers on separate occasions which were undertaking illegal fishing in Mauritian waters during the last year.

A major stride taken towards innovation is the construction of Fuel (POL) store. This step is an achievement in economic and environmental interests as it prevents contamination/wastage of aviation fuel and improves fire safety standards at the squadron.

The participation in Public Service Excellence Award has instilled a sense of camaraderie to achieve the set standards and stand apart as flag bearers of the Mauritius Police Force. Various steps have been taken to enhance the operational capabilities and augment the development practices within the squadron.

Maritime Air Squadron is the air element of Mauritius Police Force which keeps an eye over the waters of Mauritius throughout the year in all weather conditions and whose sight extends from coastal lagoons of Mauritius to all the far-flung outer islands, and the only unit capable of keeping a watch over the vast EEZ running into millions of square kilometers.



Mauritius Business Growth Scheme Unit (MBGS), Ministry of Business, Enterprise and Cooperatives

As soon as an entrepreneur, or would-be entrepreneur, walks into the MBGS Office, or sends an Application Form for a Scheme, he/she becomes a “customer,” a real partner. A dedicated Business Advisor then takes full care of our partner, and provides as much mentoring services as required to facilitate sustainable growth of the enterprise. Our partner has much leeway to participate in, and influence, the service being delivered. Indeed, any feedback/query obtained from him/her is answered within the same day, often within the next two hours. Our partner has also the possibility periodically to voice out all his/her comments/suggestions to our Monitoring & Evaluation Unit, which operates in an independent fashion to gauge *inter alia* level of customer satisfaction and effectiveness of the MBGS Advisor in delivering top-class services.

Thanks to the PSEA, the MBGS Team has been able to “formalise” several of its internal processes into a well-defined framework. Even though MBGS has always remained at the forefront of innovation when it comes to customer-centricity, some of the processes had not been officially documented/formalised. The PSEA framework was an opportunity for MBGS to take time to reflect on its achievements but also on how to keep the momentum going.



Medical Unit, Dr A.G. Jeetoo Hospital

Medical unit, Jeetoo Hospital became operation in the new World Class infrastructure as from 15th Dec 2011. It comprises of a Medical Outpatient Department, an Inpatient ward of 130 beds, a Dialysis unit with 25 dialysis machines, a ten bedded medical Intensive Care Unit, a ten bedded high dependency unit, an endoscopy unit, a medical casualty unit and a Medical Record department. It is manned by 220 dedicated medical, paramedical, and allied staff. Medical unit bears about thirty to forty per cent of the Hospital admissions.

Innovation and Citizens Engagement in Service Delivery

The fact that the customer base is so heterogeneous in attitude, behavior, social status, ethnicity and is often sick and bed ridden person, establishing a uniform policy to engage the citizen in any improvement of service delivery is indeed a very daunting and challenging task. However keeping in mind that a sick person in a family means a stressed family as a whole; involving the close relative of a patient may not be easy either.

Public Service excellence Award allows us to showcase our ability to innovate and transform the public service delivery. It also makes us visible to the public, all the men and women who selflessly dedicate their lives to the benefit of the society. It's a way of saying thank you for their work.

The way forward-The patient charter and the patient feedback data sheet

The way forward in successfully implementing this project will be developing a patient charter. This will sensitize the patients and their relatives alike about both their legitimate rights and their responsibilities towards an improved service delivery.

Their rights includes: admission rights to medical wards; provision for minimum basic amenity; Respect and nondiscrimination, quality medical care; Information disclosure Confidentiality; right in treatment decision

making; right for second opinion; refusing treatment; complaints and appeal. Their responsibilities involves: essential items to bring on admission; ward & toilet cleanliness; vive en communauté; safety & security, courtesy to staff; Medication Compliance; maintain silence; smoke free ward; reporting corrupt behavior and early discharge among others.

"A customer is the most important visitor on our premises; he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so."

Mahatma Gandhi



Ministry of Social Integration and Economic Empowerment

Recognising that the human being is at the centre of sustainable development and that equal opportunity to participate in development is a pre-requisite to nation building, Government set up in May 2010 the Ministry of Social Integration and Economic Empowerment (MSIEE). The very creation of a dedicated Ministry underpins the process of “Innovation and Citizens Engagement in Service Delivery” and demonstrates the vision and political commitment of Government to eradicate absolute poverty, enhance the quality of life of vulnerable groups through greater social justice and human development and combat social exclusion in Mauritius and Rodrigues.

Our Vision

Our vision is to eradicate extreme and chronic poverty and to strive towards the creation of an inclusive and more equitable society.

Our Mission

To support and empower the vulnerable groups with a view to mainstreaming them in society and improving their quality of life in a sustainable manner through the provision of an effective and efficient service delivery, imbued in equity, fairness and impartiality.

Our pledge to achieve “Innovation and Citizens’ Engagement in Service Delivery” is also crafted on our responsibilities which are as follows:

- Formulate policies and national action plans for the social integration of vulnerable groups in mainstream society
- Ensure sustainable development for the needy and the enhancement of social progress
- Provide continued support to empower vulnerable families
- Enlist the commitment of stakeholders through regular national consultations
- Empower and widen the circle of opportunities for vulnerable groups by the provision of specific and targeted services including capacity building and training programmes

- Improve the living conditions of vulnerable families in deprived regions
- Provide basic shelter to homeless and vulnerable families
- Assist needy children in deprived regions through the provision of educational support including school materials

Participating in the Public Service Excellence Award 2012 is viewed by the Ministry as an opportunity for continuous improvement. It has reinforced the sense of appurtenance, the team synergy and loyalty to serve our external customers, mostly the vulnerable groups, with integrity and passion. The move towards innovation and citizen’s engagement as a journey towards excellence in service delivery also imbibe us with our core values attached to integrity, inclusivity, equity, dedication and readiness to help with the highest sense of professionalism.



National Archives Department

The National Archives Department operates under the aegis of the Ministry of Arts and Culture and is the custodian of the documentary heritage of the Republic.

Mission

To provide the nation with a National Archives which fulfills its historical and cultural roles, i.e. to collect, preserve, make accessible the collective memory of the nation, for the benefit of the present and the future generations, for research and exploitation purposes.

Objectives

The Archives assists in the efficient management of public records throughout their life-cycle. It is also responsible for the preservation of those records having archival value and ensures that same are communicated to the public.

User Profile

Members of public, students, scholars, tourists, Government officers, genealogists, cultural organisations and NGO's.

Measures implemented to provide for a customer-centric and eco-friendly environment:

- Archives staff have attended training in Customer Care from the Ministry of Civil Service and Administrative Reforms, (MCSAR),
- Introduction of a Customer Charter
- Creation of a website to provide information on Archives (its significance, objectives and services offered), (<http://nationalarchives.gov.mu>),
- Funds received from MCSAR to improve counter services and its implementation thereof,
- Digitisation of our holdings for enhanced access and preservation,
- Site visits in public bodies to advise on Records Management, Archives Administration and Preservation.



National Environmental Laboratory

VISION

To be an environmental laboratory accredited to international standards and performing proficiently at national and regional levels.

MISSION

To provide quality laboratory services to the satisfaction of its internal and external customers.

The National Environmental Laboratory (NEL), which operates under the aegis of the Ministry of Environment and Sustainable Development, provides quality laboratory services. Its main function is to perform chemical and microbiological tests on fresh water, lagoon water, effluent and ambient air.

There is increased demand and higher expectations on the range, amount and quality of services provided by NEL. In addition, the laboratory needs to continuously keep abreast with fast changing technologies and tools for environmental monitoring. In order to face these challenges, NEL is adopting innovative laboratory techniques. To this effect, a Laser Spectrometer has been acquired. This facilitates the detection of sources of water pollution and contaminant movement in ground water. NEL is one of the few laboratories in the region and the only one in Mauritius to have this equipment, which has proven its effectiveness in providing new insights on the water quality of our major aquifers. NEL has also acquired a Mercury Analyser to monitor the level of mercury in the environment.

NEL is certified to MS ISO 9001 since May 2003 and to MS ISO 17025 in January 2009. To enhance customer confidence in its testing services, NEL has increased its accreditation scope from 20 test parameters in January 2009 to 31 parameters in December 2012.

Participation in the Public Service Excellence Award 2012 has brought a stronger sense of direction and has enhanced teamwork at NEL. Furthermore, the adoption of customer-centric and eco-friendly measures have also been consolidated.



National Coast Guard Headquarters

The National Coast Guard (NCG) of Mauritius is the only organisation of the Government of Mauritius responsible for providing maritime safety and security in the Maritime Zones of Mauritius. Our customers include, but not limited to; the seafarers, fishermen, tourists, citizens on beaches, in lagoons and high seas, various Government Departments like Outer Islands Development Corporation (OIDC), fisheries, shipping, meteorological, oceanographic Institute, etc. The vast mandate of responsibilities towards the nation and our customers is met by the NCG's professional human resource and afloat, air and shore-based assets. The NCG Headquarters undertake these functions with the four NCG Areas which have 21 NCG Stations around the main island and one NCG Station each on the outer island of Agalega, St. Brandon and Rodrigues. The operations of these posts are co-ordinated by the NCG Operations Room, which also functions as the Maritime Search and Rescue Coordination Centre (MRCC). The MRCC is responsible for the co-ordination of the maritime Search and Rescue of the seafarers in the vast Search and Rescue Region (SRR) of 5.6 million sq km (2359 times our land area) and 8.9 million sq km of Flight Information Region (FIR). Last year, the NCG had undertaken 132 successful missions of lifesaving at sea. The seagoing arm of the Coast Guard consists of five ships of the No. 1 Patrol Vessel Squadron based at Port-Louis harbour. These ships undertake regular surveillance and patrol for safety of our customers at sea and on the shores. These ships have provided the outer island support to the citizens on the outer islands. The ships have been actively involved in operations against illegal fishing in our waters, and have successfully apprehended the defaulters thus, safe guarding the resources. The NCG has implemented the concept of neighbourhood officers and Community Policing in order to obtain the feedback from the customers and ameliorate our commitment towards the nation and customers. Based on these important feedbacks, the organisation has implemented innovative projects in order to enhance the customers' engagement. The NCG Headquarters and all units remain dedicated towards our responsibilities for the nation and the citizens.



Nuclear Medicine Department, J. Nehru Hospital

Established since 2001 at J. Nehru Hospital by a small team of Mauritian professionals and with the assistance of the International Atomic Energy Agency (IAEA). The Nuclear Medicine Department at J. Nehru Hospital is the only department that provides such a service in Mauritius. Patients are referred daily from different public hospitals and even from nearby countries like Madagascar and Comoros islands. Nuclear medicine is a speciality that makes peace use of atomic energy in the medical field involving the application of radioactive substances in the diagnosis and treatment of diseases. It is a field that is not so wide spread in the world and more so in Africa where several countries are striving hard to establish a sustainable service. We perform nuclear scan which is commonly known as a scintigraphy using small amount of radioactive substances like Technetium-99m, Iodine-131 to study mainly the functions of different organ system of the body such as the bone, kidneys, thyroid, cardiac, lungs etc.. Images and other functional information of organs are obtained using a Gamma Camera which can detect gamma rays emitted by the administered radioactive substances. Nuclear medicine is also used for therapy in certain conditions like thyroid diseases, severe arthritic disease and in palliative care of terminal cancer patient.

All processes in the department are strictly regulated and monitored according to international standards. The department and its services are known to other countries in Africa through the activities of the IAEA which regulates and monitor the activities in nuclear medicine departments worldwide and also through a world database.

Our future plan is to further strength our human resource and services to play a major role as an active partner with other discipline in the management of non-communicable diseases like diabetes, hypertension, cancer and coronary artery diseases. The department is planning to introduce a new modality that is a sophisticated equipment like a PET scanner (Positron Emission Tomography) under a national project in collaboration with the IAEA by 2014 to be used for early detection and management of cancers and coronary artery diseases.

Our participation in PSEA has given us a proper direction and meaning to our work and has also consolidated our customer care service for excellence.

Though there exists a quality control and assurance programme, the department is putting in place a proper quality management system to focus on an excellent customer care service. Our final goal is to provide care for the needy in a professional way to improve the health care delivery in Mauritius.



Plaine Magnien Police Station

Since the implementation of the National Policing Strategic Framework from the year 2010 and in line with government mandate "Putting People first", our vision at Plaine Magnien Police Station is to develop a customer-oriented service. We have moved from a "Force" to "Service" orientation, recognising that the public is the greatest asset of the force in achieving its purpose.

The following provisions have been made at Plaine Magnien Police Station at the counter so that the needs of the public can be attended to efficiently and effectively in order to render them the best services possible: placing of proper directional signs in the yard of the station, new parking area has been accommodated for the public, availability of an information desk on a 24-hour basis, proper notice boards, clean and well ventilated waiting room, suggestion box, forms and writing materials at all times, guidelines regarding services available and rights of suspects and detainees well displayed in a conspicuous place.

At the counter, on a 24-hour basis, a Police Constable or a Woman Police Constable has been well trained to receive visitors at the Information Desks. They are the first person to come in contact with the customers and guide them. At the waiting room, reading materials are available. All guidelines and procedures regarding application of passport and driving licences and relevant telephone numbers are being displayed in the conspicuous place as well as human rights, rights of detainees and Police Code of Ethics. While leaving the station, customers may give their feedbacks by inserting their suggestions in the suggestion box or by calling directly on the Inspector of the station.

One of our major Policy at Plaine Magnien Police Station is to attend to all requests promptly, however trifling they are. In this context, the station has a hot line number 6373536 which receive incoming call only. Personnels have been well briefed to provide prompt services to member of the public despite the fact that sometimes some requests fall outside our scope of duty. A liaison officer known as the neighbourhood officer

has been assigned to the Police Station and apart from his regular Police works, he keeps people informed on their cases and regularly pay visits to victims. Regular weekly lectures are held by the Inspector to guide personnel at station to behave in a professional and impartial manner, showing fairness to all, regardless of any personal considerations.

On a timely basis, Community Policy Forum are held jointly with other units of Police department to respond to the needs of the public and to obtain relevant feedback from them. Regular formal and informal meeting are also being organised with other agencies to set priorities in our actions for proper policing. All feedbacks and complaints are dealt with expeditiously and improve our quality service.

These drastic changes in our policing style show that Plaine Magnien Police Station is moving from a "Force" to a "Service" organisation. It also shows that we are not static and that our organisation is importing new strategies to serve the community letter.



Police Crime Prevention Unit

"DEVELOPING THE CRIME PREVENTION CULTURE"

A deep analysis of crime occurrences shed lights that most crime results from easy opportunities. Hence in year 1989, the Mauritius Police Force set up the **Crime Prevention Unit** to promote awareness on crime prevention issues and to proactively disseminate information pertaining to preventive measures for a safer and better society.

The implementation of the National Policing Strategic Framework has paved the way for a new policing concept which is clearly moving from a **Police Force** to a **Police Service**, where this Unit is committed towards the public needs, concerns and expectations. Undoubtedly, this Unit is already working in line with the objectives of the administrative reforms of the civil service.

This Unit has adopted various approaches and processes to come closer to the community for effective results. These include:

- **Community Policing Forums**
Reinforcing linkage with the community.
- **Neighbourhood Watch Scheme (NWS)**
Improving security in neighbourhood by establishing NWS round the island where the police and the community work in partnership.
- **Victim Support and Advice Programme**
Victims of crimes are visited and proper counseling is given to them so as to avoid re-victimization.
- **Field Counselling and Advice Programme**
These exercises are carried out and are aimed at sensitizing salesmen, pump station employees, shop owners, jewelers and others on the field.
- **Security and Safety Week-Cum Exhibition**
Promotion of Crime Prevention Awareness to community is done through Security and Safety Week Cum Exhibition on an annual basis.



Police Planning and Reforms Unit

'The National Policing Strategic Framework: Innovation and Citizens Engagement in Service Delivery. The essence of Community Policing.'

The Mauritius Police Force (MPF) is responsible to uphold the law fairly but firmly and provide community safety and security through an efficient and effective crime reduction and crime prevention strategy with a view to enhancing service delivery.

Since the inception of "National Policing Strategic Framework" (NPSF) on 24th February 2010, the Police has built up a new strategic architecture, with the introduction of a series of new structures, processes, systems and procedures responding to the aspirations and expectations of the community for a Police Service that is more service-oriented and more mindful of democratic principles, rule of law and Human Rights, and more conscious of the need for the promotion of professional standards, values and other norms.

Community Policing is at the centre of our reform programme, paving the way for a primary service delivery and engaging with the community in order to better understand their concerns, apprehensions and priorities to improve Police services. Community Policing has been launched at Police Division, Police Station, neighbourhood and other stakeholder levels throughout the island. Community Policing Forum meetings are organised regularly with members of the public in the region, forces vives and stakeholders. In order to ensure the smooth implementation of this project, one Community Policing Officer and at least, two Neighbourhood Officers have been designated at all Police Stations throughout Mauritius to run those Forums and ensure a close partnership with the local community.

This initiative acts as a catalyst where the community and the Police are

working on the same platform to solve neighbourhood problems. The Police is carrying out door-to-door visits, caring and treating victims, visiting people of the locality and listening to grievances and is helping to solving their problems, thereby enhancing safety and security in the neighbourhoods.

Since the past three years, i.e, from 2010 to 2012, some 5,500 Community Policing Forum meetings have been conducted, and some 85,000 inhabitants of different age groups, stakeholders, NGOs etc attended and we were able to solve some 11,000 neighbourhood problems. In addition, we have so far a total of 2,483 persons who are volunteers throughout the island to act as Community Representatives.

In furtherance of our community initiative concept, we have launched "The Policing Pledge" encapsulating the essence of our commitment to service standards in the Police. It is the promise of the Police to the community to provide a service of the highest order in all circumstances which we consider as of right, they deserve.

The main focus of policing has traditionally been offender rather than victim-oriented approach. Such victims are usually primary witnesses, have suffered trauma and other psychological and emotional injury. We have thus launched a Victim and Support Advice at Police Station level in order to treat them with utmost care, humanity, and fairness and give immediate medical attention thereby assisting in their speedy recovery, preventing their further victimization and reducing the fear of crime.

Furthermore, Mediation Process has been introduced for resolving disputes where the Police acting as a third party help to negotiate a settlement. It has been found that mediation is useful in a wide variety of conflicts and more precisely, soon after an incident when emotions have sufficiently eased off to enable the parties to negotiate. Significant

Police resources are used in dealing with petty/minor cases/disputes and requests and in most cases, the complainants move for withdrawal as both parties come to good terms, with time. Thus, wastage is avoided. No doubt, NPSF is a strategic initiative that has allowed the reengineering of Police methodology with reinvigorated system, structure and process

to enhance service delivery. The end result is to building up a Nation towards a crime-free society and a safer neighbourhood and forging the way for the transition from a 'Force' to 'Service'.



***"We engage and ask"; "You say and we listen"; and "We perform".
'With you, making Mauritius safer'***

Post Natal Ward 1 – 2, SSRN Hospital

This Unit is mainly to provide nursing care to post natal mother, baby and counsel mother & family for parenthood. The ward is running with a team of Specialists, Ward Manager, Charge Nurses, Nursing Officers, Health Care Assistant, Midwifery and Health Care Attendant.

The Top Management is fully committed to establish, implement, maintain and improve the system in the delivery of quality care by adopting the quality standard MS ISO 9001:2008. The team does its best for their patients and with a clear commitment from the Top Management as follows:

- Communicate to the organisation the importance of meeting customer as well as quality requirements;
- A quality policy and objectives have been established and measured;
- Conduct Management Reviews regularly in line with quality care and innovation in the care and facilities provided to patients and mothers;
- Ensure the availability of resource and planning of service delivery;
- Safety is one of the Key Performance Indicator to provide safer environment for the patients, visitors and staffs;
- Eco-friendly procedure has been implemented for waste management, infection control and waste of energy;
- The team has focused on the Customer Care through a Customer Charter and customer satisfaction is monitored; and
- Customer Compliant procedure is in place to handle all complaints within 24 hours.



Prison Training School, Mauritius Prison Service

In quest of excellence, the Mauritius Prison Service is firmly committed to benchmark with best correctional practice across the developed countries and be a model in the region. A new and modern prison will soon be operational at Melrose and provide a respite to the management of over population of detainees. In its 10-year Strategic Plan embedded with six main pillars, a new vision and mission statement has been coined with the main objective of addressing the Recidivism Rate. The capacity building of staff and rehabilitation of detainees through Educational and Vocational Training, under the umbrella of the Prison Training School is our showcase to the present participation in the Public Service Excellence Award. Coupled with the e-Prison Project, the physical infrastructure of the Prison Training School, the Gymnasium and the external environment have been completely refurbished in order to provide state-of-the-art training to new recruits and serving officers in order to keep detainees in safe and humane custody and assist them to reintegrate society as law-abiding citizens. The search for excellence should fuel our work. The groundbreaking initiatives taken by Mauritius Prison Service will generate transformations which will pave the way to a better Mauritius. Education, training and rehabilitation are not empty words for us.



Protocol Directorate, Ministry of Foreign Affairs, Regional Integration and International Trade

The Ministry of Foreign Affairs, Regional Integration and International Trade (MFARIIT) is the executive arm of the Government for the implementation of the foreign policy of Mauritius. The MFARIIT is currently organised as follows:

- (a) The Foreign Affairs Division - a core part of the Ministry and comprising the Central Administration and six Directorates and two Divisions, namely Bilateral I (Asia, Middle East, Far East), Bilateral II (Europe, Australasia and Americas), Bilateral III (Africa and the Indian Ocean), Multilateral Political, Multilateral Economic, and the Protocol;
- (b) Regional Integration Division; and
- (c) International Trade Division including the Industrial Property Office.

The **Protocol Directorate** is headed by the Chief of Protocol who is assisted by a dedicated team comprising of a First Secretary, three Second Secretaries and four Supporting Staff (General Service)

The **main activities/services** of the Protocol Directorate include:

- a. Accreditation of Mauritian Ambassadors/Consuls/Honorary Consuls overseas
- b. Accreditation of Foreign Ambassadors/Honorary Consuls in Mauritius
- c. Issue of Diplomatic and Consular ID Cards, processing of diplomatic duty free purchases and registration of diplomatic vehicles
- d. Visa assistance and courtesies to Mauritian delegations proceeding on official missions overseas
- e. Visa assistance to general public including students admitted to tertiary institutions abroad
- f. Preparation and coordination of programme of visits of VVIPs, VIPs and high dignitaries
- g. Co-ordinate in the transfer of prisoners and arranging consular visits
- h. Assistance to Mauritians in distress overseas
- i. Assistance for transfer of mortal remains to and from Mauritius
- j. Authentication of documents

- k. Intervention in case of loss of passports and issue of travel documents of Mauritian nationals / foreigners
- l. Clearance of aircrafts and vessels calling at ports or transiting/overflying the territorial, marine and air space of Mauritius
- m. Rogatory Commission on all civil and criminal cases involving Mauritian nationals overseas and foreign nationals
- n. Channeling reports of police cases to and from other countries
- o. Advice on residence permits and work permits
- p. Advertising of International tender bids
- q. Co-ordination for official and civil status documents, certificate of character, driving licence, etc.

Our Customers englobe the President Office, Ministries, Parastatal Bodies, Mauritian Diaspora and Nationals abroad, Local citizens for authentication of their documents (Apostille), Foreigners in Mauritius, Ambassadors / High Commissioners / Honorary Consuls, Officials / VVIPs / VIPs, etc.

In view of the sensitivity of issues dealt by Protocol, there is always an effort to deliver any service in the most efficient and effective way.



Registrar General's Department

The Registrar-General's Department (RGD), created in 1804, is a revenue-earned cum service department operating 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.

Winner of the "Innovation and Improvement Award" of the Public Service Excellence Award 2008, the RGD has continued, with added drive and determination, to improve its services by embarking on reform projects like the Deeds Component in LAVIMS and the Mauritius eRegistry Project (MeRP). We have also overhauled our systems and procedures and implemented the Performance Management System to clarify and redefine the role and responsibilities of all officers, irrespective of grade. Our ultimate aim is to transform our Department from a Service organisation to an eService organisation, where our stakeholders and members of the public can conduct transactions with the Department over the internet. Our aim is to make registration easier, faster and more user-friendly and to rank Mauritius among the top 10 countries in the context of Doing Business.

In our quest to attain excellence in the delivery of service, we take on board suggestions and comments from our stakeholders including trade unions with whom we hold regular meetings, and members of the public. We strongly believe in the empowerment of our staff who have developed a positive mindset. Behind the transformation of our Department lies the relentless efforts of our members of staff.

Participation in the Public Service Excellence Award has added a new dimension to our objectives and also to our enthusiasm. We are more determined than ever to continue on our path of modernisation and to live up to the expectations of our customers.



Renal Dialysis Unit, Souillac Hospital

The Renal Dialysis Unit was opened in April 2012. It is equipped with 16 hemodialysis machines with most advanced technologies to meet the need of patients with End Stage Renal Disease.

Our mission is to be the “choice provider” of specialised dialysis services for patients. We also provide exemplary personalised patient care with compassion and dignity that is supported by dedicated healthcare professionals, medical innovation and collaboration and flexible treatment options that effectively address the individualised care needs and lifestyle desires of each patient.

Our Unit is committed to serving our patients and their families with the utmost respect and highest level of medical expertise, with primary regard to their specialised care needs as well as their general overall well-being so that patients can enjoy a desired quality of life that can include more personal freedom and independence, time with family and friends and ability to pursue or continue career interests. To achieve this, we continue to employ our distinguishing “innovator” approach and philosophy to our best practices, provide Gold Standard healthcare and medical leadership and deliver empowering care choices supported by our staff.

Our participation in the Public Service Excellence Award 2012 has directed us towards inspiration, motivation and perfection to strive for Excellence.



Rivière des Anguilles Police Station

The Mauritius Police Force is orientating towards service and customer care services being provided professionally to the public.

The vision of the organisation is to provide better service to the public with the introduction of the National Policing Strategic framework by working in close collaboration with the community to combat crimes, reduce fear of crime and satisfy the public needs, thus making Mauritius a safer place to live in harmony in a multiracial society. The organisation is using all available resources to satisfy the requirements of the stakeholders and also to achieve the Force and divisional objectives.

To move towards a service oriented policing we are embarking into this project in order to achieve organisational goal.

As our organisation is a service oriented institution, we are focusing on providing quality service to our customers, ensuring their trust and working in partenariat for a safer Mauritius. This project will be used as a tool to enhance the image of the organisation, we will commit ourselves in this project and focus will be laid on customer satisfaction.

The customer care service provided to the public in general is according to the National Policing Strategic Framework and Police do their best to satisfy public needs in an official capacity.



Sir Abdool Razack Mohamed State Secondary School

SARM SSS is a centre of excellence where goals of education are revisited to help our students to construct a better meaning of their world. As a centre of innovation, the 21st century skills have been developed by integrating ICT with modern pedagogical tools so as to prepare our students for a sustainable future, by trying to achieve a holistic development of the child. Teachers learn, share and build capacity through in-house and external interactions. Parents are regularly updated through the use of IT facilities.

SARM SSS is one of the pioneers, if not the one, to have embarked on the path of less paper usage and wastage through online reporting system via a LAN. Furthermore staff have developed software for online mark sheets and academic performance audit.

Through the socio pedagogical welfare programmes with the participation of stakeholders, students are sensitised about becoming social entrepreneurs and to sustain a harmonious societal development.

SARM SSS is trying to become a "SMART SCHOOL" by adapting eco-friendly measures despite being in the region of Port Louis.

The innovation and creativity as well as the presence in social activities have been recognised locally and internationally by Microsoft Partners in Learning program thus the title of "Microsoft Pathfinder Innovative School" has been attributed to SARM SSS.



Communication Tools



Service Mobile D'Urgence et de Réanimation (SMUR), Dr A. G. Jeetoo Hospital

The SMUR of Dr A.G.Jeetoo Hospital continues to improve in new technology in life saving medical apparatus. This emergency unit is always up to date with the latest technology in order to satisfy the need of the Mauritian people who need emergency medical treatment. In fact, the SMUR of Port Louis is the most rapid and professional system of emergency care delivery of the island.

During the last 12 months hereunder are our activities that contribute a lot in the health sector in Mauritius:-

- (1) Transferring the severely ill people from Mauritius to other countries by planes for further treatment.
- (2) Use of the GPRS system for proper location of accidents or other casualties.
- (3) Eco-friendly concept application, use of minimum paper, use of maximum sunlight, proper disposal of waste and mostly plastics.
- (4) Frequent talks on ethical practices in our department to prevent corruption and development of trust between our staff and the public.
- (5) Placement of suggestion box in several places to accept critics.

The SMUR of Port Louis is a service 'Pre-hospitalier' and our staff are fully trained qualified nursing officers by personnel of the University of Bordeaux. Some staff have even been drugged and robbed in the past; others have been missing while accompanying patients in other countries; these public officers have been mistreated while they were on duty. Still, we staff of the SMUR of Port Louis continue to be responsible officers and provide the best care ever in the country.



Water Resources Unit, Ministry of Energy and Public Utilities

Since its implementation in 1996, the Water Resources Unit under the aegis of the Ministry of Energy and Public Utilities has been, through numerous developments in the water sector demonstrating its conception of innovation and citizens engagement in service delivery.

Starting with the construction of the Midlands Dam, the Water Resources Unit has embarked on various mega-projects, which are currently on-going, all evidently to improve water supply and as such to meet the target for the provision of a 24/7 supply to all areas of Mauritius.

It is a fact that in the wake of climate change water-related problems have given rise to new daunting challenges throughout the globe. Mauritius not being an exception, the water issues are being closely monitored and appropriate short-term and long-term strategies and action plans are being implemented.

Having in mind the concept of innovation and citizens engagement in service delivery, the staff of the Water Resources Unit works with great dedication to meet the objectives of the Government of Mauritius in its endeavour to promote the welfare of the population.



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