



Update

A Public Sector Newsletter

...a professional public service committed to excellence

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Special Issue - August 2014

Special Issue

Public Service Excellence Award 2013

Recognising Innovation and Excellence



Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2013

PUBLIC SERVICE
EXCELLENCE AWARD
2013

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

Messages

From:

Dr The Honourable Ahmed Rashid Beebeejaun, GCSK, FRCP
Acting Prime Minister

The Honourable Sutyadeo Moutia
Minister of Civil Service and Administrative Reforms

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

Mr François de Grivel, CBE
Managing Director, Rocanvel Ltée
Chairman, Panel of Jury



Message

From:

Dr The Honourable Ahmed Rashid Beebeejaun, GCSK, FRCP

Acting Prime Minister

I note with satisfaction that the Public Service Excellence Award (PSEA) which this Government introduced in 2005, is now considered as one of the most reputed awards of our civil service.

The world is evolving swiftly and we cannot consider doing business as usual. The public service has always been the engine of growth and development. This implies that it needs to continuously adopt a proactive management approach in order to ensure that our country is always ahead of the development curve.

A sustainable approach to service development and delivery is at the heart of the Government's policy and we continue to promote innovative ideas and schemes. In this regard, I strongly commend the theme of the PSEA 2013: "Maurice Ile Durable - Adoption of Modernised Methods for a Green Civil Service" which resonates with the national vision.

Modernisation, coupled with the use of green technologies, has amply demonstrated the real potential of progress even in low capacity situations. They challenge the general belief that adoption of innovation and technology is less effective as development strategies. Countries investing in green technologies are able to meet higher demands for services while capturing cost savings. The Government has embarked on this approach to improve efficiency, and foster a green civil service responsive to the exigencies of sustainable development.

I wish to congratulate the winners of the PSEA 2013 and those in the subcategories. Since only a few organizations will receive an award for their project, I commend those Ministries and Departments which have also participated in the quest for recognition of excellence.

I take this opportunity to further encourage the public service to continue on the path of effectiveness and efficiency in discharging its duties towards the nation.

Dr The Honourable Ahmed Rashid Beebeejaun, GCSK, FRCP

Acting Prime Minister



Message

From:

The Honourable Sutyadeo Moutia

Minister of Civil Service and Administrative Reforms

Innovation, invasive technologies and quasi-instant connectivity tend to impose a challenge on organisations to continuously review public and private sector service delivery practices not only to meet but rather to exceed customer expectations. Business can, therefore, no longer be as usual!

In line with his mission to put people first, the Honourable Prime Minister, Dr. Navinchandra Ramgoolam, launched the Public Service Excellence Award (PSEA) in 2006 as, in all his wisdom, he was conscious that age-old organisational practices may not be undone without a sense of ownership and participation among service providers at all levels.

The PSEA has over the years contributed to instill a new spirit within the Civil Service in Mauritius. Many organisations have volunteered every year to tread on the path of excellence. Once there, they have sustained the spirit. Today, the participating organisations have become public service delivery models showcasing excellence in service delivery without heavy impact on cost.

The PSEA, in fact, represents a critical point in the process of recognizing the modernization of the public service. The theme for the 2013 PSEA is "Maurice Ile Durable – Adoption of Modernized methods for a Green Civil Service". The PSEA 2013 will, therefore, reward organisations that have put relentless efforts to adopt modernized methods for a green civil service.

But, even as we recognize achievements, organisations must ensure that they do not leave room for a sense of complacency. They have to continue to work at creating an environment for innovation and learning; to build organisational capabilities and individual competencies to tackle new challenges.

I would like to thank Mr. François de Grivel, Chairman of the Panel of Jury and his team of assessors for their invaluable contribution in the adjudication exercise. I thank all participating organisations and congratulate the winners of PSEA 2013.

In fact, we are all winners!

The Honourable Sutyadeo Moutia

Minister of Civil Service and Administrative Reforms



Message

From:

Mr Sateaved Seebaluck

Senior Chief Executive
Ministry of Civil Service and Administrative Reforms

We are at the 7th edition of the Public Service Excellence Award (PSEA) and it is gratifying to note that it continues to motivate more government organisations to aim at excellence in the delivery of service.

The theme for the 2013 PSEA, namely, "Maurice Ile Durable - Adoption of Modernised Methods for a Green Civil Service" has not been chosen by mere coincidence. It is indeed the duty of the Public Service to integrate and embed the practices and standards of sustainable development in organisational management and public policies. The Public Service should lead by example towards the realization of 'Maurice Ile durable'.

The shaping up of a modern Public Service will continue to be led by the Ministry of Civil service and Administrative Reforms (MCSAR). The issues we are faced with, especially as a small island developing state, are multifaceted. They are further complicated by the global economic downturn, national disasters, climate change and sea level rise. These challenges demand innovative policy orientation that needs to be integrated in public sector strategy. The Public Sector should be at the forefront by providing the necessary framework and guidance to the private sector and civil society as a whole to enable production of national wealth in a sustainable manner. Civil service reforms are thus aimed at strengthening administrative capacity to perform core government functions and to raise the quality of services to the population, which is essential to the promotion of sustainable economic and social development.

The relevance of the PSEA goes in this sense as it provides an opportunity to public officers to think ahead and innovate. Colleagues are able to unleash their potential and the outcome is amazing, so much so that year after year the panel of jury has a tough time deliberating.

I take this opportunity to recognize the excellent work done by the panel of jury under the leadership of Mr. François de Grivel. It has again not been an easy task to assess the 40 entries received, one as good as the other.

I congratulate the winner of the 2013 edition as well as those in the different sub-categories. I thank all who have made an effort to participate. It is not only the prize that counts, but also the collateral benefits such as team spirit, continuous improvement and making quality a way of life.

Mr Sateaved Seebaluck
Senior Chief Executive



Message

From:

Mr François de Grivel, CBE

Chairman, Panel of Jury

I am honoured to have been chosen to chair this Panel of Jury on the occasion of the 7th Edition of the Public Service Excellence Award (PSEA), as theme "Maurice Ile Durable – Adoption of Modernised Methods for a Green Civil Service".

I would like to thank all the members of the Jury, all well-known personalities of the Civil and Economic Sector, whom I appreciate for their dedicated work and for their objective analysis of the different departments and/or institutions of the Public Sector that we have visited.

I also take this opportunity to thank the Panel for the excellent team spirit which has prevailed during our different and fruitful sessions.

Forty organisations from different Ministries/Departments have participated in the PSEA this year. We were very impressed by the quality of their structure, their competence, their dedication and the innovative means which have been put in place.

This Award is not only an exercise of evaluation but mainly a way to understand the amount of work delivered by the responsible parties as well as the efficiency of these governmental structures and their team spirit.

Even if some of these organisations have not been awarded, may I suggest that our Civil Service take stock of the PSEA to give the right example to the public at large, also to the citizens, for the benefit of our socio-economic environment and for placing Mauritius on the right place to live, to work and to do business in a friendly, efficient and remarkable way.

"Excellence" is not only a word but represents our aim and our duty for the assistance to the future generations. Unfortunately, some Mauritians, after their studies outside the country, do not come back, but with the right and excellent structure of the Public Sector,

with the investment in the different fields of our economy and with an improving environment, Mauritius could not only absorb our professionals trained in different institutions in our country but also absorb our compatriots, who should come back, to develop our economy with their competence.

I would like to take the opportunity to thank, The Honourable Sutyadeo Moutia, Minister of Civil Service and Administrative Reforms and Mr. Sateev Seebaluck, Senior Chief Executive for the trust they have put in us and to have chosen our team, as Panel of Jury for these wonderful tasks.

I would also like to express my heartfelt thanks to the staff of the Administrative Reforms Division for the excellent assistance they gave us.

We all appreciate the contacts, the meetings, the discussions we had during the visits to the 40 Departments and/or Institutions. We would like to thank all the participants for their kind welcome and positive interactions.

I wish, on behalf of the Members of the Jury and on my own behalf, a fruitful future of Excellence in all your distinctive Departments of the Civil Service.

Mr François de Grivel, CBE
Chairman, Panel of Jury

PANEL OF JURY

Chairman

Mr François de Grivel, CBE

Managing Director, Rocanvel Ltée

Members

Mr Khemil Gobin

Director, The Edge Consulting Ltd

Mr Shamsuddin Durgauhee

Vice President, Human Resource Development Council

Mrs Amelie Audibert

Communication and Human Resource Manager, CIEL Corporate Services, CIEL Group

Mr Roshan Ramoly

Head of Strategy, Marketing and Public Affairs, Barclays Bank Mauritius Ltd

Mrs Maureen Treanor

Head of Human Resources and Change Management, Afrasia Bank

Mr Radha Krishna Sadien

President, State & Other Employees Federation

Mr Rashid Imrith

President, Federation of Public Sector and Other Unions

Mr Dev Ruhee, OSK

Chairperson, Public Officers' Welfare Council



From left to right: Mr Radha Krishna Sadien, Mrs Maureen Treanor, Mr Shamshuddin Durgauhee, Mr François de Grivel, Mrs Amelie Audibert, Mr Rashid Imrith, Mr Khemil Gobin, Mr Roshan Ramoly and Mr Dev Ruhee

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 delivering quality public service.

Adjudication

Panel of Jury

A Panel of Jury, made up of a Chairman and eight members from both public and private sector organisations and the trade 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 2012*

Department of Neurosurgery, Victoria Hospital

Winning "The Public Service Excellence Award 2012" has been a source of motivation for the Neurosurgery Department of Victoria Hospital. Since then the neurosurgical team did not rest on its laurels. Impregnated with the pursuit of excellence, the Neurosurgery Department has improved its service and care by creating a better environment for patients, a knowledge diffusion mechanism at the service of junior doctors and nursing staff and a more efficient neurosurgical service to the public.

The award has somehow compelled the department to put in place a computerised registry and database of patients which enable us to provide patients with a computer generated discharge summary at their request. This registry is a foundation for future medical research as well as clinical statistics. The next step in this project will soon be to add surgical procedure materials such as snapshots and videos to the database.

We have introduced new teaching approach with multimedia and more participative lectures for junior doctors and nursing staffs. Junior doctors and nurses can now present their personal research material to the team aided by multimedia. Their education is of paramount importance to maintain the high standard care which has been the cornerstone of our success.



Winners in Sub-Categories 2012

Customer Focus Award



Assay Office

Innovation and Improvement Award



Department of Neurosurgery,
Victoria Hospital

... of the Public Service Excellence Award 2012

Effectiveness and Efficiency Award



National Coast Guard Headquarters
& Operations Room and Maritime Air Squadron

Leadership and Team Spirit Award



Companies Division

The Public Service Excellence Award 2012

... Special Mention by the Panel of Jury



Forensic Science Laboratory



National Archives Department



Home Economics Production Centre,
Plaine des Papayes

The Public Service Excellence Award 2012

... Special Jury Award 2012



Gastro-Intestinal Endoscopy Unit,
SSRN Hospital

The Public Service Excellence Award 2011

Customer Focus Award



Lady Sushil Ramgoolam Mediclinic

Efficiency & Effectiveness Award



Companies Division

Grand Winner



Droopnath Ramphul State College

Innovation & Improvement Award



Police Planning and Reforms Unit

Leadership & Team Spirit Award



Mauritius Prisons Services

The Public Service Excellence Award 2011

... Special Jury by the Panel of Jury



Police Planning and Reforms Unit

... 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



**Public Service
Excellence Award
2013**

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 Natural Resources Advisory Services Division (GNRASD) 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. The Cadastral Implementation Unit (CIU), Ministry of Housing and Lands won the "Silver AAPAM Award" in 2012.

For the year 2013, the following five organisations have forwarded their entries:

- Prime Minister's Office, Commission on Maurice Ile Durable
- Flacq Hospital, Haemodialysis Unit
- Companies Division
- Sir Abdool Razack Mohamed State Secondary School
- Mauritius Police Force

• 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.

Regional and International Awards

(contd.)

- 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 2014, the following two organisations participated in the Award:

- Corporate and Business Registration Department (Companies Division)
- Cadastre unit, Ministry of Housing and Lands

- 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 of each year.

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

The Moka Flacq District Council participated in the UNPSA 2014 and was selected for the first round evaluation but could not get to the final.

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



PUBLIC SERVICE EXCELLENCE AWARD 2013

MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
... for a professional public service committed to excellence

The theme for the 2013 edition of the Public Service Excellence Award is **"Maurice Ile Durable"- Adoption of modernised methods for a green Civil Service.**

Although the demands of citizens are escalating and resources are becoming limited, the Public Service will still have to play the key role in ensuring sustainable development in Mauritius.

Public Service organisations need, therefore, to lead by example and adopt modern procedures and practices which lead to a minimum use of resources. In this context, Government has rightly set "Maurice Ile Durable" as the National Vision where both policies and day to day activities should be in line with best environmental and sustainable development practices.

The Public Service needs to stand as a robust and effective service provider and enhance the services being offered by mainstreaming environmental considerations whilst adopting policies, the use of green tools and equipment and state of the art technology.

The Public Service Excellence Award 2013 will reward those Ministries/Departments or Divisions/Units that have encouraged green behaviour at work, modernized their services and adopted green procedures and practices so as to deliver quality public services using latest technologies available thus, simultaneously exceeding public expectations and leading to the sustainable development of the country.





Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2013

Participating Organisations

PUBLIC SERVICE
EXCELLENCE AWARD
2013

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

Participating Organisations

Assay Office

Ministry of Industry, Commerce and Consumer Protection

Central Health Laboratory

Victoria Hospital, Ministry of Health and Quality of Life

Citizens Advice Bureaux Network (CAB Piton)

Ministry of Public Infrastructure, National Development Unit, Land Transport and Shipping

Commission for Conciliation and Mediation

Ministry of Labour, Industrial Relations and Employment

Consumer Affairs Unit

Ministry of Industry, Commerce and Consumer Protection

Cooperatives Division

Ministry of Business, Enterprise and Cooperatives

Corporate & Business Registration Department

Ministry of Finance and Economic Development

Department of Civil Aviation

Prime Minister's Office

Energy Services Division, Curepipe

Ministry of Public Infrastructure, National Development Unit, Land Transport & Shipping

Entomology Division

Ministry of Agro Industry and Food Security

Finance Section

Ministry of Social Integration and Economic Empowerment

Fire Safety Division

Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

Flacq Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

Forensic Science Laboratory

Prime Minister's Office

Forestry Services

Ministry of Agro Industry and Food Security

Gastro-Intestinal Endoscopy Unit

Sir Seewoosagur Ramgoolam National Hospital, Ministry of Health and Quality of Life

Haemodialysis Unit

Flacq Hospital, Ministry of Health and Quality of Life

Human Resource Development Division

Ministry of Civil Service and Administrative Reforms

Intensive Care Unit (ICU) Medical

Sir Seewoosagur Ramgoolam National Hospital, Ministry of Health and Quality of Life

Lease Section

Ministry of Housing and Lands

Marine Conservation Division

Ministry of Fisheries

Mauritius Business Growth Scheme

Ministry of Business, Enterprise and Cooperatives

Participating Organisations

(contd.)

Mauritius Meteorological Services

Prime Minister's Office

Mauritius Prison Service

Prime Minister's Office

National Archives Department

Ministry of Arts and Culture

National Coast Guard - Headquarters

Mauritius Police Force

National Environmental Laboratory

Ministry of Environment and Sustainable Development

Occupational Safety & Health Unit

Ministry of Civil Service and Administrative Reforms

Piton Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

Port Louis Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

Protocol Directorate

Ministry of Foreign Affairs, Regional Integration and International Trade

Registrar General's Department

Ministry of Finance and Economic Development

Renal Dialysis Unit

Souillac Hospital, Ministry of Health and Quality of Life

Sir Abdool Razack Mohamed State Secondary School

Ministry of Education and Human Resources

Service Mobile d'Urgence et de Ré-animation (SMUR)

Dr A. G. Jeetoo Hospital, Ministry of Health and Quality of Life

Social Security Offices (St Pierre Social Security Office)

Ministry of Social Security, National Solidarity and Reform Institutions

St Aubin Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

The Treasury Accounting System Unit

The Treasury, Ministry of Finance and Economic Development

Training Unit, Coromandel Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

Wooton Social Welfare cum Resource Centre

Ministry of Gender Equality, Child Development and Family Welfare

Assay Office, Ministry of Industry, Commerce and Consumer Protection

The Assay Office is responsible for the implementation of the Jewellery Act 2007. It regulates the manufacture, sale and importation of jewellery made of gold, silver and platinum 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 their 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.

Environmental Management System (EMS)

In line with the concept of 'Maurice Ile Durable' (MID), the Assay Office has introduced an Environmental Management System (EMS) within its quality management system as a proactive approach to environmental protection. The focus is on preventive action and the setting out of procedures designed to meet relevant environmental performance.

Our counter service and waiting area have been improved by providing additional counters, directional signs, television, water dispenser and a queue management system with a view to better manage the flow of customers and provide physical comfort to them.

Our participation in the Public Service Excellence Award 2013 has provided us with opportunities to enhance teamwork and review our methodologies to improve the quality of our services and to adopt more customer-centric initiatives.



Central Health Laboratory, Victoria Hospital, Ministry of Health and Quality of Life

The Central Health Laboratory is considered as the Reference Laboratory of the Ministry of Health and Quality of Life. The Biochemistry Department has acquired Hi Tech analytical equipment and is manned by a team of highly qualified scientific and technical staff. The Department participates in External Quality Assessment Schemes, thus is internationally recognized for services provided. It also participates in National and International Surveys and research for health, especially in the field of diabetes, cardiovascular disorders, cancer and other non-communicable diseases. Research is carried out in the Endocrinology Unit and data published in peer reviewed international journals. The Department is preparing for accreditation to ISO 15189:20012.

In line with the MID concept, the Department has undergone major upgrading in terms of infrastructure, technology, enhancement of staff work environment, improved customer service and promoting research activities pertaining to major health issues like non-communicable diseases and cancer.

Participation in the PSEA results in enhanced communication, team building and helps the Department achieve its objectives of providing reliable results in a timely manner.



Citizens Advice Bureaux Network (CAB Piton), Ministry of Public Infrastructure, National Development Unit, Land Transport and Shipping

CABx were created in 1989 with a specific mandate of providing information and advice to citizens to better take advantage of Public Sector Services. In the beginning, there were only 17 Bureaux serving 17 regions. Over the years, the service was extended to 35 Bureaux over the island to reach out a greater number of citizens.

With the teething period behind us, after being in operation for nearly 25 years, CABx have had to re-orient their service to face new realities, namely:

- (i) Change in the economic landscape of the country;
- (ii) Improvement in communication in the wake of modernization;
- (iii) Higher literacy rate among the citizens;
- (iv) Greater awareness on issues of interest; and
- (v) New exigencies of clients.

CABx have had to show resistance and adapt to change and play multiple roles namely facilitators, advocates and interviewers to name but a few to satisfy the new demands of citizens based on their needs.

CABx cannot work in isolation. They need a strong networking with other 'Service Providers' institutions to enable them to deliver a need based and result oriented service for the maximisation of customer satisfaction. It involves a multi-sectoral approach to enhance the service with the commitment of all stakeholders.

CABx ventured in the area of poverty alleviation through promotion of entrepreneurship with the assistance of SMEDA, AREU and DBM.

In support of the MID Programme, CABx through social activities, such as clean-up campaign, distribution of bins, promoting use of solar energy, protection of our environment, play today an important role to sensitize citizens on their responsibilities for a cleaner Mauritius.

The services of CABx are being solicited by other agencies such as Prime Minister's Office, Ministry of Gender Equality, Child Development and Family Welfare for the organisation of sensitization campaigns on issues of National Interest and also on vital issues such as violence in the couple, road safety, essence of the Constitution and rights of citizens to promote nation-building.

The PSEA Award is an opportunity for CABx to consolidate on the new programmes and open the way for new horizons.



Commission for Conciliation and Mediation, Ministry of Labour, Industrial Relations and Employment

The Commission for Conciliation and Mediation is established under Section 87 of the Employment Relations Act 2008 (Act No 32 of 2008) thereby replacing the Industrial Relations Commission (IRC) which was established under Section 41 of the repealed Industrial Relations Act 1973.

VISION

"Be a one stop specialist agency assisting employers, employees and trade unions to resolve fairly and promptly their disputes with minimum legal formalities through discussion, negotiation and mediation."

MISSION

"To provide a broader range of alternative dispute resolution mechanism to supplement formal litigation and assist trade unions, employees and employers to resolve their differences creatively and effectively."

FUNCTION OF THE COMMISSION

The foremost function of the Commission is not only to preserve the conciliation functions of the Industrial Relations Commission (IRC) but also to provide mediation services for the resolution of disputes.

Section 88 (2) of the Employment Relations Act provides that the Commission for Conciliation and Mediation shall -

- (a) Provide a conciliation or mediation service on any labour dispute referred to it under the Act;
- (b) Investigate into any labour dispute reported to it;
- (c) Enquire into and report on any question referred to it under Section 89; and
- (d) Provide a conciliation or mediation service for the assistance of workers, trade unions and employers.

"MAURICE ILE DURABLE"

ADOPTION OF MODERNIZED METHODS FOR A GREEN CIVIL SERVICE

Following the appeal of the Honourable S. Moutia, Minister of Civil Service and Administrative Reforms on 31 October 2013 to achieve the theme "Maurice Ile Durable" - Adoption of modernized method for a "green civil service" in Ministries/Departments, the Commission for Conciliation and Mediation has adopted some green practices in line with the 2013 PSEA theme namely:

- (i) To switch off air conditioners and lights whenever leaving office;
- (ii) Use verso of papers for draft purposes; and
- (iii) Decrease paper consumption, e.g use of e-mail and internet instead of sending letters.

Leadership and Team spirit

Weekly technical meetings are held by the President to discuss labour disputes reported to the Commission and to train staff on conciliation and mediation techniques.

The Commission for Conciliation and Mediation has published a Manual on its Functional Structures, a Manual on Conciliation and Mediation Rules and a Customer Service Charter with a view to develop a corporate code of conduct based on the provisions of the Employment Relations Act 2008.

Staff are encouraged to fulfil their obligations under the Code of Practice of the Employment Relations Act and the Code of Ethics for Public Officers issued by the Ministry of Civil Service and Administrative Reforms.

Commission for Conciliation and Mediation, Ministry of Labour, Industrial Relations and Employment

(contd.)

Team work and team spirit are the key to the Commission's success stories. There exists coordination in the system of work between the technical and non-technical staff.

Our participation in the Public Service Excellence Award 2013 has directed us towards inspirations, motivation and perfection to strive for Excellence.



Consumer Affairs Unit, Ministry of Industry, Commerce and Consumer Protection

The Consumer Affairs Unit (CAU), created in 1996, protects consumers through enforcement of legislation and empowers them to better defend their rights. It is also responsible, inter alia, for educating consumers on their rights and responsibilities, creating consumer awareness for better self-protection and investigating into complaints of consumers.

The Consumer Affairs Unit is situated at Atchia Building, Suffren Street, Port Louis.

Functions

- (a) To check trade premises and ensure the enforcement of and compliance with laws and regulations relating to consumer protection;
- (b) To monitor the prices of decontrolled commodities and to report cases of significant increase in price;
- (c) To conduct surveys and collect data on the costing, supply and distributors of both controlled and non-controlled commodities;
- (d) To conduct enquiries on consumer trade practices;
- (e) To prepare case file for prosecution in consultation with DPP office;
- (f) To handle complaints from consumers and consumer organisations;
- (g) Preparing and delivering talks through television/radio and to different group of people, students, youth and women Association; and
- (h) Sampling of steel bars, electrical cables etc.

Key Responsibilities

- Assist in developing an informed, responsible and discerning consuming public;
- Monitor the legislative environment to ensure effective safeguard of consumer rights;
- Create a climate for understanding the role of Government in protecting consumer interests;



- Promote and ensure compliance with quality standards for consumer goods and services;
- Provide the enabling environment and institutional support that would create avenues for consumer education and redress;
- Adopt code of ethics, which relate to consumer practices;
- Monitor the distribution and prices of controlled items to ensure compliance with existing legislation;
- Ensure that adequate supplies of good quality basic commodities are available consistently and that the prices of these commodities remain at an affordable level;
- Investigate consumer complaints and/or consumer organizations with respect to violations of established fair trading practices; and
- Collect, collate and disseminate information on matters affecting the interests of consumers.

With the coming into force of new legislations and new instruments and challenges in the world of trade, coupled with more demanding and better informed consumers for an efficient service, the Consumer Affairs Unit is called upon to revisit its role and mode of operation.

Cooperatives Division, Ministry of Business, Enterprise and Cooperatives

The Cooperatives Division of the Ministry of Business, Enterprise and Cooperatives facilitates and assists in the development of Cooperatives through the creation and provision of favourable and conducive legal and institutional environment along with adequate support and incentives.

The involvement of the Cooperatives Division in the Maurice Ile Durable project is far beyond expectation in as much as Cooperatives are the largest producers of vegetables, potatoes and onions in Mauritius. We have, therefore, adopted a dual-approach strategy by extending best practices to both the Ministry and Cooperative Societies.

At the level of the Ministry, the launching of the Mauritius Excellence Awards for Cooperatives last year was a milestone in the right direction, one of the criteria being the creation of a sustainable organisation. We have also embraced the lesser paper, lesser power consumption, greener procurement and MUDA-free procedures.

At the level of Cooperative Societies, they are being encouraged and assisted to be Fair Trade Certified, to shift from traditional chemical fertilizers to biofertilizers and to adopt zero budget farming with cowdung being at the base of the fertilization process. In fact, a biofertilizer plant is expected to be operational this year.

Furthermore, the Fishermen Cooperatives Societies are being encouraged to move to cage culture as our lagoons are being depleted of fish.

Our participation in this Public Service Excellence Award has provided us with an opportunity to gauge the profoundness of our action on the journey to "Maurice Ile Durable".



Corporate and Business Registration Department, Ministry of Finance and Economic Development

The Corporate and Business Registration Department is the regulator for the registration of business and companies. As the depository of corporate information, it ensures that services which are provided to citizens are fair, equitable, correctly and lawfully delivered. Yet, in order to always achieve higher standards, sustainable practices are firmly anchored in our organisation, based on our values of being responsible, excellent and innovative. The competition has given us the opportunity to contribute to "Maurice Ile Durable" by adopting modernised methods for a green civil service. Indeed, we have ensured a high level of environmental awareness which is conducive to a paperless office.

The Corporate and Business Registration Department has also endeavoured to continuously improve its processes in our quest for efficiency and effectiveness. Therefore, vision, determination and careful planning are essential. With the constant challenges, we are aware that leadership and team spirit are essential to the attainment of our objectives to enable the office to become a more customer focused organisation.



Department of Civil Aviation, Prime Minister's Office

The Department of Civil Aviation (DCA) is the Regulatory Body in Mauritius for civil aviation and it also provides air navigation services in the 9 million square kilometres of airspace allocated to Mauritius by the International Civil Aviation Organisation.

As the provider of air navigation services in the Mauritius Flight Information Region (FIR), the Department has invested heavily in latest technology and has developed the necessary procedures to enable aircraft to achieve efficiencies in flight, thereby reducing fuel consumption and carbon dioxide emissions.

The declaration of Mauritius as a User Preferred Routing (UPR) Area in October 2013 is a notable initiative towards the greening of flights. Previously, limited air traffic control facilities required that aircraft fly on fixed routes whereas today suitably equipped aircraft are allowed to route via each operator's preferred routes that are calculated based on factors such as forecasted winds, aircraft type, aircraft performance and convective weather with the objective of optimisation of fuel burn.

The Department will implement an electronic Aeronautical Information Publication and Charting System which will enable paperless and eco-friendly dissemination of aeronautical information to aviation stakeholders.

The use of cutting edge technologies for provision of air navigation services allows air traffic control operations through better segmenting of flights, enabling aircraft to fly at more optimum profile with fuel saving. DCA is continuously using solar powered equipment at Agalega and St Brandon for aircraft to communicate and navigate.



Energy Services Division, Curepipe, Ministry of Public Infrastructure, NDU, Land Transport and Shipping

The Energy Services Division (ESD), previously called Electrical Services Division, was founded in 1981. It operates under the aegis of the Ministry of Public Infrastructure, National Development Unit, Land Transport & Shipping.

The primary role and objective of the Energy Services Division is the provision of building services, advisory services and consultancy services in the electrical and electromechanical field for government buildings and capital projects. The ESD is also actively involved in the promotion of energy efficiency and renewable energy.

The ESD was originally set up to look after the electrical installations inclusive of UPS, water pumps, fire detection, lifts, air conditioning and generator set in all government buildings. Over the years, the ESD has undergone many changes to adapt itself to technological evolution and government policies and has now included energy efficiency strategies and renewable energy in its portfolio of services. Also the ESD has become more customer oriented in the provision of its services.

The ESD is ISO certified to ISO 9001:2000 since July 2008. It has been re-certified to ISO 9001:2008 in July 2011 following the coming in force of the updated ISO standard.

It is worth noting that in spite of the increasing number of government buildings and complexity of installations, the ESD with its limited workforce has so far been able to meet the demands of its clients. Recent surveys have shown that ministries are satisfied with the services of the ESD and they would rather deal with the ESD than with private contractors.

At the ESD, we are committed to satisfy customer needs.



Entomology Division, Ministry of Agro Industry and Food Security

The vision of the Entomology Division is to keep our paradise island free from exotic insect pests.

A fruit fly surveillance programme has been ongoing since 1994. Fruit fly traps have been placed across the island and fruits/vegetables are collected and incubated in the laboratory to determine presence of fruit flies.

On 08 March 2013, a new fruit fly species, *Bactrocera dorsalis* was detected in a fruit fly trap in an orchard in the north of the island. *B. dorsalis* is an important pest of fruits (mango, papaya, guava, jujube and peach among others) and vegetables (tomato, cucumber, pumpkin and squash among others) in other countries. The day following the detection, the protocol for eradication of *B. dorsalis* was implemented which are: declaration of a quarantine area of 5 km radius from the detection site, placement of dry and wet traps, area wide application of protein bait sprays, placement of male annihilation technique devices, fruit stripping, fruit clean up, disposal of infested fruits and collection and incubation of fruits and vegetables in the laboratory. Four male flies were detected in the north during the months of March and April 2013. The eradication measures were maintained for a period of two months following the last detection.

Since there was no detection in July 2013, the control operations were stopped while fruit fly surveillance was maintained for a further period of 12 weeks. *B. dorsalis* has now been declared eradicated in the north. However, in April 2013, *B. dorsalis* was detected in a methyl eugenol baited trap in the western part of the island. As a result, the protocol for eradication has been initiated. The last detection in the west dates back to 22 November 2013. The population of *B. dorsalis* did not explode during the mango harvesting season which started in November 2013. The eradication measures in the west have been pursued till end of March 2014. As from April 2014, fruit fly surveillance is being carried out. If no *B. dorsalis* is detected over a period of 12 weeks, the insect will be declared eradicated from Mauritius.



Finance Section, Ministry of Social Integration and Economic Empowerment

A Culture of Excellence incorporating Maurice Ile Durable Concepts – Ministry of Social Integration and Economic Empowerment

The Ministry of Social Integration and Economic Empowerment was created in 2010 following the decision of Government to dedicate a Ministry to poverty alleviation. The vision of the Ministry is the eradication of extreme and chronic poverty and the creation of an inclusive and equitable society.

Right at its inception, the Ministry sets the wheels in motion to achieve excellence in service delivery while grafting the methods of a nascent green public service on existing processes. Its mandate being essentially social, the Ministry is an agent of the social pillar of sustainable development and supports 'Equity', which is one of the five 'E's of the "Maurice Ile Durable" concept.

The concept of Equity is ingrained in the culture of the Ministry and embedded in all its poverty alleviation programmes and projects carried out in line with its strategies and policies by its implementation arm, the National Empowerment Foundation.

To enable a green working environment while achieving high standards of service delivery, a strong leadership and a clear vision together with the involvement of officers are sine qua non conditions.

The participation of the Ministry in the Public Service Excellence Award is a means to express the commitment of staff to attain this goal.



Fire Safety Division, Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

The Mauritius Fire and Rescue Act 2013 proclaimed on 5th February 2014 has become an “ALL-Hazard” emergency response service e.g. cyclones, floods, landslide, tsunami, industrial accidents, chemical incidents, oil spills, aircraft incident, road traffic accident, technical rescues and other types of disasters.

The Mauritius Fire and Rescue Service (MFRS) is responsible for ensuring that the citizens of Mauritius are supported by and benefit from an effective disaster and emergency management system and essential emergency response services. The MFRS provides fire mitigation and management services, emergency rescue and disaster management services.

As we are aware, fire is an obvious threat to public safety and are the cause of death, injury and the destruction to property which as a result impacts directly on individuals, businesses and the wider society. Therefore, the Fire Safety Division (FSD) of the MFRS aims to stop incident occurring in the first place to reduce the cost of restoration as fire and its effects have a detrimental impact on the environment and the economic growth. This Division will work together with the community, particularly those at greater risk and other partners so as to provide all with a better understanding on the risk associated with fires and its occurrences. This Division also strives to protect the citizens of Mauritius against the loss of life and property through enforcement of the current Legislations.

It is worth noting that the FSD has taken resolution to build a safer Mauritian community by:

- reducing the risks that cause emergencies;
- dealing with emergencies when they occur;
- building public confidence in the Service;
- working effectively with all their partners and stakeholders; and
- continually develop the resources available to meet changing needs.

Our participation in the PSEA is very challenging and has prompted this Division to go for excellence in achieving its main objectives and further to improve in satisfying our customers by providing a better service delivery. Moreover, all staff are encouraged in adopting a modern method for a green Civil Service by avoiding less wastage of paper, use of natural ventilation system rather than the air conditioner or when it is in use, all doors and windows in office should be firmly closed, use of natural light and last but not least, after any post clearance inspection promoters are advised to install fire extinguishing system comprising medium as “inergen”. This extinguishing medium lessen harm to the Ozone.



Flacq Fire Station, Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

Today, the modernisation of Mauritius Fire and Rescue Service (MFRS) has taken into account the role that it plays in fire safety issue and is high on the agenda of most fire and rescue services. Flacq Fire Station started to produce integrated management plans to take into account these new responsibilities and produced plans for not only fire safety in the workplace but also to respond to all emergencies effectively without delay.

The vision of MFRS is to cultivate 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 MFRS is to protect and reduce losses of life and property, to reduce damage to the environment due to fires, hazardous materials, natural disaster and other emergencies caused by acts of man and nature, to promote the health safety and well being of the citizens in the community.

The MFRS has set the following objectives:

- To respond to emergencies quickly and effectively i.e. less damage to owner and also keep the island green.
- To carry out safety awareness campaign through talks and lectures; we have used different languages over the years to describe how we help Mauritius and its resident workers, senior citizen, student, housewives, public and private sector to be safer. The most modern language we use is that we respond to 'RISK' and work to make Mauritius safer and "Ile Durable".
- To accomplish the above commitments, the MFRS is coming up with a new approach to provide prompt, less paper waste, maximum use of natural light, use of solar system and embellish our work place with plants and flowers.

Having in mind the concept of innovation and to reduce the dangers of fire and other emergency threats, the staff of Flacq Fire Station works with great dedication to meet the objectives of the Government of Mauritius in its endeavour to make Mauritius safer and "Ile durable".



Forensic Science Laboratory, Prime Minister's Office

The Forensic Science Laboratory (FSL) aims at providing forensic science services to serve the police department and meet the requirements of the judicial system while maintaining a keen focus on being an environmentally friendly institution. The latter has been attained through the sensitization of FSL staff about the importance of 'Maurice Ile Durable and a Green Civil Service.' FSL staff is encouraged to adopt energy-saving habits. Specific, eco-friendly methods have been laid out for the disposal of laboratory wastes. Moreover FSL is the first institution to implement a Laboratory Information Management System for the digitalization of laboratory data and therefore cut down on paper consumption.

The services provided by the FSL have been largely promoted through its participation in the Public Service Excellence Award. Moreover the Public Service Excellence Award has brought a more acute sense of the importance of team spirit and value. Thus, enhancing collaboration within FSL internal staff.



Forestry Service, Ministry of Agro Industry and Food Security

The Forestry Service falls under the aegis of the Ministry of Agro Industry and Food Security and is managed under the Forest and Reserves Act 41 of 1983 as amended by Act 1 of 1986 and Act 7 of 2003. The department is responsible for the forestry sector in Mauritius which includes all activities dependent on forests, trees and other woody vegetation and all industry based on them. The sector has numerous interactions and linkages with other sectors, such as, environment, biodiversity, water, tourism and communications.

Extra demands are continually being made due to people wishing to benefit from forest in some ways or enjoy recreational experiences in natural environment. On one hand, they can be used to provide additional benefits of many kinds for the people whilst on the other hand, they need to be adequately protected and developed.

In Mauritius, the environmental and protective functions of the forests are vital. As a matter of fact, the multifold approach and application of innovative use of forest land information system initiatives have enhanced the soil and water conservation function of the forests in the upland which guarantee the survival of environmental services and all the major economic activities such as:

- Agriculture
- Tourism
- Fisheries

The staff of the Forestry Service have always been working with determination and diligence to upgrade and enhance the sustainable forest management at local, regional and country level.



Gastro-Intestinal Endoscopy Unit, Sir Seewoosagur Ramgoolam National Hospital, Ministry of Health and Quality of Life

Objectives

The Gastro Intestinal Endoscopy Unit of the Sir Seewoosagur Ramgoolam National Hospital was set up in 2007 to offer an organised service and high standard care in Gastro-Intestinal Endoscopy and Hepato-biliary-pancreatic pathology for all Mauritians. This unique unit in the Ministry of Health and Quality of Life will be a tertiary referral centre in Mauritius and eventually lead on to the creation of a Gastroenterology Department.

Interventions: Gastroscopy, Colonoscopy and Endoscopic Retrograde Cholangiopancreatography (ERCP); Diagnostic and Therapeutic

In addition to diagnostic precision, several endoscopic treatments are performed avoiding major surgery, allowing quick recovery and early discharge.

In 2010 – ERCP was introduced after an intensive training in the United Kingdom. Previously, patients had to go abroad for treatment.

This unit is fully-equipped and most advanced in our region for the treatment of patients with biliary and pancreatic diseases.

We emphasize the use of biologically degradable disinfectants, proper waste disposal and minimal paper waste to remain eco-friendly.

Our participation in the PSEA has led to the upgrading of the infrastructure and patients' waiting area by providing TV facilities and secretarial services. New directional sign posts have been placed to facilitate access to the unit.

Training and new technologies

Several training workshops for doctors and nurses are undertaken jointly with renowned gastroenterologists from United Kingdom.

In July 2012, new equipments e.g. narrow-band imaging, high definition endoscopes, magnetized colonoscopies with position units have been introduced. These high-end equipments will position this unit to European standard.



Haemodialysis Unit, Flacq Hospital, Ministry of Health and Quality of Life

The Flacq Haemodialysis Unit provides planned treatment to 174 patients suffering from End Stage Renal Disease.

Our vision is:

To be the best Dialysis Unit in the Indian Ocean.

We are actively involved in the health promotion of our clients using a bio-psychosocial perspective together with the adoption of a green behaviour.

This service culture is inculcated in all team members at every level of the organisation during their orientation program and is demonstrated by management in every single activity at all times.

Dialysis nurses act both as care givers and Dialysis Technicians; as nurses they perform all nursing duties using a holistic approach and as technicians they connect patients to machines, continuously assess the patients during treatment and disconnect the machines when the sessions are over.

Management has the ability to create and generate a work environment where all team members feel fully integrated, respected and recognized as individuals working towards the same goal.

The Performance Management System has been well adapted in the Unit as it has been devised to innovate practice and in addition, to encourage nurses to act more responsibly and display professional accountability.

“When people accept responsibility, everything improves - Quality, Productivity, Relationships and Teamwork”.

Shiv Kherra



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

In line with the overall vision of the Government to transform Mauritius into a modern nation, enhance its competitiveness in the global market and improve the quality of life of the people, the Ministry of Civil Service and Administrative Reforms (MCSAR) aims at creating a modern and professional public service to ensure good governance and ethical conduct.

Akin to this vision and mission of the MCSAR, the Human Resource Development Division (HRDD) has been vested with the responsibility of training and development of public officers.

Based on the 10-year Economic and Social Transformation Plan (ESTP) integrating the Maurice Ile Durable (MID) concept and the accompanying initiatives, we have laid more emphasis on capacity building making greater use of Information and Communication Technologies, in the form of paperless training, minimization of hand-outs through the provision of CDs, and ensuring sharing of experiences and best practices.

Our training strategy and policy is crafted on the philosophy underlying the emerging sustainable development concept which hinges on dynamic teaching and life-long process that promotes and stimulates critical thinking, creativity, greater awareness and empowerment in public officers of all age brackets and encourage informed choices for creating a more sustainable future.

The training concept aligned with the process of sustainable development may be summarized by the following quotation:

“You can change behavior in an entire organisation, provided you treat training as a process rather than an event.”

Edward Jones



Intensive Care Unit (ICU) Medical, Sir Seewoosagur Ramgoolam National Hospital, Ministry of Health and Quality of Life

The Intensive Care Unit (ICU) is located on the ground floor of the hospital building. The ICU provides twenty-four hour care with a total of about 20 staff. It is a multidisciplinary ICU for medical, surgical or cardiac intensive care for both adult and pediatrics patients. The unit has a bed capacity of 8.

Scope of ICU Services:

(a) Clinical

Nursing care is provided to all adult patients. Standards of care are consistent for all services unless otherwise specified.

(b) Professional

There is a comprehensive focus on the professional needs of ICU staff including unit and hospital in services, unit standards including practice and guidance for advancement through the ICU Management System. The staff are highly trained in dealing with ICU cases.

(c) Administration

The structure and organisation of the ICU is written in these standards for the purposes of planning, organising, implementing, controlling and evaluating the conduct of the ICU. The Ward Manager is responsible for administrative concerns with guidance from the Director of Nursing, as needed.

The ICU Medical is fully equipped with breathing apparatuses, monitors, web of intravenous lines etc.

Visitors are strictly controlled for prevention of infection.

In ICU, where care for patients crosses many disciplines, development of strong multidisciplinary teams is central to improving patient safety. Strengthening ICU teams involves structuring formal and informal communications and team building activities that focus on safety.



Inherent in fostering a culture of safety are particular interaction patterns among ICU teams. Specifically, ICU team members are comfortable asking each other questions, challenging behaviors of team members and processes of care that have the potential to compromise safety.

Additionally, as the demands of a busy work environment change, ICU staff has been comfortable in stating their stress level so that work can be distributed in ways that maximize the ability of the staff to provide safe patient care. In communicating work-related stress, staff should not fear repercussions but instead should assume that support and a spirit of cooperation and collaboration will follow. The unit has strived for a blend of personal accountability and willingness of staff members to help teammates during crisis situations.

In creating a culture of safety, hospital and ICU leaders and staff identify and employ a variety of formal and informal mechanisms.

Intensive Care Unit (ICU) Medical, (contd.) Sir Seewoosagur Ramgoolam National Hospital, Ministry of Health and Quality of Life

Formal mechanisms include continuing education and regular meetings among critical care staff. It also includes communicating the ICU's patient safety culture to the hospital's administrative and operational committees to ensure cooperation from other areas of the hospital. Informal means include networking and social gatherings where safety culture goals can be furthered.

All formal and informal safety improvement activities have approached the issue systematically. Safety improvement activities focus on creating systemic improvements in the structure, processes and outcomes of care. In the ICU, scientific evidence indicates that the single most important factor in improving the quality and safety of ICU care is to manage the ICU unit. ICU operational procedures address the processes of care used to manage ICU patients. Operational procedures

include the criteria for admitting patients to the ICU and discharging them from the ICU. Operational procedures also include the criteria by which decisions are made regarding transferring patients from one facility to another. Additionally, operational procedures include various safety practices used during the provision of direct patient care at the bedside and elsewhere.

Finally the performance of the unit is based on customer focus (internal and external customers) where the patients and their relatives are very satisfied with the treatment and care given at the unit.



Lease Section, Ministry of Housing and Lands

Land is a pre-requisite for all economic and social development of a country. Industrial development, extension of the tourism sector and provision of social housing are amongst the major consumers of land. There is, therefore, a need to ensure a judicious utilization and management of this scarce resource. State lands are estimated to cover some 20% of the area of Mauritius.

The vision of the Ministry of Housing and Lands is to have a planned sustainable socio-economic development of the country where it will be pleasant to live and work where business can thrive and prosper and where the natural beauty of the country will be preserved for the enjoyment of generations to come.

The aims of the Ministry are to:

- Promote home ownership and social integration through the development of a mixed housing programme;
- Optimize land use through innovative planning practices;
- Ensure sustainable land management for balanced socio-economic development; and
- Modernise the land administration system in Mauritius.

In line with Government policy to democratize access to land, State land leases are granted for various purposes including residential and industrial as well as for socio-cultural purposes. The obtention of a Lease Agreement is a pre-requisite for lessees to proceed with the implementation of their project.

The Lease Section is responsible for the drawing up of the Lease Agreements which have been duly vetted by the State Law Office. For the past few years, one of the objectives of the Ministry has been to reduce the processing time for the drawing up of leases so that the lessees are in possession of their Lease Agreements within the least delay. As the Lease Section is constantly in touch with members of the public, initiatives have also been taken to render the section more customer-friendly.

Participation in the Public Service Excellence Award has been a stimulus for the Lease Section to adopt new challenges and tap new opportunities for a better service to our customers, the lessees. The staff of the Section were also motivated to further improve the procedures for a more efficient and effective use of resources. This has resulted in an enabling teamwork approach coupled with a clearer sense of direction and the adoption of customer-centric initiatives.



Marine Conservation Division, Ministry of Fisheries

The goal of the Marine Conservation Division is the long-term protection and conservation of marine bio-diversity and ecosystems for sustainable use and to maximise economic and social benefits derived from the coastal zone in line with the “Maurice Ile Durable Policy”. It is achieved through the conservation and the management of the marine ecosystems of the Marine Protected Areas (MPA’s) as well as the marine ecosystem around Mauritius in general.

A well-established monitoring programme helps keep track of the state of the coral reef ecosystem and marine bio-diversity in the MPA’s and at other sites around Mauritius while coral farming project is being implemented to rehabilitate damaged reef ecosystems. Sensitisation programmes emphasising on legislation, protection and conservation of the marine ecosystems are carried out regularly. The division submits views on Environmental Impact Assessment (EIA) applications and Preliminary Environmental Reports (PERs), mainly relative to coastal development and may require underwater ecological surveys for final assessment.

Participation in the Public Service Excellence Award has reinforced the existing team work spirit within the division. In addition to their daily duties, all staff dedicated their time and effort towards participation in the award, to thus reflecting the sense of teamwork and team spirit.



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

Innovative ideas implemented at MBGS

The manual methods used to track movements of MBGS business advisors, reminiscent of the “old paradigm”, have been replaced by a new system comprising an electronic fingerprint device combined with the use of the online Google Calendar. Appointment scheduling, tracking job details for field staff and weekly planning is now real-time. Along the way, the system of log/movement books, attendance book, etc. has been scrapped, thus saving paper, stationery, and time involved in computation of statistics and reporting.

A file server has been installed to minimise printing of documents, streamline the bulky filing system, and to set up an online shared space for compiling and reviewing of clients’ files. Staff members are encouraged to save bulky reports (such as Financial Statements, which could be dozens of pages long) and documents submitted by applicants in their respective folders online. This is as a prelude to the implementation of a full Document Management System in 2014.

The use of emails and electronic media is preferred over other means of communication. Our policy is to foster a paperless environment as far as possible. Staff members are highly encouraged to leverage electronic communication processes as part of our efforts to adhere to the new paradigm represented by the “Maurice Ile Durable” initiative.



Mauritius Meteorological Services, Prime Minister's Office

Global warming and climate change has raised new challenges to provide timely and accurate weather information to the citizens of the Republic of Mauritius. The adoption of modernised methods and state of art technology, compatible with a green Civil Service at the Mauritius Meteorological Services (MMS) is to contribute in the building up of a resilient nation in face of increasing frequency and intensity of weather hazards.

The work undertaken was relentless, one step at a time. MMS implemented the Quality Management System and set up quality objectives within the Service a couple of years ago. The processes to achieve these objectives were revised as required so as to be in line with latest technology. Our website was completely revamped - new products and new graphics were introduced, a large LED display on the roof of the MMS building to keep the public informed.

The network of Automatic Weather Stations is being expanded to enhance the capacity of the Service to be more effective in the monitoring of near real time heavy rainfall and other extreme parameters which are used in field response at the National Disaster Risk Reduction and Management Centre.

Other initiatives implemented are: a paperless office, excellent customer service, energy savings, last but not least, the fostering of a family environment to enable each and every employee to work smarter.



Mauritius Prison Service, Prime Minister's Office

The Mauritius Prison Service (MPS) has coined a new vision - "A safer Mauritius through best correctional practice" following its 10-year Strategic Plan (2013-2023). This ambitious plan is to address the issue of high recidivism rate and to move from a prison service to a correctional service over time. One of the main pillars consists of reviewing the existing rehabilitation and resettlement programmes dispensed to detainees. The MPS has designed a community service programme for detainees located at Petit Verger Prison to be involved in an innovative environmental project, in line with "Maurice Ile Durable Concept", relating to waste segregation, production and sale of compost.

This community service programme is an opportunity for detainees to get a job or start their own enterprise in agriculture and compost making upon release as well as for the MPS to adopt greener practices.

The participation of the community living in the vicinity of Petit Verger Prison, Pointe aux Sables, in the project, will help in the rehabilitation and reintegration process of released detainees and be sensitized on the segregation and recycling techniques of waste with ultimate objective to make way for a sustainable environment.

This project is being worked out in close collaboration with the University of Mauritius (UOM), a committed Non-Governmental Organisation and the community.

This is also an opportunity for detainees under our care to extend their contribution by paying back their debt to the community through this initiative.



National Archives Department, Ministry of Arts and Culture

In 2013, the National Archives launched the Electronic Archives System (E.A.S) and its website. The project consisted in the scanning, indexing and uploading of some 540,000 pages of the Republic's documentary heritage, which would be made available online via its website.

The project outcomes were as follows:

- (i) To prolong the life-span of the unique records through a sustainable use of same, and
- (ii) To contribute towards a paperless Republic.

As at date, some 1,100 local and foreign users are registered to use the information available in the database. Below is an extract of the feedback received:

"I have now completed a search and I would like to congratulate you all on what promises to be a very valuable resource for researchers worldwide", --- Marina Carter (English Historian and Scholar).

The successful implementation of the E.A.S project was possible with the complete support of the Ministry of Arts and Culture and the Ministry of Information and Communication Technology, including the Central Informatics Bureau (CIB), Central Information Systems Division (CISD), IT Security Unit (ITSU), Government Online Centre (GOC) and the supplier.

Participating in the PSEA competition has enabled us to:

- (i) become more mindful of our roles as public officers;
- (ii) gain a better appreciation of how to refine our services to meet our customers' expectations; and
- (iii) operate better as a team.



National Coast Guard - Headquarters, Mauritius Police Force

What lays the foundation for a robust and efficient economy of a state? How does a State derive its core energy towards constant advancement and improvement? The answer to both these fundamental questions is a function of the 'extent of aspiration' of the State towards serving the nation and the well being of its citizens.

The theory of saving the environment is a noble idea so that future generations will have a better planet than we have now. For an island state like Mauritius, it is but essential to manage its limited resources judiciously for a secure and sustainable future. The Government of Mauritius has taken initiative towards this by introducing the concept of 'Maurice Ile Durable' with its emphasis on Energy, Environment, Education, Employment and Equity which is the most direct and effective method to provide nation with a clear sense of purpose in pursuit of economic excellence. The platform of Public Service Excellence Award (PSEA) gives opportunity and reminds the members of each participating organisation their very purpose of existence and their contribution towards nation building in the broader perspective.

Delivering on the national vision the PSEA has selected the apt theme of "Maurice Ile Durable" - Adoption of modernised methods for a green Civil Service for 2013 edition. The healthy sense of competition amongst the various organisations would encourage the participants to reduce dependency on fossil fuels through increased utilisation of renewable energy which will create new employment opportunities and; thereby achieving the ultimate aim of achieving self-reliance and sustainable development, particularly in the context of SIDS (Small Island Developing States) for Mauritius.

The units of the National Coast Guard (NCG) have been a regular fixture in PSEA evaluations. The awards have given NCG visibility, a clear sense of purpose and pride in service delivery. National Coast Guard has always been at the forefront of MID initiatives and has taken decisive steps in this field in the recent past be it the plan to set up Reverse Osmosis Plants at Outer Islands of St Brandon and Agalega for fresh water to

minimise entry of bottled water on the Islands to extensive use of solar energy in most units throughout the NCG. The units of Coast Guard conduct beach cleaning campaigns on a regular basis to keep marine environment clean and safe. The steps taken to conserve and harvest rain water have delivered great dividends. Promotion of e-communication through emails has been a key focus area of the force to reduce the carbon footprint and minimize use of paper. Extensive tree plantation in NCG units in collaboration with the Ministry of Forests is being conducted as a regular program for years now. Such new ideas and efforts in pursuance of the national aim of MID shall be dedicatedly delivered by the NCG in the future as well.

With each passing year, let us hope that the participating units including that of the NCG continue to rediscover their true potential and push their envelopes to embrace modern and effective methodologies for a 'Maurice Ile Durable'.



National Environmental Laboratory, Ministry of Environment and Sustainable Development

VISION

To be an environmental laboratory of excellence accredited to international standards and to perform 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) is a division of the Ministry of Environment and Sustainable Development (MoESD). It plays a vital role in carrying out ambient air quality monitoring exercises, as well as conducting various physicochemical and microbiological analyses of environmental waters. NEL contributes in the enforcement of Environmental Protection Act with the analysis of chemical and biological parameters to ensure compliance with the environmental standards.

Accredited to MS ISO/IEC 17025:2005, NEL has a scope of accreditation covering thirty-one analytical parameters which can be presented as evidence before a court of law. Furthermore, the laboratory is certified to MS ISO 9001:2008, thus increasing customer confidence in the quality and reliability of its services.

Conscious of the need to continuously keep abreast with fast changing technologies and tools for environmental monitoring, NEL is adopting innovative laboratory techniques. Recently, the Air Monitoring Section has been equipped with a Portable Gas Analyser (PGA) which allows for the rapid and simultaneous analysis of up to twenty five different air pollutants. Likewise, the capacity of the laboratory is being strengthened by the acquisition of an Inductively Coupled Plasma Mass Spectrometer which will be useful in the determination of ultra trace levels of toxic heavy metals in the environment. Moreover, NEL will be soon acquiring fixed ambient air monitoring stations where particulate matter will be monitored over 24-hours basis at strategic areas.



Occupational Safety and Health Unit, Ministry of Civil Service and Administrative Reforms

The Ministry of Civil Service and Administrative Reforms had set up the Occupational Safety and Health Unit to ensure that State as an employer complies with Occupational Safety and Health Act and other related legislations.

To ascertain that the letter and spirit of the laws is being fulfilled, this Unit is being entrusted with the following activities:

- (i) Carry out regular visits to place of work;
- (ii) Effect safety and health audits and inspections wherever Public Officers are working;
- (iii) Carry out risk assessments;
- (iv) Organise and supervise emergency evacuation drills and simulations;
- (v) Attend to complaints;
- (vi) Investigate into accidents and incidents; and
- (vii) Sensitise Public Officers on safety and health issues.

By the very nature of our activities, lots of resources are made available to our Unit, like papers, information technological facilities, financial resources, use of electricity and water, alongside with fuel consumption when making site visits.

To ensure that our daily activities are in line with the philosophy of sustainable development and the concept of MID, our processes are being constantly streamlined to ensure that resources which are considered by economist to be limited are used judiciously.

For instance, our Unit is using less paper by either using rough papers, or internet facilities; computers are being put on standby mode when not in use. Moreover, to ensure efficient use of petrol, our 26 Safety and Health Officers are allowed a ceiling of 550 kilometres per month.

Thus, our Unit has already embarked on the long and never ending journey to improve its processes to be a World Class sustainable office.



Piton Fire Station, Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

We communicate our eco-friendly measures and ask the contribution of all partners and participants.

Staff have been sensitized to contribute in "Maurice Ile Durable".

Ecological consciousness is well under way and it is hoped that in the next decade, we will achieve a lot to reach our goals; that of becoming an ecological citizen and each one of us contributing our bit to achieve the ambition. We have already been sensitized into saving energy, adopting energy-saving bulbs in our homes, saving water by reducing consumption and harvesting rainwater for non-drinking use. We are being encouraged to plant more trees, to discontinue the use of non-biodegradable plastic bags, to stop using energy-inefficient appliances, etc.

We favor electronic communications (telephone and emails) in order to reduce unnecessary paper use.

We make sure that our staff are aware of our eco-friendly measures.

We have started awareness training and follow simple but very effective rules such as reducing the number of printers, printing double side, minimizing water and electrical usage and separating waste.



Port Louis Fire Station, Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

Fire and emergency services are facing unprecedented challenges to meet efficiency savings whilst maintaining high standards of public safety. It is clear that emergency services cannot hope to meet these challenges without working closely with industry and evolving partnerships, innovative working practices and outsourcing aspects of the service. Excellence in Fire and Emergency Awards is a celebration of innovative working practices, initiatives, partnerships and technology in the fire and emergency services.

The Mauritius Fire and Rescue Service (MFRS) operates under the aegis of the Ministry of Local Government and Outer Islands. It envisions to rendering the Republic of Mauritius safe from fire hazards and aims at protecting life and property against destruction by fire; rendering humanitarian services; giving advice on fire prevention and protection measures; and providing support in rescue operations during natural calamities and major accidents. Its prime objective is to provide prompt response to fire fighting and rescue operations such as road traffic accidents, floods etc. The MFRS is also involved in promoting fire safety awareness and providing a fire safety culture in Mauritius through talks, lectures, demonstrations and broadcast to the population.

It is to be noted that the operating environment of the Fire Services has been subject to rapid socio-economic developments following changes in the climatic environmental conditions. Officers are required, apart from attending to fires, to intervene in cases of cyclones, floods, landslides, tsunamis, industrial accidents, chemical incidents, oil spills, aircraft incidents, road traffic accidents, technical rescues and other types of disasters. Moreover, during the rescue operations, they are exposed to new types of materials, industrial processes and taller, larger and sophisticated buildings such that their work has become more complex and the officers are now faced with higher risks.

Besides extinguishing fires, Port Louis Fire Station (PLFS) responds to a wide range of emergencies to rescue people involved in road traffic collisions or trapped under collapsed structures, to deal with flooding incidents and reduce the risk from chemical spillage and other disasters.

With the introduction of information technology, the fire station extends its services through e-filing such as application of fire certificates or fire clearances thus this improvement will decrease the use of paper work and the communication channelling will be more effective and rapid. In this way, PLFS is approaching to excel in its services to the local community and the society at large.



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 long term vision of the Ministry implies 'A prosperous and sustainable Mauritius fully integrated into a peaceful, globalised and equitable world'. Our Mission includes inter alia the promotion, safeguarding and defence of the national interests of Mauritius, provision of consular services and assistance to the Mauritian Diaspora and Nationals abroad as well as developing a modern, effective and excellence-driven Ministry.

The MFARIIT is currently organised as follows:

- (a) The Foreign Affairs Division comprising of the Central Administration and six Directorates namely Bilateral I (Asia, Middle East, Far East), Bilateral II (Europe, Australasia and Americas), Bilateral III (Africa and the Indian Ocean), Political, 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 a First Secretary, four Second Secretaries and four Supporting Staff (General Service).

The main activities/services of the Protocol Directorate include among others:

- (a) Assistance to Mauritians in distress overseas;
- (b) Assistance for transfer of mortal remains to and from Mauritius;
- (c) Visa assistance to general public including students admitted to tertiary institutions abroad;
- (d) Coordinating requests from Mauritians abroad for official and civil status documents, certificate of character, driving license, etc;

- (e) Authentication of documents (Apostille) for use overseas;
- (f) Intervention in case of loss of passports and issue of travel documents to Mauritian nationals;
- (g) Visa assistance and courtesies to Mauritian delegations proceeding on official missions overseas;
- (h) Accreditation of Mauritian Ambassadors/Consuls/Honorary Consuls overseas;
- (i) Accreditation of Foreign Ambassadors/Honorary Consuls in Mauritius; and
- (j) Protocol Advice and Assistance to the State House, Prime Minister's Office, Ministries, Parastatal Bodies/Departments, Private Institutions, Religious Bodies, etc.

The Protocol Directorate is considered as the window to the public and strictly adheres to the principle of 'first impression is the last impression'. Hence, there is no stone left unturned to achieve public excellence through continuous high level service delivery with the support of modernized methods. It can be proudly highlighted that despite dealing with many highly sensitive issues, the Protocol Directorate has maintained and kept a clean track record thus earning its merited esteem vis-à-vis the public.

Our Customers range from Mauritian nationals (local & abroad), Foreigners in Mauritius, Ambassadors/Honorary Consuls/Officials/VIPS to Ministries, Parastatal Bodies, International & Regional Organisations, etc.

In view of the sensitivity of issues dealt by the Protocol Directorate as well as their urgency, there is always an effort to deliver the above service in the most efficient and effective way.

In a quest for further pursuing public excellence, the Protocol Directorate is planning to implement the ISO 9001:2008. It is strongly felt that the

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

(contd.)

Public Service Excellence Award is one of the stepping stones towards going for ISO certification. We strongly believe that our service should be EXCELLENT first before going for ISO certification. Without excellence, documenting existing procedures is synonymous to no value addition and pursuing with average service.

We would wish to highlight that the Protocol Directorate had participated in PSEA 2012 and that this experience was a very enriching one. We highly recommend such a laudable effort by the Ministry of Civil Service and Administrative Reforms. It is our belief that public service excellence should be deeply rooted in each Civil Servant so that this concept of 'Excellence' is reflected at the Ministry's level and its service delivery.



Registrar General's Department, Ministry of Finance and Economic Development

The Registrar-General's Department has undertaken several reform projects which have helped to implement environment-friendly concepts so as to achieve the theme "Maurice Ile Durable - Adoption of modernized methods for a green Civil Service".

With the implementation of the Deeds Component of Land Administration, Valuation and Information Management System (LAVIMS), this Department has reduced the use of paper by 50%. Stakeholders have to submit only one original deed instead of one original plus one copy for registration.

The office has been refurbished and old dusty and torn carpets are being removed and replaced by tiles.

Paper Registers have been laminated to eliminate bookworms and dust.

Following the implementation of the digitization project, all registers have been removed and archived on another floor.

Partitions containing asbestos have been removed according to protocol set up by the Prime Minister's Office.

Following renovation, the two mess rooms are now clean and tidy, free from cockroaches and other pests.

Under the Mauritius eRegistry Project (MeRP), the remaining 50% of use of paper will be eliminated through e-registration, e-payment and e-delivery of documents, thus moving the Department from a paperbased to a paperless organisation.

All these measures have thus helped to create a cleaner and greener environment.



Renal Dialysis Unit, Souillac Hospital, Ministry of Health and Quality of Life

The Renal Dialysis Unit was opened in April 2012. It is equipped with 16 haemodialysis 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 specialized dialysis services for patients. We also provide exemplary personalized 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 individualized 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 specialized 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 2013 has directed us towards inspiration, motivation and perfection to strive for Excellence.



Sir Abdool Razack Mohamed State Secondary School, Ministry of Education and Human Resources

Sir Abdool Razack Mohamed State Secondary School leaves no stone unturned in the endeavour to realise the theme “Maurice Ile Durable – Adoption of modernised methods for a green civil service”. As a centre of excellence and innovation, goals of education are revisited through various means to help our students develop skills to become 21st century learners so as to ensure a sound societal and economic development. One of the ways has been the setting up of the MID Club to promote the culture of green school and also to revisit habits for a greener Mauritius.

The setting up of IT facilities at school, has helped to a very large extent in the reduction of paper utilisation. For instance, online reporting through a LAN System and in-house developed software for online mark sheets and academic performance audit, have proved our commitment for a green Civil Service. Furthermore, these actions have helped the school to obtain another international title “Mentor School” by Microsoft Partners in learning program (the only educational institution to have this title in Mauritius so far).

Sir Abdool Razack Mohamed SSS is trying to become a “SMART SCHOOL” by adopting and adapting eco-friendly measures through simple actions.



Communication Tools

Service Mobile d'Urgence et de Ré-animation (SMUR), Dr A. G. Jeetoo Hospital, Ministry of Health and Quality of Life

The SMUR of Dr A. G. Jeetoo Hospital is the busiest and most demanding Emergency Service Provider on the island of Mauritius. With more than 20 years of experience, we are committed to serve the people of Mauritius with the best emergency care and limited resources.

The staffing consists fully trained and qualified personnel from the prestigious University of Bordeaux II and are devoted towards the inhabitants of Mauritius.

Our main tasks are to:

- (i) provide rapid and appropriate Emergency Care to the critically ill patient;
- (ii) transfer of critically ill medical escort for the intensive care patient (for surgical intervention abroad);
- (iii) patients from private to public hospital; and
- (iv) inform/educate the citizen of Mauritius, the type of service we provide (schools, Salon de la Santé, etc.).



Social Security Offices (St Pierre Social Security Office), Ministry of Social Security, National Solidarity and Reform Institutions

With a view to developing a modern, high quality and sustainable public service and adopting an innovative as well as environment-friendly means of service delivery, the Ministry has embraced the concept of “Maurice Ile Durable” in the design, construction and electrification of 3 State of the Art National Pensions Fund (NPF) buildings, with a mixture of traditional fossil energy sources and renewable energy sources.

The buildings have environmental-friendly attributes such as coloured aluminium and sun reflective glass, full LED lighting indoor and outdoor, acoustic false ceiling and a skydome for natural light and ventilation.

The systems in place will lead to the reduction of cooling and lighting loads through climate-responsive design and conservation practices. In addition, the selection of energy efficient electrical devices (Energy Star rated) are to be used inside the buildings. The Ministry has also emphasized the use of interior designs and materials to increase the comfort of its officers and clients.

A Photovoltaic System is included on each building which will cater for about 70% of the energy demand. In short, the buildings cater for all aspects of modern and contemporary buildings, combining esthetical appeal with ecological design/characteristics and emphasising on key features crucial for modern and customer-oriented services.



St Aubin Fire Station, Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

The concept of "Maurice Ile Durable" is to consolidate and further move along a sustainable trajectory and into a green future and with primary focus on reduction of our dependence on fossil fuels, increase in energy efficiency and mitigation of climate change and increase use of information technology.

Our organisation is also laying much emphasis with the full collaboration of our entire staff to implement the concept "Maurice Ile Durable" at the Station. It is undeniable that information technology has come as a blessing and has revolutionised many countries in the world including Mauritius. The Mauritius Fire and Rescue Service has made tremendous effort to computerise our department. Consequently, all stations and the different related departments have been provided with computers and laptops. Our organisation is motivating and encouraging its staff to become computer literate by sponsoring them free IC3 courses. Some task that earlier took much more time is nowadays carried out at an incredible speed such as sending memo, urgent information, written and other online information and feedbacks. Therefore, many urgent matters are being dealt efficiently, timely and promptly. Our staff is definitely making utmost and efficient use of information technology resulting in reduced use of paper, instant availability data and time management.

The "Go Green Concept" was being launched by the Government to reduce the effect and impact caused by global warming through deforestation, industrialization, pollutions and many others. The "Go Green Concept" has inspired our Station to really go for green. Different varieties of ornamental plants, fragrant flower trees have been planted, embellished and managed by the staff at Station. They are very much committed to it. Seasonal fruits, too, will shortly be planted. Focus is also made on cleanliness and tidiness of the Station and its yard. The use of plastic bags and bottles are on the decline as they are one of the major cause to environmental pollution. All wastes are compiled and are kept in a designated litter area. One of our future project is composting part of the wastes to enable their use on plants for growth, vitality and fructification.

Electricity management is a major concern at station to reduce cost, unnecessary and excessive use. Consequently, traditional bulbs have been replaced by low energy consuming economical bulb. Electrical apparatus, fans, microwaves and air conditioner are being diligently and frugally used. We are also looking forward to solar water heaters in replacement of electric showers which consumes high electrical current. We also want to produce our own electricity through photovoltaic panels and manage our own electricity.

We really hope that the concept "Maurice Ile Durable" be adopted not only by our service but by all bodies, industries, companies, institutions and many others in Mauritius. Confidently, the concept "Maurice Ile Durable" will definitely reflect our beautiful island in future. That will be our pride and to all Mauritian.



The Treasury Accounting System (TAS) Unit, The Treasury, Ministry of Finance and Economic Development

Integrating sustainability into the business model is a way forward for a greener Civil Service and in this vein, the Treasury has undertaken the following:

- 1. Streamlining processes and reducing paper usage**
TAS processes were streamlined with a view to enhance operational efficiency and reduction of printed reports by Ministries/ Departments and submission of soft copy listings to banks.
- 2. Infrastructural technologies**
GINS infrastructure is optimised to access TAS instead of acquiring additional energy consumption equipment.
- 3. Sensitisation for efficient use of energy/paper**
Staff were sensitised to make good use of energy and encouraged to minimise usage of paper.
- 4. Use of Green IT Equipment**
Personal Computer/Notebooks/Printers compliant with energy efficiency and eco-friendly form part of the procurement specifications.

Benefits by participating in the Public Service Excellence Award

The structure of the Excellent Award document highlights critical milestones which may help for a self-assessment exercise.

Involvement of staff has fostered teamwork as the document entails information gathering. There has also been value-added input from staff for ways and means to better serve customers.

Participating in the excellence award process is also a way to promote business effectiveness and demonstrate commitment to quality and harnessing a participative practices culture.



Training Unit, Coromandel Fire Station, Mauritius Fire and Rescue Service, Ministry of Local Government and Outer Islands

The Training Unit of the Mauritius Fire Rescue Service (MFRS) is located at Coromandel Fire Station.

The Training Unit has developed its own vision and mission objectives towards creating a learning culture so that all MFRS personnel have adequate knowledge, skill and attitude to effectively cope with emergencies, making a fire conscious Republic of Mauritius and that all professional and technical organisations and enterprises maintain a high level of fire safety standard in their working environment.

The unit is innovating towards the green concept based on the five 'Es' by increasing and upgrading the following:

1. Environment

- (i) Encourage in the plantation of trees/ornamental plants in the working premises
- (ii) Reduce emanation of carbon dioxide whilst setting fires during training in the Breathing Apparatus Chamber
- (iii) Foster cleanliness and tidiness at the workplace
- (iv) Reduction of paperwork by limiting the issue of handouts to participants attending training by issuing soft copies of lecture notes (providing CDs and or e-mailing)

2. Energy

- (i) Use of natural light
- (ii) Limit the use of air conditioners by making use of cross ventilation (winter)
- (iii) Banning the use of electric shower and replaced by solar heaters
- (iv) Nominate daily orderly to ensure that there is no wastage
- (v) Air-conditioners are regularly maintained
- (vi) Electric appliances not in use are shut-off instead of keeping them on stand-by mode
- (vii) Use passwords in computers and printers to monitor any abuse

3. Education

- (i) Promote concept of 'Maurice Ile Durable' in the training curriculum
- (ii) Set a standard with a good working culture to harmonise the working environment

4. Employment

Optimise resource person based on their competencies

5. Equity

All staff are treated in fairness

By participating in the Public Excellence Award, the Training Unit and its customers have become fully conscious of the importance of adopting the "Maurice Ile Durable" concept, thus focusing towards both cultural diversity and biodiversity which is one of the root of development not only in terms of economic growth, but also as a means to achieve a more satisfactory intellectual, emotional, moral and spiritual existence.



Wooton Social Welfare cum Resource Centre, Ministry of Gender Equality, Child Development and Family Welfare

The Social Welfare Division of the Ministry of Gender Equality, Child Development and Family Welfare manages (a) 57 Social Welfare Centres (SWCs) throughout the island (b) the Home Economics Unit and (c) the Dressmaking/Crafts Unit.

At field level, the centres are under the responsibility of management committees and field officers. The objective of SWCs is to “further health, advance education, provide facilities for mental and physical training and generally for recreation, social, moral and intellectual development”. SWCs with all age cohorts in the community including children, youths, women, men, senior citizens and persons with disabilities.

Over the years, the management team of the centres have strengthened their management skills resulting in the centres experimenting with new work techniques when formulating programmes for the community.

The new modern approaches aim at:

- (a) Energy saving - Officers have been encouraged to decrease the use of electricity in spaces such as offices, toilets, corridor, etc where natural light is available.
- (b) Communication with field officers and other stakeholders has been facilitated to include less costly channels such as SMS, e-mails etc, in order to cut down on the use of papers. The paperless approach to management is viewed as cost effective and less time consuming.
- (c) In line with Government Policy for food security and healthy eating, Community Kitchen Gardens have been set up at 31 SWCs and an additional number of 9 centres are being targeted this year. The Community Kitchen Gardens serve as platforms to train/educate the community on the use of available space for growing vegetables and fruits and for testing latest and more economical production techniques using recycled materials such as plastic bottles, empty cans etc. Moreover, the community is educated on natural compost making with the help of AREU.

- (d) The Home Economics Unit of the Division has set up 25 Agricultural Women Clubs involving more and more women in agriculture and thus helping them to improve the quality of their food and to supplement their home budget by selling the surplus. Income-generating activities are encouraged through the organisation of monthly “Foirees Artisanales”, national and regional Sales Exhibitions so as to enable women to sustain their production.
- (e) Rain water collection is being encouraged at SWCs. Thus, a rain harvester with the support of the Ministry of Environment and Sustainable Development has been fixed on a pilot basis at the Plaine des Papayes SWC and the project is being extended to Wooton, Plaine Magnien, Caroline and Grand Bay SWCs in the near future. The water collected from the rain harvester at Plaine des Papayes is used for watering the community kitchen gardens and for cleaning pavements etc, thus resulting in a 20% to 30% decrease in monthly water bill.
- (f) Water filter system is used at two SWCs – Quartier Militaire and Wooton so as to encourage drinking of safe water by staff and customers and cutting down on cost of refreshments.
- (g) Recycled materials (old cloth, used cans, etc) are encouraged during training in crafts among women and the community. Moreover, paper bags (instead of plastic bags) are produced at the Production Unit of Wooton and used for customers in their Boutique.

Moreover, participation in the Public Service Excellence Award is seen as a benchmark for measuring variables at centres such as efficient management, quality programme development and service delivery. The Plaine des Papayes Production Centre cum Sales Outlet which trains women in food processing techniques and enables them to market/sell their products participated in the Public Service Excellence Award 2012. By taking part in this award process, the participating organisation has been able to upgrade the quality of its services and programmes as follows:

Wooton Social Welfare cum Resource Centre, Ministry of Gender Equality, Child Development and Family Welfare

- (a) Clear understanding of the vision and mission of the centre;
- (b) Enhanced teamwork;
- (c) Common shared values that lead to a work culture that is goal oriented;
- (d) Improved interaction with customers and reinforcement of active listening skills among staff to their needs, concerns and priorities; and
- (e) A Green-Mauritius Culture through the setting up of an Agricultural Women's Club and a Community Kitchen Garden to involve more and more women and their families in kitchen gardening by using environmentally sound devices (rain harvesting and natural composting, etc).



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