

Ministry of Civil Service and Administrative Reforms

# Public Service Excellence Award 2014

*Recognising Innovation and Excellence*







Ministry of Civil Service and Administrative Reforms

# Public Service Excellence Award 2014



*Strategic Planning & Objectives*  
*Customer Centred Delivery*  
*Leadership & Team Spirit*  
*Efficiency & Effectiveness*  
*Innovation & Improvement*





# Messages

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*From:*

**The Right Honourable Sir Anerood Jugnauth, GCSK, KCMG, QC**

Prime Minister

Minister of Defence, Home Affairs

Minister for Rodrigues and National Development Unit

**The Honourable Alain Wong, MSK**

Minister of Civil Service and Administrative Reforms

**Sateaved Seebaluck, GOSK**

Secretary to Cabinet and Head of the Civil Service

**Junaid Muslun**

Managing Director, Pick 'N' Eat Ltd - KFC

Chairman, Panel of Jury





## Message

*From:*

**The Prime Minister**

As you are all aware, my Government has pledged to bring about a transformational change in the public service through the introduction of a series of cutting-edge measures with focus on Human Capital Development, streamlining of processes and optimization of Information and Communication Technologies.

I am therefore pleased to associate myself with the 2014 edition of the Public Service Excellence Award through which we are recognizing and celebrating the shining examples of excellence in our public service. I believe that good work and success must be rewarded, as it is a powerful source of motivation and, together with other reform measures which my Government is initiating, it can contribute to creating a high performing civil service.

As a nation we have some tough challenges lying ahead, but as you already know, my Government has, in its 2015-2019 Programme and the 2015/2016 Budget, announced a host of measures to prepare and help the country address the current and upcoming challenges. However, as I stated recently in my Economic Mission Statement, the success in delivering on our economic agenda will largely depend on our mindset and the determination to make things happen.

I therefore reiterate my appeal to all civil servants to be active drivers in the nation building process. The business-as-usual attitude will simply not be acceptable. I want you all to adopt a new mindset that focuses on national targets rather than on routine administrative jobs. I expect civil servants to act as facilitators, to be efficient and creative so as to respond to the new priorities and realise the socio-economic transformation envisioned by Government.

I am glad to note that the theme chosen for the 2014 edition is "Leading the Public Service to Higher Productivity". I consider this to be a very appropriate theme at a time when the Government is focusing on economic growth and job creation. It is indeed imperative for the civil service to re-engineer itself and move to higher level of productivity so as to become an important and effective contributor to the social and economic advancement of the nation.

I commend the contribution of Mr Junaid Muslun, Chairperson of the panel of Jury and his team of assessors for their contribution in the adjudication exercise.

I also wish to congratulate the winners of the Public Service Excellence Award 2014. Of course there are more examples of excellence in our civil service than the Award reveals every year, and I seize this opportunity to thank those civil servants for responding to the everyday challenges and for the work they are doing collectively at the service of the nation.

**The Right Honourable Sir Anerood Jugnauth, GCSK, KCMG, QC**  
Prime Minister  
Minister of Defence, Home Affairs  
Minister for Rodrigues and National Development Unit







## Message

From:

### **The Minister of Civil Service and Administrative Reforms**

The theme chosen for the Public Service Excellence Award (PSEA) 2014 : **“Leading the Public Service to Higher Productivity”** is of high relevance to Government’s vision for the public service. We need a Civil Service which efficient, creative, proactive and which can without any difficulty cope with the changes which we are witnessing locally and internationally. I am glad that this vision has been reiterated by the Right Honourable Sir Anerood Jugnauth, GCSK, KCMG, QC, Prime Minister of the Republic of Mauritius. He is absolutely right in saying that public officers must be active drivers in the nation building process. We should put an end to this mindset of doing the strict minimum and routine administrative works only. We should be able to accomplish the extra mile which will make the difference in the delivery of service to our Nation. And I can give the assurance that we are already seeing the green shoots of this change.

The Public Service Excellence Award, which is an annual event, is meant to recognize innovation and excellence at the level of Ministries / Departments. This year’s theme is therefore of utmost significance as it will enable us to identify the Department which have already taken bold initiatives to achieve the excellence aimed by Government live up to the expectations of our citizens.

For this present edition, 52 organizations of the public Service have enlisted themselves for the competition from which there will be only one winner. I truly believe that the other organizations and departments also have qualities which deserve to be praised. To those organizations, I would say that they must keep on improving. And I am sure that the Jury members will come with a “special mention award” to recognize the efforts of those ministries and departments which have made significant efforts to improve the standards.

I would also like to seize this opportunity to pay tribute to the Panel of Jury which has had the huge responsibility of evaluating the 52 proposals and designating the winner. I am grateful to these members of the high level Jury panel, especially those who come from private companies. These people who have known success in their respective field of activities have accepted to sacrifice their valuable time and their own work to make their own judgement of the tasks accomplished by public entities and departments. Their observations are most welcome as it will help to pave the way for improvements in the service delivery in the public sector. It is also a good start for the collective efforts required from the public service and the private sector to make the Second Economic Miracle a reality and a success.

Congratulations to the PSEA 2014 Winners.

### **The Honourable Alain Wong, MSK**

Minister of Civil Service and Administrative Reforms







## Message

From:

### **The Secretary to Cabinet and Head of the Civil Service**

It gives me immense pleasure to reach you through this souvenir magazine dedicated to the Public Service Excellence Award 2014. Ever since its introduction in 2006, this Award has grown in popularity as evidenced by the record number of entries for the 2014 edition. Over the years, the Award has indeed helped us to highlight and celebrate the excellent examples of dedication, commitment, team spirit and professionalism in our public service.

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

I believe that, together with the Performance Management System, the Public Service Excellence Award is an effective way of creating a responsive and high performing public service, fit for the 21<sup>st</sup> century.

As you are all aware, since December last, we have a new Government and a new Programme with the overarching objective of achieving meaningful change and shaping a second economic miracle in the interest of one and all. The Government has also announced a host of measures in the 2015-2016 Budget to address the current and upcoming challenges. Moreover, in his recent Economic Mission Statement while launching his Vision 2030, the Prime Minister defined the new priorities of the Government and also indicated his expectations from public officers.

The public service will therefore have to line up with the new policies and priorities of the Government with renewed commitment and determination and deliver on them.

It is generally acknowledged that the level of development of a nation is very often a reflection of the performance or non-performance of its public service. Stories of failed governments are often also the stories of their failed public services. It is therefore our duty to reengineer our public service into an important and effective contributor to the social and economic advancement of the nation. We must not forget that we cannot build the Mauritius of tomorrow with the public service of yesterday.

The challenges lying ahead are daunting indeed, but I have every reason to believe that, as in the past, the public service will, once again, rise up to the challenge with its usual distinction.

I congratulate the winner of the 2014 edition of the Public Service Excellence Award. I also wish to thank all those who made an effort to participate.

**Sateaved Seebaluck, GOSK**

Secretary to Cabinet and Head of the Civil Service





## Message

*From:*

### **The Chairman, Panel of Jury**

I am honoured to have been chosen to be the Chairperson of the Jury Panel of the 8th Edition of the Public Service Excellence Award – where the focus this year is “Leading the Public Service to higher productivity”.

Firstly, I would like to thank members of the Jury for their contribution and all the participants for their initiative to participate and their willingness to improve their productivity. I also thank the staff of the Ministry for their prompt and excellent support.

During our different visits to the participating organisations/ departments, members of Jury experienced a warm welcome and great hospitality and we are thankful to the participants.

This year we had some 52 participants, and obviously not all participants are at the same level. But many organisations/ departments where we have been, the members of the Jury Panel, were amazed by the commitment, motivation and professionalism of the participants. Others are doing a marvellous job with limited resources. This Excellence Award has given an opportunity to the participating organisations/departments to assess their services to the public and take corrective action to improve their services; because this competition is not an end in itself.

We must build a culture of ‘health sense of dissatisfaction’, where we built on our achievements to motivate our team, and also challenge the status quo so that we get better and better over time.

I would like to seize this opportunity to thank, the Honourable Alain Wong, Minister of Civil Service and Administrative Reforms, and his Ministry, for their trust in the members of the Jury Panel.

On behalf of the Members of the Jury Panel and in my personal name, I wish that in the years to come we have more participants and that we bring the Public Service Excellence Award to another level.

### **Junaid Muslun**

Managing Director, Pick ‘N’ Eat Ltd - KFC  
Chairman, Panel of Jury



# PANEL OF JURY

## Chairman

### **Junaid Muslun**

Managing Director, Pick 'N' Eat Ltd - KFC

## Members

### **Krish Ponnusamy, CSK**

Former Senior Chief Executive

### **Navin Peerthy**

Regional Director, Samsung Electronics SA (Pty) Ltd

### **Dev Appalswamy**

Officer in Charge & Head Training, Operations & Corporate Services, NPCC

### **Mrs Aisha Allee-Mosaheb**

Managing Director, Blast Communications Ltd

### **Mrs Pria Thacoor**

Managing Director, P & P Link Saatchi & Saatchi

### **Lawrence Wong Tak Wan**

Managing Director, La Trobe Co. Ltd

### **Radha Krishna Sadien, MSK**

President, State and Other Employees Federation





**Panel of jury**

*From left to right: Mr Dev Appalswamy, Mr Lawrence Wong Tak Wan, Mrs Aisha Allee-Mosaheb, Mr Junaid Muslun, Mrs Pria Thacoor, Mr Krish Ponnusamy, Mr Radha Krishna Sadien, Mr Navin Peerthy*

# The Public Service Excellence Award Scheme

## Objectives

The objectives of the Public Service Excellence Award (PSEA) 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
- Promote a performance-oriented, customer-centric, accountable and environment-conscious public service.

## Awards

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

- Strategic Planning and Objectives
- Customer Centred Delivery
- Leadership and Team Spirit
- Efficiency and Effectiveness
- Innovation and Improvement.

The winner of the PSEA 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 PSEA. The winner of the 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 seven members from both public and private sector organisations and trade unions, is 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
- Final assessment by Panel of Jury.



# Winner of the *Public Service Excellence Award 2013*

## **Petit Verger Prison, Mauritius Prison Service**

Ever since its inception, this has been the first time that the Mauritius Prison Service (MPS) won the Public Service Excellence Award. Since then, the staff of the MPS have been motivated in their quest for excellence in service delivery.

The MPS is undergoing processes of transition, renewal, reform and standardisation that demand new knowledge, shared experiences, exposure benchmarks, skills and leadership abilities in order to meet the new challenges and take advantage of the new opportunities.

The MPS Strategic Plan set new and clear goals in which the main focus is to reduce re-imprisonment and move prisons away from 'warehousing' prisoners to a 'corrections' model of imprisonment.

The MPS adopts a forward-looking model of imprisonment that recognises the diverse needs of prisoners and the community. This model is based on the principle that while imprisonment serves as a punishment for crime, it also provides an opportunity to maximise prisoners' potentials to positively, confidently and safely reintegrate their families and communities after release.

The Payback Mauritius is an innovative initiative designed to motivate detainees to engage in constructive activities through community service and continue to play an important role in maintaining strong links within the community. The initiative has also proved to be an efficient means to offset the rising cost of imprisonment.



# Winners in Sub-Categories 2013

## Customer Focus Award



Gastro Intestinal Endoscopy Unit,  
SSRN Hospital

## Innovation and Improvement Award



Sir A. Razack Mohamed State Secondary School



*... of the Public Service Excellence Award 2013*

**Effectiveness and Efficiency Award**



Forensic Science Laboratory

**Leadership and Team Spirit Award**



National Coast Guard Headquarters



# The Public Service Excellence Award 2013

... Special Mention by the Panel of Jury

## Customer Focus Award



Wooton Social Welfare Centre

## Innovation and Improvement Award



Assay Office

## Effectiveness and Efficiency Award



Entomology Division

## Leadership and Team Spirit Award



Haemodialysis Unit, Flacq Hospital



# *The Public Service Excellence Award 2013*

## *... Special Jury Award 2013*



National Archives Department



Registrar General's Department







**Ministry of Civil Service and Administrative Reforms**

# **Public Service Excellence Award 2014**

**Regional and International Awards**

# 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 in 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 AAPAM Award 2014, the following two organisations submitted their entries:

- Ministry of Education and Human Resources, Tertiary Education and Scientific Research
- Corporate and Business Registration Department.

## • 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; and
- 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 Improvements*".

For year 2012, the Health Inspectorate, Ministry of Health & Quality of Life won the *Special Chairperson's Award* for the project "Microbiological Rapid Testing" during the 8<sup>th</sup> African Union Conference of Ministers of Public/Civil Service held in Brazzaville, Republic of Congo on 25 July 2013.



# Regional and International Awards

(contd.)

## • Commonwealth Association for Public Administration and Management (CAPAM) Award

The CAPAM Award is organised every two years since year 2008. 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
- 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 since 2007. 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 23<sup>rd</sup> 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 2015, six organisations submitted their participations:

- Central Informatics Bureau
- Corporate and Business Registration Department
- Mauritius Fire and Rescue Service, Ministry of Local Government
- Sir Abdool Razack Mohamed SSS
- Gastro-Intestinal Endoscopy Department
- Mauritius Prison Service.



**Public Service  
Excellence Award  
2014**





Republic of Mauritius

## PUBLIC SERVICE EXCELLENCE AWARD 2014



**MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS**

*...for a professional public service committed to excellence*

The theme for the 2014 edition of the Public Service Excellence Award is **"Leading the Public Service to Higher Productivity"**.

With the increasing literacy rate and emerging opportunities for skills development, citizens of the Republic of Mauritius are demanding from public organisations a high standard quality service.

To validate its *raison d'être* as an efficient and effective service facilitator and provider, the Mauritian Public Service needs to reposition itself to provide tailor-made services to meet the requirements of its customers - the citizens.

Public Service Organisations need, therefore, to revamp their current processes, adopt state-of-the-art technologies and instill a culture of change within available resources with a view to stand out as a model and live up to the expectations of increasingly exigent citizens.

Organisations need to adopt strategic ideas, initiatives and intelligent tools coupled with optimum use of available resources so as to offer more citizen-centric services. The Public Service needs to modernise its services by laying emphasis on citizens' needs, customisation of services delivered, understanding and responding to the users' multifarious requirements.

The Public Service Excellence Award, therefore, aims to reward those organisations which have successfully put in place reform measures and policies and established flexible and result-oriented processes for an effective service delivery.







Ministry of Civil Service and Administrative Reforms

# Public Service Excellence Award 2014

## Participating Organisations



# Participating Organisations

## **Accident & Emergency, Health Records Department**

Flacq Hospital, Ministry of Health and Quality of Life

## **Assay Office**

Ministry of Industry, Commerce and Consumer Protection

## **Case Noyale Social Welfare Centre**

Ministry of Social Security, National Solidarity and Reform Institutions

## **Central Health Laboratory**

Victoria Hospital, Ministry of Health and Quality of Life

## **Citizens Advice Bureaux Network**

National Development Unit, Prime Minister's Office

## **Civil Status Division**

Prime Minister's Office

## **Climate Change Information Centre**

Ministry of Environment, Sustainable Development, and Disaster and Beach Management

## **Coromandel Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Corporate and Business Registration Department**

Ministry of Finance and Economic Development

## **Curepipe Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Diabetes and Vascular Health Centre**

Souillac Hospital, Ministry of Health and Quality of Life

## **Energy Services Division**

Ministry of Public Infrastructure and Land Transport

## **Entomology Division**

Ministry of Agro Industry and Food Security

## **Fire Safety Division**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Flacq Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Flacq Haemodialysis Unit**

Flacq Hospital, Ministry of Health and Quality of Life

## **Forensic Science Laboratory**

Prime Minister's Office

## **Gastro-Intestinal Endoscopy Department**

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

## **Grand Bois Police Station**

Mauritius Police Force

## **Human Resource Development Division (HRDD)**

Ministry of Civil Service and Administrative Reforms

## **L'Escalier Social Welfare Centre**

Ministry of Social Security, National Solidarity and Reform Institutions

## **Legal Metrology Services**

Ministry of Industry, Commerce and Consumer Protection

## **Mahebourg Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Main Control Room**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Mare Tabac SILWF Social Welfare Centre**

Ministry of Social Security, National Solidarity and Reform Institutions

## **Mauritius Business Growth Scheme**

Ministry of Business, Enterprise and Cooperatives

## **Mauritius Meteorological Services**

Prime Minister's Office

## **Ministry of Social Integration & Economic Empowerment**

## **National Coast Guard - Headquarters**

Mauritius Police Force

## **Nursing Division, Service Mobile d'Urgence et de Réanimation (SMUR)**

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



# Participating Organisations

## **Occupational Safety & Health Unit**

Ministry of Civil Service and Administrative Reforms

## **Paediatric Unit Ward 1-2**

Flacq Hospital, Ministry of Health and Quality of Life

## **Piton Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Police Information and Operations Room**

Mauritius Police Force

## **Port Louis Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Protocol Directorate**

Ministry of Foreign Affairs, Regional Integration and International Trade

## **Quatre Bornes Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Registrar General's Department**

Ministry of Finance and Economic Development

## **Registration, Public Relations & Hot Line Unit**

Cooperatives Division, Ministry of Business, Enterprise and Cooperatives

## **Rivière du Rempart Police Station**

Mauritius Police Force

## **Saint Aubin Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Sea Based Unit**

Tourism Division, Ministry of Tourism and External Communications

## **Sir Abdool Razack Mohamed SSS**

Ministry of Education and Human Resources, Tertiary Education and Scientific Research

## **Sir Leckraz Teelock State Secondary School**

Ministry of Education and Human Resources, Tertiary Education and Scientific Research

## **Smoking Cessation Clinics**

Souillac Hospital, Ministry of Health and Quality of Life

## **Study Mauritius Office**

Ministry of Education and Human Resources, Tertiary Education and Scientific Research

## **Tamarin Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **The Treasury**

Ministry of Finance and Economic Development

## **Training Unit, Coromandel Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Triolet Fire Station**

Mauritius Fire and Rescue Service, Ministry of Local Government

## **Trou aux Biches Police Station**

Mauritius Police Force

# Accident & Emergency, Health Records Department

## Flacq Hospital, Ministry of Health and Quality of Life

**Y**ear 2014 has been the most challenging year for my department and my career. The approval of improvement of counter/customer services scheme project has largely contributed in providing better health care services to patients in an enhanced environment.

Prior to the implementation of the above, the Health Records Accident & Emergency Department, also known as the window shop of the hospital, did not really reflect the reality. However several changes had to be brought to the infrastructure design so that it can meet the Department's objectives that is provision of timely, effective and efficient services to patients attending this Department for accident and emergency care, while at the same time maintaining Health records of patient in a standardised and professional way. Likewise, prison-like cell counters, furniture which were old, broken and obsolete were removed to give way to modern counters and furniture with specific emphasis being laid on customer satisfaction and health & safety considerations for patients as well as staff. In addition to that, the participation in the *Public Service Excellence Award* has guided me towards a clear sense of direction through which teamwork has been reinforced, customer-centric and eco-friendly measures have been adopted to better meet the aims and objectives of the Department.





# Assay Office

## Ministry of Industry, Commerce and Consumer Protection

**T**he Assay Office operates under the aegis of the *Ministry of Industry, Commerce and Consumer Protection*. Its main function is to regulate the manufacture, sale and importation of jewellery made of gold, silver and platinum and their alloys as well as precious and semi-precious stones.

The Assay Office operates two laboratories:

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

### Leading the Public Service to Higher Productivity

The Assay Office has implemented a Quality Management System and has recently been ISO 9001: 2008 certified by the Mauritius Standards Bureau. This certification aims at improving our productivity and efficiency within the organisation. It also ensures that we meet the needs of our customers by improving our service delivery.

Participation in the *Public Service Excellence Award* has provided us with the opportunity to innovate and modernise our service delivery.





# Case Noyale Social Welfare Centre

## Ministry of Social Security, National Solidarity and Reform Institutions

**T**he Case Noyale Social Welfare Centre is located in a coastal village, in fact a deprived locality in the district of Black River. The local inhabitants are mainly fishermen and labourers by occupation. In the formulation of programmes/activities at Centre level, much emphasis is placed on social empowerment and preventive aspect of social work.

The main objective of the Centre is to promote welfare and empowerment of people through community-based programmes. The Centre also helps to promote and sustain lifelong training and learning through needs-based programmes and social accompaniment.

The Case Noyale SWC, like other Social Welfare Centres, caters for the needs of a wide variety of target groups from womb to tomb e.g. senior citizens, women, youth, children, babies, students, entrepreneurs, sports practisers & people involved in social, literary, cultural, cooperatives & philanthropic activities etc. There has been a significant and positive evolution of activities and services offered by the Case Noyale SWC during recent years.

The centre is equipped with a boxing ring to encourage the youth of the locality to engage in healthy sport activities. A multimedia room in collaboration with the Lions Club of Rivière Noire is put at the disposal of the public for initiation to Information Technology courses and internet facilities. A mini library has been set up in collaboration with National Empowerment Foundation to encourage a reading culture among the community members. An 'open air theatre' has been constructed with the support of Ministry of Local Government to provide a platform to exhibit artistic talents. 'Ecole de Musique et Danse Traditionnelle' has been set up to identify and promote artistic talents at local level.

### **Hereunder is a list of the Programme of Activities held at Case Noyale in 2014:**

- Training courses: Knitting, Fancy Jewelry, Adult Literacy & IT Course.
- Information/Education Sessions: Talks, Workshops, Sensitisation Campaigns, Adult Education and DVD/Film Show Projections.



- Literary Programmes: Quiz, Story Telling, Mini Library Service/ Reading Skills, Newspaper and Television with Parabole channel.
- Income Generating Activities: Participation in Sales Exhibition at centre level and Regional level, Participation in sales activities of National Women Entrepreneurs Council and National Exhibition organized by the Ministry.
- Indoor/Outdoor Games: Table Tennis, Domino, Scrabble, Lotto, Carom, Petangue, Billard.
- Recreational/Leisure Activities: School holiday/Creativity programmes for children, Educational tours, Exchange programmes, Fun games, intergenerational activities (youth/elderly).
- Health Programmes: Yoga, Zumba, Healthy Lifestyle, Boxing.



# Case Noyale Social Welfare Centre (contd.)

- Celebration of Annual Events: International Women's Day, National Day, International Day of Families, International Environment Day, Christmas Party/Distribution of Toys to needy children, World Food Day, Mother's Day, Grandparents' Day, World Health Day, International Day for the Disabled and International Volunteers Day.
- Cultural Programme: Group Prayers, Spiritual sessions, Interfaith meetings, Courses in Dance, Guitar, and Traditional and Segga Dance.
- Community Services: Hire of Tarpaulins, Tubular frames, chairs, trestles, use of premises, television (access to Parabol) and DVD shows.
- Associations meeting at the centre: Senior Citizens Association, Socio-Cultural Groups, Youth Association, Women Association, Health & Nutrition Club, Community Support Group for the Elderly and Grandparents Club.

## Reasons for participating in the Competition

- (1) Having substantially contributed in lifting up the three Social Welfare Centres in terms of infrastructure, innovative activities for vulnerable groups and new target groups, the decision to participate was inevitable.
- (2) It was imperative that some innovative ideas, projects and activities are adequately publicised to impart knowledge and experience to similar organisations.
- (3) The participation was in itself an impulse for more motivation, commitment and willpower for me and my dedicated staff.
- (4) The participation was a very challenging experience to improve. Winning was secondary. The main objective was to share innovative ideas and impart knowledge and skills.





# Central Health Laboratory

## Victoria Hospital, Ministry of Health and Quality of Life

**T**he Central Health Laboratory provides extensive services in the broad disciplines of pathology. The Biochemistry department performs within the framework of the Central Health Laboratory and provides a comprehensive service including routine chemistry, endocrinology and metabolic disorders, diabetes care, oncology, allergy testing, paediatric biochemistry and therapeutic drug monitoring. It is committed to medical laboratory service, research and education.

The department is also responsible for Quality Assurance Schemes for central and regional Biochemistry departments of the hospitals of the Ministry of Health and Quality of Life. Laboratory analysis of blood and other body fluids is performed using a range of techniques requiring a high degree of technical and scientific expertise for the operation of highly sophisticated, multi-channel automated analytical systems. The department also provides a clinical advisory service. There is close liaison with clinicians and other healthcare personnel within the hospital, the community and regional hospitals to ensure best practice in the use of the biochemistry service. A research unit has been set up within the department where projects on major health issues such as chronic Non Communicable Diseases with emphasis on obesity related disorders are investigated. Through a policy of continuous learning, members of the staff are encouraged to participate in research projects and study for higher degrees. The department is preparing for accreditation to ISO standard 15189:2012.

Participation in the *Public Service Excellence Award* helps to motivate the staff to keep up with quality service delivery, thus ensuring patient safety.





# Citizens Advice Bureaux Network

## National Development Unit, Prime Minister's Office

**C**itizens Advice Bureaux (CABx) were established in 1989 to provide a service of proximity to citizens by attending to their grievances resulting from an inability to access public services through either an ignorance of their rights, the inability to express such rights effectively for lack of information or any other reasons.

After more than two decades of existence, the role of CABx has evolved and has been adapted to meet the changing needs and new challenges of society. CABx have the ambition to become the regional focal points where citizens can avail themselves of the services as a one stop shop and the National Development Unit is more than ever conscious of its responsibility towards citizens, especially those who are in dire need of support in their endeavor to connect with the resource system.

We place on record the various Ministries and Institutions like the Ministry of Environment, Consumer Rights Division, Human Rights Division and the Attorney General's Office, among others, which have been using the CABx network to reach out to their respective customers. CABx network has organisational capabilities and the potential to act as ambassadors for dissemination of information. The partnership and strong networking with mainstream agencies have proved over the years to be a very effective tool for enhanced delivery standards.

Through regular participation in the *Public Service Excellence Award*, CABx have shown a strong commitment for continuous improvement of the service by meeting the requirements of this annual event.





# Civil Status Division

## Prime Minister's Office

**I**t is a well known fact that the attribution of a name is the first act of application or refusal of an individual on the part of society and the civil status represents the social birth of the individual. Therefore, the Mauritian Civil Status Office, which is considered to be the national source of civil events, plays a rudimentary role in the comprehensive social and economic development of Mauritius for the following reasons:

- Ensuring an accurate database about the population of Mauritius
- Saving time and efforts to obtain information through the introduction of an identity number issued for every citizen and resident
- Providing accurate information about social events such as birth, marriage, divorce and death
- Facilitating learning about the demographic distribution countrywide, the rate of the social change and social status trends
- Facilitating study and research procedures for social development
- Providing essential statistics to other Ministries/Departments to enhance the standard of decision-making and carry out any required studies.

The *Public Service Excellence Award* is the most prestigious recognition of excellence in the public service. It rewards the creative achievements and contributions of public service institutions that lead to a more effective and responsive public administration. Through our participation, the Civil Status Office wants to demonstrate that the Award would be a recognition towards our effort to promote transparency, effectiveness, efficiency, professionalism and visibility of our service delivery. We want to showcase that the Division encourages exemplary public service and recognises that democracy and successful governance prevail.

It would also be an opportunity to be rewarded for excellence in our high quality of service delivery, motivate our officers to further promote innovation, enhance professionalism in the public service, raise the image of the Civil Status and, by extension, that of the whole public service and enhance trust in government.



As a public-centered organisation, the Civil Status Office faces a range of challenges to meet the increasing customers' expectations. Therefore, the need to bring certain changes in the operation mode was felt at the Civil Status Office and some of them are highlighted hereunder:

- Effective and strong leadership
- Computerization of the Civil Status Division- births, marriages and deaths are registered on line
- Civil status documents are delivered instantly upon application
- Marriages and births from year 1920 to date have been captured on the CSD system to provide prompt service to our customers
- An Investigation Unit has been set up to give assistance to the public regarding rectification/amendment of civil status documents
- Introduction of bar code for issue of extracts of civil status documents.



# Climate Change Information Centre

## Ministry of Environment, Sustainable Development, and Disaster and Beach Management

According to the Intergovernmental Panel on Climate Change (IPCC) 5th Assessment Report and other latest scientific reports released in 2014, no country in the world will be spared by adverse impacts of climate change. The stability and food security of each nation as well as the livelihoods, safety and health of their citizens are all at jeopardy. Collectively Small Island Developing States (SIDS) contribute around 1% of total global greenhouse gases emission which are the main cause of global warming and climate change. However SIDS are the ones which are disproportionately facing the high economic, social and environmental consequences from climate change.

One of the most durable solutions to enhance understanding and strengthen resilience against climate change is climate change literacy. In this respect, the National Climate Change Adaptation Policy Framework for Mauritius (2012) recommends that society at all levels and in all segments be adequately informed on climate change and its implications. In fulfilment to this requirement, the Climate Change Information Centre (CCIC) has been set up since July 2013 at the Ministry of Environment, Sustainable Development, Disaster and Beach Management with the support of the Government of Japan.

The CCIC aims to make Mauritius a climate resilient country by enhancing awareness and understanding necessary to instill a climate risks mitigation and adaptive management mindset for the public at large.

The easily accessible CCIC webpage provides online access to consolidated information and reports on climate change to the public in general, private sector organisations, women, students, youth, senior citizens, researchers, business communities, NGOs, media and various professionals such as engineers and architects. The CCIC also facilitates access to information through one button click from international climate centres such as the NASA, the World Meteorological Organization, and the IPCC.

The online electronic database offers a pool of local and international resource materials such as local policies, training materials and guidelines which are meant to enhance capacity and strengthen the skills of various target groups on the issue of climate change adaptation and mitigation.





## Climate Change Information Centre (contd.)

To date, some 11 016 visitors accessed the CCIC webpage in addition to over 100 visitors per month calling at the CCIC to consult other available materials. The CCIC team also conducts awareness raising activities targeting women, youth, students, teachers, vulnerable communities and public in general on a request basis. For instance in 2014, some 1 200 youth leaders and 300 trainee teachers, 184 women leaders and 330 students were trained and 20 000 citizens were sensitised through talks, workshops and exhibitions.

In order to inspire action, the CCIC also circulates latest updates on Climate Change from reliable international sources on a timely basis to various stakeholders such as public bodies, parastatal bodies, Local Authorities, private sector and their affiliate organisations, NGOs and policy makers via email. Some 1 000 articles were sent to about 300 senior representatives of various organisations.

Meteorological data gathered through seven Agro Meteorological stations installed at Wooton, Richelieu, Flacq, Plaisance, Plaine Sophie, Reduit, and Barkly are also made available freely for research and other purposes.

GIS based risks and hazard maps as well as a SIMCLIM climate projection software are available for the public at large including promoters/ developers to consult in terms of site vulnerabilities and level of risks due to inland flooding, coastal inundation, landslides and sea level rise. Likewise, this Centre is contributing in the building of a more climate resilient Mauritius.

Participation in the *Public Service Excellence Award* has benefitted the CCIC in developing a flexible approach in disseminating climate change information as well as bringing improvement in the effectiveness of the information management system with a view to meeting and exceed service delivery and customer satisfaction.





# Coromandel Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

**T**he Coromandel Fire Station (CFS) which operates under the aegis of the Mauritius Fire & Rescue Service (MFRS) form parts of the sole fire station that offers an effective disaster and emergency preparedness system to respond to emergency calls for the regions of Pailles, GRNW, La Tour Koenig, Pointe aux Sables, Petite Riviere, Albion, Coromandel, Belle Etoile, Chebel and Beau-Bassin.

2. In line with the vision of MFRS, we ensure that the citizens of Mauritius are free from the dangers of fire and other emergency threats, and safe to live, work and visit anytime and anywhere.

3. The 100 staff of the CFS respond to more than one thousand five hundred emergency calls as illustrated below:

Grass & bush fires	- 1 192
House	- 67
Vehicles	- 7
Industry	- 4
Sugarcane fields	- 78
Road Traffic Accident	- 30
Flooding	- 82
Miscellaneous	- 59

4. We ensure round the clock quality service to:

- Protect and reduce losses of life and property
- Reduce damage to the environment due to fire
- Hazardous materials
- Natural disasters
- Other emergencies caused by acts of man and nature
- Promote health, safety and well-being of the citizens of the community.



- Following the decentralisation of the Fire Prevention activities which were under the aegis of the Fire Safety Division, the staff of CFS conduct general fire safety inspection of Government premises, schools, public places of assembly, high-rise occupancies, bulk storage, filling station, night clubs and other premises to ensure that safety measures imposed through the current legislations, regulations and code of practices are enforced.

5. In the wake of a rapidly global climate change, the effects of increasing temperatures, forest fires, flooding, drought and storms on the MFRS are increasing and at fire station level these issues are discussed, the risks are analysed, and possibilities for actions that could reduce these risks are suggested.



## Coromandel Fire Station (contd.)

6. Some of the contributions of the CFS in a major emergency event are as follows:

- The saving of life and rescuing of trapped persons from fire, wreckage or debris
- The containment and extinguishing of fires and undertaking protective measures to prevent them
- Prevent, contain and make safe spillage or release of chemicals, radioactive etc
- materials or other hazardous substances
- Assist the Ambulance Service with casualty handling
- Assist the Police with recovery of bodies
- Monitoring procedures in respect of health and safety of those persons operating within an established inner cordon
- Carrying out essential damage control operations, such as pumping out flood water and salvage works
- Assist other relevant agencies, particularly the Local Authorities, to minimise the effects of major fires and flooding on the community.

7. The CFS staff have adopted a policy of providing a high quality reliable service to the public by providing efficient timely responses to emergencies. Our officers go the extra mile in the performance of their duties to support the MFRS in the fight against fires and other calamities.

8. We are also able to reduce fires through the implementation of the fire safety awareness programme. Lectures are delivered to the public, NGO's, students, senior citizens and the youth by means of power point presentations displayed on LCD monitors or overhead projectors for better assimilation by one and all. Pamphlets containing safety tips are distributed.

Regular demonstrations and presentations for the benefit of organisations and schools that visit the CFS conducted to widen the horizon of thoughts

and imaginations of the public and make them aware of the major and challenging task of fire fighters, especially with the limited resources in terms of manpower, equipment and infrastructure.

9. However, despite all constraints, the staff of the CFS have been able to put up an effective disaster and emergency management system.





# Corporate and Business Registration Department

## Ministry of Finance and Economic Development

**T**he Corporate and Business Registration Department (CBRD) deals with different legislations related to the corporate sector. Its objectives are to cater for an enhanced entrepreneurial environment through the provision of an efficient and user-friendly system. As the depository of corporate information, it promotes transparency, enhanced competitiveness and provides the framework for failing companies to move to a well-defined path of rehabilitation and restructuring.

Its never-ending effort to improve the services offered is an on-going process. Indeed, taking advantage of the latest technological tools available to assist customers, the Department has introduced e-services and image scanning of documents using a Document Management System. Customers do not need any longer to come physically at the Department but can proceed with their transactions from any location as long as internet access is available. The CBRD has not only adopted a customer-centric approach but has also recognised the importance of protecting the natural environment and embraced practices and procedures with a view to creating an environmentally-sustainable future through a paperless environment. However, the execution of strategies depends greatly on our staff, our greatest asset. With the use of highly advanced technological tools and the focus of the staff on the vision of the CBRD, the Department is undoubtedly leading in terms of higher productivity levels.





# Curepipe Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

**C**urepipe Fire Station is situated in the upper Plaines Wilhems. The aim is to respond to emergencies, mainly as regards fires. It is a main station and serves a defined area ranging from Phoenix to Rose Belle and Grand Bassin to Quartier Militaire. In addition, it is manned on a 24-hr basis with eighteen firefighting personnel at any one time. The risk area covered is mainly industrial, commercial, residential and other nature.

Our vision at Curepipe Fire Station is to render Mauritius safe from the dangers of fire, road traffic accidents, natural calamities and major disasters. To achieve this and in line with customer satisfaction, we have sufficient resources in terms of equipment, appliances and trained personnel.

New economic development and modernisation bring along innovations, new plants, technology and machineries in a dynamic mode. To be in pace with these events, we are careering and maintaining an ongoing high standards training to meet these new challenges.

Nevertheless, we welcome all complaints and suggestions to improve and upgrade constantly our professional services. Furthermore, our participation in the *Public Service Excellence Award* is to enhance our commitment towards an outstanding service to our customers and meet their high expectations.





# Diabetes and Vascular Health Centre

## Souillac Hospital, Ministry of Health and Quality of Life

**T**he Diabetes and Vascular Health Centre situated at New Souillac Hospital is a centre of excellence for the care of patients with diabetes. It provides services to patients in Region 4 catchment area but also receives referred cases throughout the country, especially for the additional specialised services that it provides.

Patients with diabetes are seen on a regular basis by a multi-disciplinary team: Diabetologist, Medical Officer, Diabetes Specialist Nurses, Podiatrist, Footy Ulcer Nurses, Nutritionist, Health Information Education Communication Officer and Health Care Assistant/General posted in Retinal Units.

### **Below are the main activities of the Centre:**

- Manage patients with diabetes mostly outpatient but to a lesser extent in-patient by 2 specialist doctors and a Medical and Health Officer
- Provide counselling by Nutritionist, HIEC Officer and Diabetes Specialised Nurse
- Provide facilities for blood removal and analysis, as well as measurement of parameters such as blood pressure, blood glucose, Body Mass Index (BMI), Cardiac assessment (Electrocardiogram) by the nursing staff
- Ensure early detection of diabetes complications through annual retinal screening by the Retinal Screening Unit and foot screening by foot care officers
- Treat patients with common foot problems by a podiatrist
- Treat active foot ulcers in patients with diabetes by a specialised foot ulcer nurse
- Organise 'open days' for patients with Type 1 diabetes
- Organise training of doctors, nursing officers specialised in diabetes care and foot care, and health care assistants specialised in retinal screening



- Conduct Smoking Cessation Clinic once weekly
- Provide diabetes specialist care at proximity of patients in three health centres, namely Chemin Grenier Area Health Centre, Tyack Area Health Centre and Mahebourg Hospital
- Coordinate the World Diabetes Foundation projects
- Work in collaboration with the Ministry of Health and Quality of Life to help in the smooth implementation of various policies on diabetes care through regular meetings and workshops.

The last clinical audit of the Centre demonstrated a significant improvement in glycaemic control of the patients attending it, compared to usual care at primary level.



# Energy Services Division

## Ministry of Public Infrastructure and Land Transport

The primary role and objective of the Energy Services Division are to provide building, advisory and consultancy in the electrical and electromechanical fields for government buildings, capital projects and also during national events and festivals.

In order to achieve the objectives set out in its customer charter and reach higher grounds, the Division has set up a dynamic three-year strategic plan which is updated yearly. The plan is executed to meet the parent Ministry's national goal. ESD is fully customer-oriented and thus close scrutiny of customers' feedback forms is vital to the Division in an effort to enhance productivity.

ESD is also ISO certified to ISO 9001:2000 since July 2008. It has been re-certified to ISO 9001:2008 in July 2011 and again in 2014 following the coming in force of the updated ISO standard.

Regular participation in the *Public Service Excellence Award* continuously challenge the Division to meet its vision and mission. This competition is also an additional motivation and impetus towards excellent services to our customers.





# Entomology Division

## Ministry of Agro Industry and Food Security

**T**he Entomology Division, Agricultural Services, Ministry of Agro Industry and Food Security, has been involved in the eradication of the oriental fruit fly *Bactrocera dorsalis*. This major pest of fruits and vegetables was accidentally introduced in March 2013. Eradication measures, including area-wide application of protein bait sprays, mass trapping of males and surveillance, were carried out. The pest was declared eradicated in June 2014.

The sterile insect technique is an environment-friendly technique used for the suppression of fruit flies. The peach fruit fly is being mass reared in the laboratory, pupae irradiated and sterile adult males released at Poudre d'Or. When a sterile male mates with a wild female, the latter lays sterile eggs. In this way, the population of the peach fruit fly is disseminated without the use of pesticides. Mango infestation with fruit flies at Poudre d'Or has been reduced to less than 5% with the release of sterile flies.

Insect pest surveillance across the country and at the ports of entry is being carried out regularly through trapping in order to detect any new incursion. The targeted insect pests include: the sugarcane white grub, the tomato leaf miner and the oriental fruit fly.

A new pest of honey bee, *Varroa destructor*, was observed in bee colonies during inspection in the region of Pointe aux Sables in August 2014. This pest is regarded as a well-adapted devastating parasite of the honey bee in the world. Some 240 bee colonies were eliminated while 2 086 unaffected bee colonies were treated with varroa mite control products. A total compensation of Rs 816 000 were paid to 30 beekeepers (Rs 4 000 per bee colony eliminated). However, in April 2014 the pest was observed in wild bee colony at Le Morne which is outside the containment area. The containment/eradication programme of the varroa mite has now been stopped.





# Fire Safety Division

## Mauritius Fire and Rescue Service, Ministry of Local Government

**T**he Fire Safety Division of the Mauritius Fire and Rescue Service plays a key role in making the Republic of Mauritius a safe place for all its citizens and visitors through community outreach initiative, enforcement inspection and fire certification & licensing.

### **Objective one - Community outreach initiative**

To educate people on fire safety and emergency preparedness for natural disasters.

### **Objective two - Enforcement Inspection**

To enforce fire safety measures as prescribed in Schedule 1 Sheet 1 and Schedule 2 of the Fire Certificate issued under Section 19 of the Mauritius Fire and Rescue Service Act 2013 for trades, schools, hotels, public places of assembly, high-rise occupancies, LPG bulk storage, Underground tanks, employees lodging accommodations, inflammable stores, chemicals stores, night/private clubs and others premises. As a result, this creates a fire safe environment for the occupants and the surrounding population.

### **Objectives three - Fire certification & licensing**

To inspect premises on receipt of an application both for a fire Certificate or a fire clearance, to redress any discrepancies such that the place of work satisfies fire safety norms.

Provide fire safety guidance to promoters willing to launch in new projects.

### **Aims of the Fire Safety Division are:**

- i. To enhance community fire safety culture and disseminate safety advice on natural disasters within communities so as to proactively reduce emergency alarm call, injuries & death;
- ii. To effect enforcement inspection so as to ascertain whether there has been any substantial change by reason of which any of the conditions specified in the fire certificate may be affected;
- iii. To issue Fire Certificates and Fire Clearances and "no objection" letter within a specified time;

- iv. To issue transport permit for LPG cylinder/bulk Carriers;
- v. To ensure renewal of all Certificates of Registration (Bulk Depot, Underground Tank, Spraying Room, LPG above 500 Kg, Calcium Carbide and Inflammable Stores) prior to end of financial year;
- vi. To monitor activities decentralised to Operation Division; and
- vii. To monitor closely "e-application" so as to deliver prompt service to our customer.





# Flacq Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

**I**n the wake of the modernisation of Mauritius Fire and Rescue Service (MFRS) the MFRS Bill was proclaimed and adopted on the 24<sup>th</sup> May 2013 by the Ministry of Local Government. Since then, the service plays a vital part in preserving safety and has a direct contribution to the economy of Mauritius in different ways. The nature, complexity and magnitude of hazard and risks brought up by new materials, industrial process, hyper commercial centre and high rise buildings coupled with the increasing demand and expectations of different stakeholders in our society significantly contributes to constantly change approach strategies.

As a result, the MFRS has become an all-hazard response agency when referring to: life saving, protecting persons, animals, property and the environment against fire, providing rescue and extrication to people trapped in road accident, going strongly to mass education through lectures and radio talks to all categories of public-government and non-government organisations with appropriate standard languages concerning fire safety awareness, conducting training courses in relation to any aspect of fire safety and emergency preparedness, supervising fire drills for organisations, assisting relevant authorities in promoting fire safety in buildings, cooperating with stakeholders that provide service in case of emergency in outer islands and sea, performing humanitarian services to institutions- schools, hospitals and others participating in national scheme in the management prevention mitigation and reduction of disasters and assisting the national disaster and operation co-ordination centre in the execution of duties such as flooding, natural disasters, landslides, Tsunami, rescue at sea, bomb alert, pumping, officially proclaimed disaster (Cyclone, flash flood, etc).

The MFRS is concentrating its efforts towards safer, stronger and more resilient communities to face danger and threats through prevention, education and emergency preparedness.

The MFRS is providing fire and emergency cover to a population of about 1.2 million with an average of 7 700 life saving and 2 100 non fire incidents. With the changing environment and increasing trends in new hazards, the number of intervention is increasing.

Hence, the service is providing efficiently and effectively all services required to the modern developing Mauritius and cultivating Mauritius free from the dangers of fire and other emergency threats and safe to live, work and to promote the health, safety and well being of the citizens.





# Flacq Haemodialysis Unit

## Flacq Hospital, Ministry of Health and Quality of Life

**T**he Flacq Hemodialysis Unit, operational since August 2003 and situated at Riche Mare, is an annex of Flacq Hospital. It is equipped with 26 machines and operates six days a week, starting from 07.00 hrs to end around 23.00 hrs. It is closed only on Sundays but emergency services are offered round the clock. We cater for 197 patients from 43 villages of the eastern region who attend the Unit three times a week for treatment.

We want to excel in the field of dialysis treatment and be known as the best dialysis unit in the Indian Ocean. Our concern over both productivity and effectiveness has led our nurses to perform all duties with a holistic approach and use observable measures to bring out high quality care for better health outcome. Moreover, we create so as to help them cope with their disease conditions.

*Productivity is the belief in human progress.*

*The future of mankind demands Excellence, Know-how and Productivity.*

**Walter Aigner**





# Forensic Science Laboratory

## Prime Minister's Office

**T**he Forensic Science Laboratory (FSL) is the sole provider of forensic science and advisory service to the Criminal Justice System in Mauritius with an impartial, high quality and timely service delivery. The FSL has become an increasingly prominent forensic service provider in the Indian Ocean region with the provision of forensic facilities to the Seychelles, the Eastern African Community (EAC) and other partners, and is aiming to become a centre of excellence for forensic science in the region.

Being an environmentally friendly institution, the FSL is paving the way to higher productivity through good governance, leadership and team spirit. To achieve higher productivity with the limited resources available, the FSL has made optimum use of existing human resources by introducing multiskilling in different fields of analysis.

To enhance our high quality and timely service delivery, innovative measures have been implemented with the acquisition of state-of-the-art equipment and improved analytical methods that allow for faster and more efficient analysis as well as reduce energy consumption and use of hazardous materials.

With its highly skilled professionals undergoing continuous development, the FSL provides regular training to its stakeholders and maintains a constant line of communication with its customers, thus ensuring the achievement of customer needs.

Our motivated and skilled staff coupled with high technology and innovative approach provides the right leverage for a considerably productive service to the public.





# Gastro-Intestinal Endoscopy Department

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

**T**he Endoscopy Department at the SSRN Hospital is the only dedicated department of its kind in Mauritius. Prior to its creation in 2007, endoscopy used to be performed on an ad-hoc basis in the surgical theatres or in a side room of one of the medical wards, which is still the case in all the other hospitals in Mauritius. Our dedicated Endoscopy Department provides for a better patient experience and is manned by a team of dedicated and highly trained doctors and nurses. The Department is in a patient-friendly area with a spacious waiting area and an equally spacious recovery area, making overcrowding a thing of the past.

The Endoscopy Department at the SSRN Hospital is a unique dedicated department which has grown at a very fast pace and cases have been increasing since its opening from 500 in 2007 to 2 500 in 2014. We are now using all eco-friendly solutions for cleaning and disinfection.

The *Public Service Excellence Award* has highly motivated us in providing a better service to our patients. The Department now provides all the endoscopic procedures available in more advanced countries and is also the main teaching centre for the next generation of endoscopists. The technique of endoscopy was not known less than a decade before and now we are the only one doing it as per the international guidelines. This Department has changed the practice of endoscopy in Mauritius forever and hopefully will serve as a benchmark in the Indian Ocean.





# Grand Bois Police Station

## Mauritius Police Force

### **G**rand-Bois Police Station....a strategic move towards Service Excellence”

Grand-Bois Police Station provides policing for the regions of Grand-Bois, La Flora, Bois Cheri, Le Gouly, Beau Climat and Trou Kanaka, with an approximate population of 15 000 inhabitants. It is the first Police Station in Mauritius to be ISO certified under the MS ISO 9001: 2008 and among the rare in the Indian Ocean and African regions to secure this prestigious award.

We aim at becoming a strong and credible organisation capable of delivering an efficient and effective policing service to the community while at the same time meeting public needs and expectations. We work with our partners in enhancing community safety.

Police personnel demonstrate an increased awareness about their professional obligations and hence commitment to their duties and are more and more conscious about the need to provide a quality service in line with our policing pledge i.e being more mindful of the community’s needs and expectations.

Grand-Bois Police Station provides policing services to its customers with emphasis on Community Policing Forums where the customers feel free to voice out any problem they encounter in the division and to which we make an effort to find a solution.

Customers are treated with great care and attention when they called at the station. Moreover, to reinforce the concept of customer care, we have considerably improved customer care and service delivery. More emphasis is laid on quality rather than quantity.

We maintain foot/mobile patrols throughout the division with a view to preventing or detecting offences. We attend to requests and emergencies at the earliest possible. We attend promptly to any kind of case reported, namely, road accident, larceny, assault, sexual offence, etc...





# Human Resource Development Division (HRDD)

## Ministry of Civil Service and Administrative Reforms

The HRD policy and strategy of the HRDD and Training Unit are aligned with the overall vision of the Government and the mission of the Ministry of Civil Service and Administrative Reforms to facilitate transformational and meaningful changes in the public service. Our training programmes are mostly performance-based and reforms-oriented in line with major reforms initiatives.

Major developments are being driven by the HRDD/Training Unit. The long-awaited Civil Service College, Mauritius (CSCM) is being finally set up and will be the central training institution in the public sector. It will set the foundation and framework for the institutional support towards capacity building and human resource development through lifelong learning, training in ICT, e-learning and multi-skilling, inter-alia.

The e-learning strategy, through a Learning Management System (LMS) which is being implemented, will strengthen professional and personal development and provide universal access to learning in the public service. The LMS will be instrumental in promoting an e-learning culture contributing to build knowledge, self-confidence and encourage public officers to take responsibility for their own learning and self-development.

As a team the HRDD, an MS ISO 9001:2008 certified organisation, has pledged and taken various initiatives to build up a good reputation and goodwill to prove that good governance is possible in all spheres of public business.

It is our hope that the *Public Service Excellence Award* will further inspire us in promoting excellence in terms of vision, innovation, ethics and results and encouraging continuous improvement.





# L'Escalier Social Welfare Centre

## Ministry of Social Security, National Solidarity and Reform Institutions

**T**he L'Escalier Social Welfare Centre is located in the district of Savanne. The inhabitants are mainly self-employed, planters and labourers by occupation. In the formulation of programmes/activities at centre level, much emphasis is given to social empowerment and also to preventive aspect of social work.

The centre is equipped with an endemic garden and a children playground. A community model kitchen garden has also been set up to encourage the local community to engage in activities in line with food security and the kitchen garden also participated in kitchen garden competition and was awarded best kitchen garden in year 2011, 2012 & 2013 by a panel of jury from FAREI (Previously known as AREU). A Computer club in collaboration with the National Computer Board is put at the disposal of the public for initiation to Information Technology courses and internet facilities. A monument for 'lost of Fishermen at sea' has been constructed with the support of Ministry of Local Government. Distribution of Commode Chairs and ripple mattress for bedridden (anti-sore mattress) in collaboration with Omnicane LTD have also been distributed.

### **Hereunder is a list of the Programme of Activities held at L'Escalier SWC in 2014:**

- Training Courses: Knitting, fancy jewelry, Adult Literacy & IT Course.
- Information/Education: Talks, Workshops, Sensitisation campaigns, Adult Education and DVD/Film show projections.
- Literary Programmes: Quiz, Story Telling, Mini Library Service/ Reading Skills, Newspaper and Television with parabole channel.
- Income Generating Activities: Participation in Sales Exhibition at centre level and Regional level, Participation in sales activities of National Women Entrepreneurs Council and National Exhibition organized by the Ministry.
- Indoor/Outdoor Games: Table Tennis, Domino, Scrabble, Lotto, Carom, Petangue, Billard
- Recreational/Leisure Activities: School holiday/Creativity programmes for children, Educational tours, Exchange programmes, Fun games, intergenerational activities (youth/elderly).



- Health Programmes: Yoga, Zumba, Healthy Lifestyle, Boxing.
- Celebration of Annual Events: International Women's Day, National Day, International Day of Families, International Environment Day, Christmas Party / Distribution of Toys to needy children, World Food Day, Mother's Day, Grandparents' Day, World Health Day, International Day for the Disabled and International Volunteers Day
- Cultural Programme: Group Prayers, Spiritual sessions, Interfaith meetings, Courses in Dance, Guitar, and Traditional and Segga Dance.
- Community Services: Hire of Tarpaulins, Tubular frames, chairs, trestles, use of premises, television (access to Parabol) and DVD shows.
- Associations Meetings at the Centre: Senior Citizens Association, Socio-Cultural Groups, Youth Association, Women Association, Health & Nutrition Club, Community Support Group for the Elderly and Grandparents Club.



# L'Escalier Social Welfare Centre (contd.)

## Future Endeavours

- Extension of Centre will be effected and a profilage will be erected to accommodate more activities
- An Environment-friendly club will be set up
- Courses on eco-bag will be dispensed
- Continuous training on environmental management will be held.

## Reasons for participating in the Public Service Excellence Award

(1) Having substantially contributed in lifting the three Social Welfare Centres in terms of Infrastructure, Innovative Activities for vulnerable groups and new target groups, the decision to participate is inevitable

(2) It is imperative that some innovative ideas, Projects and Activities are adequately publicised to impart knowledge and experience to similar organisations

(3) The participation is in itself an impulse for more motivation, commitment and willpower for me and my dedicated staff

(4) Finally, the participation is a very challenging experience to improve. Winning is secondary. The main objective is to share innovative ideas and to impart knowledge and skills.





# Legal Metrology Services

## Ministry of Industry, Commerce and Consumer Protection

**T**he Legal Metrology Services (LMS) operating under the aegis of the Ministry of Industry, Commerce and Consumer Protection and situated at Bell Village is responsible for the administration of the Legal Metrology Act.

Through this Act, the LMS ensures that weighing and measuring instruments used in trade are accurate and that the public is protected.

### **Our work is focused on the following:**

1. Maintenance of measurement standards which are traceable to international standards;
2. Control of weighing and measuring equipment used in trade to ensure that the instruments are accurate and used correctly and that they meet the requirements of the Legal Metrology Act;
3. Control of goods to ensure that they are properly labelled and contain the quantity declared on the packages as per the Legal Metrology Act.

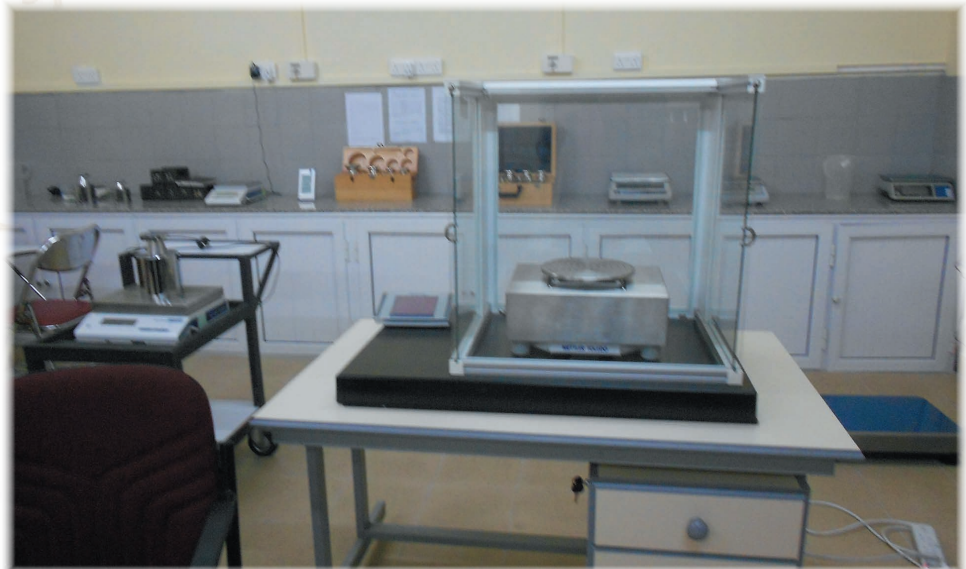
The LMS also offers on request calibration service to industries in the fields of mass, length and volume.

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

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

Our mass laboratory has been accredited by the Mauritius Accreditation Service (MAURITAS) for mass pieces of accuracy class F2 and MI and meets the requirements of ISO/IEC 17025:2005 since 2010.

Our participation in the *Public Service Excellence Award 2014* has motivated and consolidated the team spirit of officers.





# Mahebourg Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

**M**ahebourg Fire Station (MFS) was set up in the 1960's. Its topography covers from Mahebourg village to Pointe aux Feuilles on east coast to l'Escalier village south and Rose-Belle central plateau respectively.

It includes the national airport and several tourist hotels on the coast. According to Fire Services Act 1954 (as amended in 2013) the mission of the Fire Service is as follows:

1. to save life;
2. to prevent destruction of property by fire; and
3. to render humanitarian services.

There are 10 Fire Stations located throughout the island which provide a 24-hour service to the community. The vision of the fire service is to minimise the risk of outbreak of fire. Thus offices deliver lectures on fire safety and bring awareness to citizens by demonstration in the use of fire extinguishers and cooking gas (LPG).

New equipment and fire appliances have been made available to cater for ever-growing challengers of fire and road accidents. In short, Mahebourg Fire Station looks forward to the safety of the citizens at home, at work and on the road.





# Main Control Room

## Mauritius Fire and Rescue Service, Ministry of Local Government

**T**he Main Control Room (MCR) is the central mobilising and control unit of the Mauritius Fire and Rescue Service (MFRS) for despatching the appropriate resources, appliances, equipment and personnel to deal with emergency incidents.

The MCR is located on the 6<sup>th</sup> floor of the MFRS Headquarters at Meem Building, 14, Deschartres Street, Port Louis.

The MCR operates 24 hours a day/7 days a week/365 days a year on a four-shift system. It is one among the different sections/units within the MFRS.

In 1995, the section was set up to cater mostly for the handling of emergency calls and mobilising of resources to the incident ground. It was manned by a few staff.

The workload has increased with the coming into force of the hot line 115.

With the introduction of the MFRS Act 2013, the MFRS is now an all-hazards response service and the nature of incidents to which we mobilise our crews extends from fires, floods, landslide, rescue, assistance to SAMU, road traffic collision, chemical incident, oil spill, gas leakage to aircraft, among others.

The number of emergency calls attended has considerably increased: from 10 615 in 2013 (7 586 fire calls and 3 029 special services) to 11 128 (8 370 fire calls and 2 758) special services in 2014.

The number of emergency calls has reached a peak of 70 per day to a peak of 1 560 a month in 2014.

On receipt on an emergency call through our Hot Line 115, necessary information is requested from the caller. The information is then transmitted to the nearest fire station or crew so that the most appropriate resources are mobilised to the incident ground.





## Main Control Room (contd.)

Emergency calls received on our hot line 115 are answered by control room operators who are the first line of contact between members of the public needing assistance and the MFRS. They are responsible for the immediate mobilisation of most appropriate crews and fire appliances together with any specialist equipment that are required.

Achieving higher productivity of the MCR is one of our major concerns. Our participation in the *Public Service Excellence Award* has led to the following achievements:

- Improvement in the work environment at the MCR
- Participation of officers of all ranks in the change process and cooperation in their implementation to improve productivity
- Motivation of officers to use their individual talent to propose measures to achieve better results
- Continuous follow-up action to see if the progress was sufficient or whether any further measures can be taken to ensure consistency
- Compliance to established procedures
- Better synergy among officers
- Better delivery of our services to our customers.





# Mare Tabac SILWF Social Welfare Centre

## Ministry of Social Security, National Solidarity and Reform Institutions

**T**he Mare Tabac Social Welfare Centre is located in the district of Grand Port. The inhabitants (around 2500) are mostly planters, civil servants and self-employed. The Centre has been designed on a new concept of providing the welfare services that promotes the empowerment of women, Senior Citizens and different age-groups in the community through ongoing sensitisation, education and training activities.

The Centre is equipped with a volleyball pitch and an open air theatre which is used by all target groups. It has engaged itself in environment-friendly projects by installing a rainwater harvester for irrigation of a model Kitchen Garden, an endemic garden and a sorting bin. These projects were implemented in collaboration with SOMAGS LTD and 'Mission Verte' respectively. A Family Monument (HOPE) has also been donated by the Indian Ocean Centre for Education in Human Values. The Monument serve as a model to people in terms of **"La Famille - Source du Bonheur"** as it underscores the importance of the family as an inclusive institution which mitigates vulnerability of the young and the elderly and provides avenues of escape from the cycle that tends to pass a condition of poverty from one generation to the next.

### Hereunder a list of the Centre's programme of activities:

- Training Courses: Crafts Development, Dressmaking, Interior Decoration, Beauty Care, Hand Embroidery, Computer Literacy Course, Net PC, Creativity, Home Economics, Healthy Lifestyle
- Information/Education Sessions: Talks, Workshops, Sensitisation campaigns, Seminars, Group training, Human values, Adult Education and DVD/Film show projections
- Literary Programmes: Quiz, Elocution Contests, Essay Competitions, Story Telling, Library Service/Reading Skills, Newspaper and Television Service
- Income Generating Activities: Monthly Foire Artisanale, Participation in Regional/ National Sales Exhibition
- Games and Sports Activities: Outdoor games: pétanque, volleyball, Football, Community Sports Day and Indoor games, table tennis, domino, scrabble, lotto, carom, and chess
- Recreational/Leisure Activities: School Holiday/Creativity Programmes for Children, Recreational Tours, Exchange Programmes, Fun Games, Intergenerational Activities (youth/elderly)
- Health Programmes: Health & Nutrition Club, Agricultural Club, Screening Session, Gym, Yoga, Weight Management Club, Healthy Lifestyle, Keep-Fit Exercise, Walk for Health, amongst others





- Celebration of Annual Events: International Women's Day, National Day, International Day of Families, International Environment Day, Christmas Party/Distribution of Toys to needy children, World Food Day, Mother's Day, Grandparents' Day, Environment Day, World Health Day, Tobacco Day, International Day for the Disabled, International Aids Day, International Volunteers Day
- Cultural Programmes: Group Prayers, Spiritual sessions, Inter-faith Meetings
- Community Services: Hire of Tarpaulins, Tubular frames, chairs, trestles, use of premises, television and DVD shows
- Use of Centre by other organisations: Mauritius Posts, Ministry of Health and Quality of Life
- Associations meeting at the centre: Senior Citizens Association, Women Association, Youth Association.

## Reasons for participating in the Competition

1. Having substantially contributed in lifting the three Social Welfare Centres in terms of Infrastructure, Innovative Activities for vulnerable groups and new target groups , the decision to participate is inevitable;
2. It is imperative that some innovative ideas, Projects and Activities are adequately publicised to impart knowledge and experience to similar organisations;
3. The participation is in itself an impulse for more motivation, Commitment and Willpower for me and my dedicated staff;
4. Finally the participation is a very challenging experience to improve; and
5. Winning is secondary. The main objective is to share innovative ideas and to impart knowledge and skills.





# Mauritius Business Growth Scheme

## Ministry of Business, Enterprise and Cooperatives

**T**he Mauritius Business Growth Scheme (MBGS) Unit started operations in October 2010 as a World Bank programme offering a cost-sharing matching grant to entrepreneurs. However, it was taken over and funded by Government shortly after. The grant was converted into a payback loan scheme. The latter was a royalty-based scheme, the first of its kind in Mauritius.

The first batch of loans, which was approved in 2011, became due in 2014. The MBGS was faced with a major challenge given the non-existence of any debt recovery system or process in place at that point in time, and also given the fact that these debts had no collaterals or pre-defined repayment schedules, but rather repaid on the basis of a royalty on 'incremental sales growth' (implying "No growth = No loan repayment"). This was indeed an innovative concept different from traditional bank loans.

The MBGS took the bull by the horns against all odds and set up a dedicated Monitoring & Evaluation Department as well as an effective debt recovery system. A M&E Coordinator and other staff were recruited and processes put into place in collaboration with all stakeholders, including DBM, parent Ministry, MoFED, Registrar of Companies, MBGS specialists, and beneficiaries themselves. In only two months' time, the Department became fully functional and effective generating meaningful results.

The MBGS team today takes pride in announcing that the debt recovery system is performing full swing in a seamless and efficient manner and is working according to initial expectations. The MBGS's long-term objective is to reach the stage of financial self-sustainability through a break-even revolving fund.





# Mauritius Meteorological Services

## Prime Minister's Office

**W**eather, water and climate affect each of us everyday - whether it is a storm/cyclone or flood that threatens life and property or just a minor inconvenience due to hot and humid weather.

The Mauritius Meteorological Services (MMS), under the aegis of the Prime Minister's Office, has the responsibility to provide weather and climate information to protect life and property and enhance the sustainable development of the nation. It provides meteorological and climate-based products and services to all stakeholders through systematic and accurate monitoring and data collection, reliable data analyses and timely dissemination of user-friendly information on regular and extreme weather events and processes.

To fulfil its mission, the MMS maintains a network of meteorological observing stations and an upper air observing station at Vacoas. Its Weather Forecasting Office of the Service is equipped with telecommunication equipment, data analysis and display workstations and satellite receiving equipment.

The MMS is also mandated to issue Early Warnings of natural hazards, such as tropical cyclone, heavy rainfall, high swell and tsunami that are likely to be a threat to the Republic. Some innovative measures to closely monitor weather hazards and timely dissemination of warning bulletin to the general population have been introduced. Provision of 3-hourly rainfall to key stakeholders, large LED Screen display of weather information to the visitors of the MMS and nowcasting among others. The Website of the MMS has been revamped this year to cater for the new products such as the 7-Day Probabilistic forecast Current weather at different locations and other additional information/products.

The Mauritius Meteorological Services pledges to continuously strive for excellence in a most timely manner.





# Ministry of Social Integration & Economic Empowerment

**T**he Ministry of Social Integration and Economic Empowerment was created in 2010 with the vision to eradicate extreme/chronic poverty and create an inclusive and equitable society. Its mission is to support and empower vulnerable groups with a view to mainstreaming them in society and improving their quality of life in a sustainable manner through an effective and efficient service delivery imbued with equity, fairness and impartiality.

In its pursuit for excellence, higher productivity and, in the same vein, creation of a new dynamism, the Ministry is being restructured to further improve its service delivery and achieve results for the betterment of our vulnerable brothers and sisters.

Besides, the Ministry's participation in the *Public Service Excellence Award* was an opportunity to keep the momentum, motivate and engage Staff members to the need for achieving excellence in service delivery through a customer-centric approach, offer of timely, reliable and quality services, adoption of eco-friendly measures and feedback, amongst others. The aim being to continuously improve our services, pursue teamwork and capacity building while making judicious use of resources in the attainment of our goals.





# National Coast Guard - Headquarters

## Mauritius Police Force

**T**he National Coast Guard (NCG) clinched the “Special Mention for Leadership and Team Spirit” (2011) and the “Effectiveness and Efficiency Award” (2012) under the *Public Service Excellence Award*. These were no mere coincidences. These awards pay tribute to the dedication of our NCG professionals. In addition, as a vanguard organisation, the NCG has espoused the MS ISO 9001:2008. To date, eight units are already ISO certified and six others are in the process of being ISO certified. The recognisance received by participating in the *Public Service Excellence Award* and the ISO initiatives is significantly contributing towards moulding and shaping a mindset for achieving excellence in performance.

From a single unit sea-going ship, ex-MNS Amar gifted by the Government of India to the Government of Mauritius in 1974, the NCG has leapfrogged over the years into a multi-dimensional force comprising sea, air and land state-of-art assets. As the primary maritime force of the nation, the NCG is the only organisation in the Mauritius Police Force possessing such capabilities. Manning these assets requires dedicated professionals who are truly the backbone of the NCG. It is the man behind the machine that makes the difference. And the NCG has recognised this from day one and continued investment in people. Where other organisations see investment in people as a cost, the NCG considers this as massive investment which pays multifold dividends in terms of maintenance, upkeep and operating these assets which ultimately lead to extension of the span of equipment.

2015 has been a year of record for the NCG with the commissioning of our flagship CGS Barracuda. This year will also see the induction of Fast Interceptor Boats and the acquisition and induction of Waterjet Fast Patrol Vessels. This will obviously increase our teething capability to patrol our maritime waters. It is also in line our vision of ensuring security to seafarers in our maritime waters.

Here also we have to pay tribute to those professionals on NCG seagoing vessels and our Coast Guard men patrolling our beaches and lagoons. With the Government gearing towards the Blue Economy, the role of the NCG will be amplified multifold.





# Nursing Division, Service Mobile d'Urgence et de Réanimation (SMUR)

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

## **S**ervice Mobile d'Urgence et de Réanimation (SMUR)

« SMUR » an acronym always understood as « SAMU » by the Mauritian people already has approximately 20 years of existence in the country. Before the creation of this unit specialized in Emergency care outside hospital vicinity, there were qualified nursing personnel who attended emergency cases with minimum critical care equipment, accompanied by only an ambulance driver, and the job was being done satisfactorily. Today, the Nursing staff in the SMUR are the CORE of the medical team....they are the first ones to take the proper decision of which type of equipment should be used for each intervention....they are the specialists in the lifting of the critically ill patient....they are the team leaders during each interventions. As good commanding leaders, they have saved the lives of many citizens of Mauritius and respectfully moved from dangers to safety places and they are always at the side of the critically ill in the medicalised vehicle, monitoring all the different parameters (blood pressure, saturation of oxygen, heart rate) cardiac monitoring, observing the stages of health progress of the patient all along the trip the from site of distress till hospital.

The Nursing team of the SMUR of Port Louis is also involved in the medical repatriation of the critically ill from Mauritius to other countries namely India, Rodrigues, Agalega islands etc.

This same Nursing team is in fact field specialist during all sorts of disasters, major accidents, natural phenomena, and we have personnel which are internationally qualified/certified/experienced as rescue cadre in mountains and waterfalls.

The nursing division of the SMUR of Port Louis consists of qualified personnel, trained and certified by the University of Bordeaux, always ready to help and devoted towards the citizens of Mauritius.





# Occupational Safety & Health Division

## Ministry of Civil Service and Administrative Reforms

**T**he Ministry of Civil Service and Administrative Reforms aims at supporting a safer, healthier and more sustainable work environment. This is why our vision focusses at insuring an environment free of hazards as far as practicable and facilitating the modernisation of offices to improve and enhance the work environment of public officers. Our strengths are our knowledge and expertise concerning the management of workplace safety and health risks built up over the 15 years we have been in existence. Another strength is our workforce with more than 50 000 officers operating in diverse Ministries and Departments in the Civil Service. It is from our workforce that we draw much of the knowledge and expertise that shape and influence our advisory, audit and training services.

Re-engineering has led to the creation of a Division for a more added value service. It is located in a new building with good safety and health amenities.

The Occupational Safety and Health (OSH) Division has a proven track record of working with our workforce representatives and other stakeholders to promote safety and health at work.

Leadership, employees' involvement and competence are three of the essential components of our strategy. The considerate nature of the Ministry has contributed to value-added service such as notebooks, prepaid cards and inspection booklets in line with the concept "Maurice Ile Durable".

The Ministry is ahead of its mission and supports the theme of this year in the context of World Safety Day 2015 which is "Join in Building a Culture of Prevention in Occupational Safety and Health". To drive this initiative, a practical guide on Occupational Safety and Health Management System (OSHMS) has been made available via its website to promote a safety and health culture in the Civil Service and encouraged a continual improvement.

Another scheme aiming to ensure that public officers are operating in a safer and healthier environment is the 'Enhancement of Work Environment Programme' where safety and health related projects are submitted for approval and funding by the Ministry.

The OSH team has consistently played its role of shaping and delivering the knowledge and competence necessary to build a safety culture in the Civil Service. So far, 216 tangible projects amounting to Rs 78.8 million have been disbursed for improving the work environment of public officers.





# Paediatric Unit Ward 1-2

## Flacq Hospital, Ministry of Health and Quality of Life

**T**he Paediatric Ward at Flacq Hospital is a twenty-five bedded ward, plus seven cots, catering for the population of the district of Flacq. Our mission is to provide an outstanding service to sick children and their families. The patients and their attenders are welcomed in our Unit and informed about the investigations that need to be done. They are provided with a cosy 'Near to Home' environment. It is said, "A customer is the most important visitor on our premises. He/She is not dependent on us. We are dependent on him/her. He/She is not an outsider in our business. He/She is part of it."

Daily meeting with the nursing and non-nursing staff is held for the smooth running of the Unit. The junior nursing staff are taken under the wings of senior colleagues to help them hone their skills.

The welfare of the staff is always taken into consideration to ensure better productivity. Regular rounds and teaching programmes are undertaken by the medical staff to keep other Health Care providers with a good perspective of disease conditions and their optimum treatment thereafter.



# Piton Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

**P**iton Fire Station (PFS) was inaugurated on 24 of April 1954 by His Excellency the Governor Sir Robert SCOTT. PFS's telephone No was: 36. Since that date, PFS has been facing unprecedented challenges with new development while maintaining high standards towards the public. MFRS operates under the aegis of the Ministry of Local Government.

PFS is responsible for ensuring and promoting confidence among the people of its areas so that they have full support and benefit from an emergency response service where they can live, work, visit or travel through these areas safely.

Participating in the *Public Service Excellence Award 2014* has enabled the staff of PFS in:

- Better opportunities to enhance teamwork
- Instilling inspiration, motivation and perfection to strive for excellence
- Reviewing our strategies to deliver a better service to the community
- Staff contribution in sharing their knowledge in this project as it has given them a sense of belonging, thus leading the public service as a whole to higher productivity.

PFS has a key role to play in building safer, stronger and more resilient communities to face all the dangers through better emphasis on prevention, education and emergency preparedness.





# Police Information and Operations Room

## Mauritius Police Force

**P**olice Information & Operations Room (PIOR) is the hub of communication across the Mauritius Police Force and functions round the clock, under the direct command of the Commissioner of Police. It is responsible for initiating, coordinating and monitoring police operations/ activities island-wide.

Among other functions, the PIOR:

- deals with 999/112 emergency calls
- attends to non-emergency enquiries
- Monitors CCTV Cameras
- liaises with officers and staff on the ground
- coordinates police deployment.

### **Emergency and Non-Emergency Calls**

Our response to the 999/112 emergency lines is within fifteen seconds. Deployment of the nearest appropriate police resources is within fifteen minutes so as to serve the public promptly. PIOR also provides services to the community by adopting a customer-centric approach which aims to improve service access and quality.

### **Closed circuit television (CCTV)**

Closed circuit television (CCTV) plays a significant role in protecting the public and assisting the police in the investigation of crime. CCTV has been instrumental in helping the police to identify and bring to justice those involved in all aspects of criminality, perhaps the most notable being larceny on public road/with violence and when used as part of a wider crime reduction strategy. It has a good track record and helps reduce the unacceptably high crime rates in some areas.





# Port Louis Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

**T**he Port-Louis Fire Station (P.L.F.S) provides services to more than 180 000 residents within the district it serves, which includes many community areas like Plaine-Verte, Vallee Pitot, China Town, Ward 4 and Camp Yolloff and villages like St Croix, Roche Bois and Grande Riviere North West. It is estimated that the Station responds to approximately 1 500 emergencies annually together with 400 non emergencies which are related to the job of a first responder. With the introduction of the Mauritius Fire & Rescue Service Act 2013, we are bound to prevent, fight, control and extinguish fires in addition to protecting persons, animals, property and the environment against fire or any other emergency.

We also advise the public on prevention and protection measures in the event of a fire or any other emergency and provide support in rescue operations during natural calamities and major accidents. Moreover, new services placed on the Fire Services include emergency services (assistance to medical team), response to hazardous materials incidents, technical rescue and acts of terrorism.

Quality service care is achieved through a consistent and uniform application of best practices, regardless of extraneous variables encountered at each emergency. To provide for a uniform care to each of our customers, P.L.F.S has introduced a unique practice system by accompanying the victims as a result of outbreak of fire, thus assisting them in social aid procedure. The P.L.F.S team assists them in applying the best practices to consistently make positive differences in customer care by immediately supporting the customers whenever they attend the station for any attestation. It should be noted that this programme does not replace standard protocols, on the contrary it simply highlights critical areas of protocols that should not be missed.

Port-Louis Fire Station continues to develop innovative approaches in providing the best level of services to its community and the society at large by better providing information & guidance to promoters through "Fire Service Guidelines". The ingenuity exhibited by P.L.F.S is to ensure the delivery of the exceptional services of due care and diligence thus

showing the depth of our dedication to the communities we serve. We associate ourselves with the *Public Service Excellence Award* to establish and recognise outstanding effort of P.L.F.S and to promote these best practices as a resource supporting the changing needs of first responder programmes nationwide.





# Protocol Directorate

## Ministry of Foreign Affairs, Regional Integration and International Trade

**T**he Ministry of Foreign Affairs, Regional Integration and International Trade (MFARIIT) is the executive arm of the Government for the implementation of the foreign policy of Mauritius. The MFARIIT is currently organised as follows: **(a)** The Foreign Affairs Division - a core part of the Ministry and comprising the Central Administration and six Directorates and two Divisions, namely Bilateral I (Asia, Middle East, Far East), Bilateral II (Europe, Australasia and Americas), Bilateral III (Africa and the Indian Ocean), Multilateral Political, Multilateral Economic, and the Protocol; **(b)** Regional Integration Division and **(c)** International Trade Division including the Industrial Property Office.

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

### **The main activities/services of the Protocol Directorate are, inter alia:**

- (a) Accreditation of Mauritian Ambassadors/Consuls/Honorary Consuls overseas;
- (b) Accreditation of Foreign Ambassadors/Honorary Consuls in Mauritius;
- (c) Preparation and coordination of programme of visits of VVIPs, VIPs and high dignitaries (including State visits) including welcome/see-off at airport and protocol assistance during courtesy calls and other official functions;
- (d) Protocol assistance to Ministries and Departments during official functions;
- (e) Provision of Privileges and Immunities to Foreign Diplomats/Missions based in Mauritius;
- (f) Issue of Diplomatic and Consular ID Cards, processing of diplomatic duty free purchases and registration of diplomatic vehicles;



- (g) Visa assistance to Mauritian delegations proceeding on official missions overseas and to general public including students admitted to tertiary institutions abroad;
- (h) Coordination for the transfer of prisoners and arrangement for consular visits;
- (i) Assistance to Mauritians in distress overseas;
- (j) Assistance for transfer of mortal remains to and from Mauritius; and
- (k) Authentication of documents.

Excellence has always been a central consideration in all our undertakings and endeavours. However, the *Public Service Excellence Award* has motivated the whole Protocol Directorate to innovate and to strive for even better delivery of services. Thus, our successive participations in the award have given us the opportunity to re-engineer part of our work processes and enhance our image as public officers.



# Quatre Bornes Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government

**T**he Quatre Bornes Fire Station has undergone major changes in its strategy concerning the mode of operation, the use of new technologies in terms of rescue, life saving and life protection equipment which have consequently been improved to a higher productivity in the delivery of our service to the population which is much solicited.

Quatre Bornes Fire Station is one among the ten Fire Stations with a staff of fifty officers. It is situated in the centre of the Island and covers the Town of Quatre Bornes, part of Beau Bassin-Rose Hill and Vacoas-Phoenix including the Cyber City, High Rise Buildings and some mountaneous regions.

## **Our Vision**

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

## **The Mission of the organisation**

The mission of the Organisation is to protect and reduce losses of life and property, to reduce damage to the environment due to fire, hazardous materials, natural disaster and other emergencies caused by the act of man and nature and to provide health safety and well-being of the citizen.

Our participation in the *Public Service Excellent Award 2014* was very challenging and has significantly helped in the development of a new synergy among staff of all ranks. It has also enhanced team spirit and team work and made our participation a matter of pride.





# Registrar General's Department

## Ministry of Finance and Economic Development

**T**he Registrar-General's Department which was created in 1804 is a revenue earned cum service department under the aegis of the Ministry of Finance and Economic Development.

The Department has embarked on a reform journey which started in the year 2005, with computerisation of the processes, among other reforms projects. This journey has culminated into an ambitious project entitled Mauritius eRegistry Project (MeRP).

The implementation of the MeRP is in line with e-Government initiatives. Our stakeholders and members of the public will be able to make e-submission of documents, e-payment and search online. With this visionary and revolutionary project, we are expecting to improve productivity, facilitate businesses and reduce the number of visits to the Department for professionals and citizens.

Participation in the *Public Service Excellence Award (PSEA)* has been very rewarding for the Department. The competition has helped us to review our communication strategy, properly document our achievements and organise work throughout the Department to achieve more productivity and enhanced quality in the provision of our services.

The *PSEA* is no doubt a healthy competition and the Department fully subscribes to it.





# Registration, Public Relations & Hot Line Unit

## Cooperatives Division, Ministry of Business, Enterprise and Cooperatives

**T**he mission of the Ministry of Business, Enterprises and Cooperatives is to facilitate and assist in the development of cooperatives through the established legal and institutional framework.

Concerning our participation in the *Public Service Excellence Award (PSEA) 2014*, it must be acknowledged that this has encouraged officers of the Ministry to act more professionally while performing their duties. Good governance, transparency and accountability with a touch of "service with a smile" in performing their duties have become the motto of the Ministry.

Our participation in the *PSEA* has equally enabled the Ministry to review its own award project, the "Mauritius Excellence Award for Cooperatives". The entry document submitted by the Cooperative Societies has been substantially improved, thereby facilitating participation and evaluation.

The Ministry went even further by putting up the project "Computer Improvement Programme" to professionalise the skills of our clientele. Reinforced teamwork spirit amongst the staff has led to the maintenance of the ISO Certification of the Ministry and the Regional Cooperative Centres for years now.

We would like to say that, on the overall, this Ministry has benefitted to a large extent from the *PSEA* since it has become a drive for continuous, sustained improvement both in service delivery and business facilitation.





# Rivière du Rempart Police Station

## Mauritius Police Force

**P**articipation in the "The Public Service Excellence Award (PSEA) 2014" has been a source of motivation for the members of the Mauritius Police Force. Infused with and excited by the quest for excellence, the Mauritius Police Force has improved its service counter where a better environment for the general public has been created.

Since the first day, we conducted a brainstorming session chaired by our Station Manager where each personnel shared his views and gave his comments and suggestions concerning our participation in the PSEA 2014.

Our organisation has immensely gained by participating in the PSEA. Our Strategic Planning and Human Resource Capability has been revitalised and we have adopted innovative and eco-friendly actions to meet the challenges facing us daily.

"United we stand" remains one of the most important criterion for a team. To be successful is to be united, so the teamwork has also invigorated our work plan to achieve our target as the team constitution - work distribution and control.

We, then, stood up and gave an ovation to not only the determination to solve our managerial problems but also to the abilities that we have acquired by participating in such a prestigious event, the *Public Service Excellence Award*.





# Saint Aubin Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

The mission of the Mauritius Fire and Rescue Service (MFRS) is to make the Republic of Mauritius a safe place for all its citizens and visitors by minimizing the risk of loss, property, destruction and environmental damage by fire and other emergency threats through the enforcement of fire legislations, fire prevention, education and the provision of prompt and efficient fire and rescue services.

The MFRS has been undergoing significant changes to meet the national objectives of improving safety through the reduction of fire incidence and destructive consequences and through the improvement of organisational efficiency. We, thus, continue to strive relentlessly for excellence in all sectors of our engagement to make Mauritius a safe place to live, work and visit anytime and anywhere.

Besides extinguishing fires, we respond to a wide range of emergencies to rescue people involved in road traffic collisions or trapped under collapsed structures, deal with flooding incidents and reduce the risk from chemical spillages and other disasters.

In the near future, the Saint Aubin Fire Station will embrace and support completely the "Go Green Concept", run its fleet of emergency vehicles sustainably and insist on 'Green Procurement' for the services it provides.

Undoubtedly, the innovation and practical application of "Maurice Ile Durable" at the Saint Aubin Fire Station by the fire crews has shown clear and remarkable achievements and results. This "Go Green Concept" has indicated the direction that we are heading to and has the support of the Fire and Rescue Service Department.

Energy consumption has dropped by 40% due unnecessary and excessive use. Consequently, traditional bulbs have been replaced by low energy consuming economical bulbs. Electrical apparatus, fans, microwaves and air conditioners are being diligently and frugally used. Electric showers which are consuming high electrical current will be replaced by solar water heaters in the near future.



The fire crews have worked voluntarily to create beautiful gardens that include fruit trees, flowers and some variety of plants. We are also looking forward to place some endemic plants and trees in our gardens.

It is agreeably surprising to see how the work undertaken in our Fire Station has made an impact on the local community. The crew of the Fire Station has communicated and interacted with the surrounding local community and will organise open days at the Fire Station, and educate the public, school children on the "Maurice Ile Durable" concept. This can only have a positive outcome and will show more tangible results.



# Sea Based Unit

## Tourism Division, Ministry of Tourism and External Communications

**T**he Sea-Based Unit reflects the mission and values of the Ministry of Tourism and External Communications which aim at promoting Mauritius as a sustainable island destination. The setting-up of a dedicated and fully fledged Sea-Based Unit in 2012 bears testimony to the commitment taken by the Ministry to work towards better planning and management of the different components of our tourism product of which the sea remains the foundation. The marine resources support a range of commercial and recreational activities and competing resource users and the role of the sea-based unit is precisely to promote their sustainable development whilst enriching the tourism experience, addressing potential user conflicts and levelling the playing field by ensuring access to all operators. The Sea-Based Unit also strives towards ensuring that the safety and security of sea users are safeguarded and that the conduct of nautical activities is carried out in an orderly and responsible manner.

Our objectives are met through the formulation and revamping of policies, strategies and guidelines as well as the zoning of lagoon programme which consists in the demarcation of specific zones in our lagoon such as swimming, snorkelling, speed limit, mooring zones and ski lanes. Legislation and regulations proclaimed reinforce our pledge to promote best environmental practices and adopt eco-friendly measures to mitigate impacts on the environment. To further our goal of providing equal business opportunities to all, clearly defined criteria and processes for determination of applications have been introduced. Accountability and transparency are, henceforth, the leitmotifs underpinning decision-making and implementation of government-funded projects. Emphasis is also laid on the need for each member of the team to be versatile and polyvalent so as to ensure continuity in our endeavour to improve service delivery to both internal and external customers and achieve higher productivity.

Participation in the *Public Service Excellence Award* constituted an important motivating factor in our continued journey towards excellence. It represented a moment of truth to the members of the team who



have come to realise that the sky is the limit when it comes to improving service delivery. It was an eye opener in that each member is now fully aware of his potentials, skills, talents, strengths and weaknesses. He can now gauge the importance of joining forces and working as one team, thus bring far more added value to the performance of the unit. The participation provided more opportunities for interaction and brainstorming resulting in a positive and constructive atmosphere and instilled more confidence in the team to respond to challenges through a shift in the mindset. The staff now recognises that performance has to be continuously improved and that adaptability to change is a pre-requisite for increased productivity.



# Sir Abdool Razack Mohamed SSS

## Ministry of Education and Human Resources, Tertiary Education and Scientific Research

**A**t Sir Abdool Razack Mohamed State Secondary School, a culture of excellence has been established such that the environment is created towards enhancing customer-centered aiming at highly efficient strategies. This has been characterised by the recent success of the school whereby, for two consecutive years, the school has been the only boys' school in the public service to have obtained 100% at the HSC level. Furthermore, the school has been recognised at the international front by participating in two consecutive Microsoft Global Fora as innovative and mentor school among others.

Eco-friendly measures have long been adopted with the setting up of IT facilities such as LAN system, Office 365, in-house development of on Line tools for administrative purposes, which have helped in considerable decrease of paper usage and wastage. This has also helped in leveraging more time dedicated to improvement in quality teaching and learning instead of time for paper work. Also, in-house composting is being developed to help students and staff acquire skills of sustainable living.

As a centre of excellence and innovation, the school's goals of education are revisited through various means to help our students develop skills to become 21<sup>st</sup> century learners. This initiative will ensure that a sound societal and economic development in an environment conducive to teaching and learning to take place.





# Sir Leckraz Teelock State Secondary School

Ministry of Education and Human Resources, Tertiary Education and Scientific Research

**I**ndeed the school administration welcomed the Public Service Excellence Award as a worthy initiative as it has given us the opportunity to showcase the school development ventures as per established international best practices.

In this sense, the main focus started with the collegial development of a school development plan which is seen as a strategic plan along which all actions of the various departments are aligned. The higher productivity factor takes form naturally with efficient planning which is carried out to address issues through the participation of all Heads of Department as line managers. The practice of the central policies is then explained and understood with clear guidelines set on how to carry forward the school obligations. The model of management at school evolves to imbibe the good principles of Total Quality Management with customer focus as the main paradigm.

Our participation in the Public Service Excellence Award has been an opportunity given to us to reflect seriously on our practices so as to give visibility to our actions within the framework of the government policy on educational reforms of our country. It is a known fact that the educational reforms agenda can only be successful if the changes are owned by each individual in the school organisation.





# Smoking Cessation Clinics

## Souillac Hospital, Ministry of Health and Quality of Life

**T**obacco use is one of the greatest public health problems of our time, leading to disease, disability and death, and devastating social, economic and environmental consequences. During the past few decades, it has assumed a pandemic dimension. Tobacco consumption continues to be the leading preventable cause of death in the world. There is no other consumer product on the market that kills as many people as tobacco. It kills more than AIDS, illegal drugs, road accidents, murder and suicide taken together.

In Mauritius, tobacco use continues to dominate the public health agenda despite decades of effort to harness the problem and mitigate its impact on society. It is a major risk factor for non-communicable diseases.

The National Action Plan on Tobacco Control (2008-2012) developed by the Ministry of Health and Quality of Life provides the necessary framework for comprehensive action on smoking cessation. One of the main objectives in terms of tobacco control is to promote cessation among smokers.

The Ministry set up the first Smoking Cessation Clinic in December 2008 at Odette Leal Community Health Centre, Beau Bassin. The services offered for the first six months were related only to the counselling of smokers. Thereafter, as from June 2009, pharmacotherapy was introduced (Nicotine Replacement Therapy with nicotine patches and Bupropion tablets).

Subsequently, as from November-December 2011, the services were decentralised and are now available in all the five regional hospitals, at the Diabetes Vascular Health Centre at Souillac and one in Rodrigues Islands. The Smoking Cessation Programme of the MOH now includes the functioning of eight Smoking Cessation Clinics which are operational where counselling and medication are provided to all clients attending the clinics.

A National Coordinator, who is a Psychiatrist, is responsible for the Smoking Cessation Clinic programme. The functioning of the smoking Cessation Clinics is in line with the policy of the Government of Mauritius following ratification and signing of the WHO Framework Convention on Tobacco Control (FCTC) in 2004 and 2007 respectively.

All the following services provided by the MOH to promote smoking cessation are free:

- Brief Interventions
- Intensive Counselling
- Medications
- Relapse Prevention
- Telephone-Based Cessation Counselling.





# Study Mauritius Office

## Ministry of Education and Human Resources, Tertiary Education and Scientific Research

**I**n line with the government's endeavour to transform Mauritius into a knowledge-based economy and attract 100 000 international students by 2025, the Study Mauritius Office was launched on 25 February 2011. It operates under the aegis of the Ministry of Education and Human Resources, Tertiary education and Scientific Research.

Study Mauritius Office links up with local tertiary education institutions, local recruiting agents and embassies to coordinate information on available programmes. With an online presence as well as through traditional marketing means, it aims at being the focal point to disseminate information and advise both local and international students on higher education opportunities in Mauritius, including facilities for student welfare, accommodation, cost of living, student fees, visa procedures, medical procedures and other relevant information.

The Office also engages in market research through focus groups and meetings with international students to gauge their appreciation of studying in Mauritius, and to gather information about any difficulties faced by international students so as to improve the national framework for international students in Mauritius. An annual survey is also conducted to provide support to the Ministry in prospecting new markets and sectors of training for higher education. The office also organises events for international students to provide them with an informal platform to interact among themselves. Moreover, interactive sessions are organised for secondary students with key resource persons in emerging to sectors to give an overview of their respective sector and its prospects.

Our participation in the *Public Service Excellence Award 2014* has provided us with the opportunity to review our existing strategies and identify weaknesses in our "modus operandi" and particularly how to enhance our customer-centric approach.





# Tamarin Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

**A** new Fire Station was inaugurated at Tamarin in the District of Black River on the 31<sup>th</sup> of October 2013.

### Aim

To provide a rapid response intervention service to the inhabitants and stakeholders of the following villages in the District of Black River:

From Bambous to Baie Du Cap including the following regions; Chamarel and the West Coast Flic-en-Flac, Cascavelle, Tamarin, Riviere Noire, Case Noyale, La Gaulette, Le Morne

### Objectives

- To protect life and property against destruction by fire in the region
- To give advice on fire prevention-inspection of fire extinguishers, talks and lectures on the safety, application for fire certificate
- To render humanitarian service
- To provide support in rescue operation during natural calamities and major accidents e.g flash flood, Tsunami, road accidents.

### Resources

The station comprises forty-nine (49) personnel distributed in four teams as follows which operate on a 24-hour basis in a shift system.

Since the opening of the Tamarin Fire Station, several structural, rural fire, rescue and road accidents have been attended by our personnel in addition to other humanitarian services.





## Tamarin Fire Station (contd.)



Recently our personnel were exposed to long hours in pumping operation so as to bring down the level of water in flooded areas and easing the situation at Morc Safeland and Bismic Flic en Flac.

Note that our personnel also attended bush fire on outer Island such as Benitier Island.

Personnel of Tamarin Fire Station also participated in simulation exercises regarding Tsunami, flash flood, torrential rain, landslide together with other stakeholders organised by the Black River District Council under the eegis of the National Disaster Risk Reduction Committee.

It is with a great pleasure and satisfaction that the community of these regions welcomed the opening of this new Fire Station since long awaiting.

Fire Services are now engaged in a proximity service delivery.



# The Treasury

## Ministry of Finance and Economic Development

**A** service counter has recently been opened at the ground floor of the Treasury to operate as a one-stop shop for customers in respect of public service benefits, namely Civil Service Pensions, Passage Benefits and Motor Vehicle Loans.

We are thankful to the Ministry of Civil Service and Administrative Reforms for providing financial and technical support in the execution of the project. This new arrangement has dispensed customers, especially aged pensioners, with the need to proceed to upper floors.

Necessary training has been provided to staff concerned to promote versatility and multi-skilling in dealing with customers' needs. Feedback gathered from customers has been instrumental in helping management identify new avenues for improvement. The "Service Counter" project has been the subject of Treasury's submission for the *Public Service Excellence Award (PSEA) 2014*.

Participating in the PSEA has been quite an enriching and challenging experience for the Treasury. It was an opportunity for management to reflect on progress made in service delivery and also on how further improvements could be brought through innovation and use of modern technologies. In particular, the exercise has helped us identify our strengths & weaknesses and gaps that need to be filled in our quest to achieve excellence.





# Training Unit, Coromandel Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

**T**he Training Unit is one of the core divisions of the Mauritius Fire and Rescue Service (MFRS) with clearly defined objectives. If the Operation Division is considered to be the 'heart' of the MFRS, then the Training Unit is the 'brain'.

The aim of the Training Unit, in line with the vision, mission and policy of the organisation, is mainly oriented towards training and development of its fire personnel so as to achieve an effective and efficient workforce in terms of better service delivery to the community at large, thus rendering the Republic of Mauritius safer and free from fire hazards.

The Training Unit is also a laboratory of analysis where fire officers are assessed and, based on their results, standards are established. It is also a hub of information always aiming towards 'perfection' for an excellent service delivery. For such achievements, the Training Unit has developed strategies to:

- embed 'Learning & Development' as a strategic process that supports overall service delivery by creating a culture of learning and a consistent approach to people development
- continue to provide a safe and competent workforce through the development of a wide range of safety critical, technical, operational, organisational and personal skills across the workforce to ensure effective and efficient service delivery
- support transition to the MFRS, the effective management of change and reform and the delivery of public value
- forge leadership and build management capacity within the workforce, embed service values and support the provision of open and transparent governance arrangements.

The Training Unit has always kept itself in pace with the hazards and risks associated with the rapidly changing environment and new technologies. It has always been proactive and grooming all fire personnel to cope with any such event which may render the Republic of Mauritius unsafe. In addition, the Training Unit has adopted the 'green concept' with the acquisition of the 'flame generator' used during 'live fire scenarios' instead of carbonaceous fires which were becoming nuisances for the residents in the vicinity.



Fire fighting and rescue have always been challenging. Despite that, the Training Unit covers all the legal framework of safety and health and trains fire officers to respond to dangerous situations; prepares individual officers to be able to make decisions in dangerous, fast-moving, emotionally-charged and pressurised situations, even when there may sometimes be incomplete or inaccurate information about incidents. Officers are also prepared to meet the unrealistic public expectations that firefighters will put themselves at risk.

In line with the departmental policy, the Training Unit has adopted different approaches towards mitigating the risk of injuries and accident sin order to reduce both direct and indirect costs at work by:

- reducing and eliminating the risk of injuries by adopting the safe work concept
- limiting damages caused to equipment and machinery in accident, malfunctions and poor operations
- reducing cost in terms of unnecessary repairs caused by misuse and improper operation of MFRS vehicles and equipment, thus aiming towards longer duration of equipment and machinery through proper usage.

All of the above is being achieved through intensive training and development of the MFRS personnel which is contributing not only towards a healthy and safe working environment but also targeting towards a more effective and efficient service delivery.



# Triplet Fire Station

## Mauritius Fire and Rescue Service, Ministry of Local Government

**T**riplet Fire Station is located in the North, North - West of Mauritius, covering two districts and the main tourism sector. It has been playing an active role in terms of fire service delivery since its opening in 2005 in the northern region with the prime objective of saving life from dangers of fire and other emergency threats, preventing property destruction by fires and contributing towards community resilience.

The promulgation of the Mauritius Fire and Rescue Act in 2013 has harmonised the fire service response with other agencies and at the same time enlarged its scope of work in terms of life saving.

The new Act has generated new approach to our duty through intense training and handling of new and state-of-the-art equipment.

The decentralisation of the fire prevention activities has brought a new challenge to the station. Fire safety talks are being delivered, inspection of Government-owned/rented buildings as well as law enforcement inspections are carried out. Promoters visit the station in search of information and submit applications for the issue of necessary fire clearances/certificates as prescribed by the Act.

All these new challenges, coupled with our participation in the PSEA, have contributed in providing innovative skill, motivation of staff and improvement in service delivery.





# Trou aux Biches Police Station

## Mauritius Police Force

**T**rou aux Biches Police Station comprises fifty-four personnel dedicated for duty oriented to customer service towards the public and internal customers. With the implementation of ISO and COTS procedures, there is a more profound attachment to service provision. Therefrom, the customers can evaluate the level of service offered compared to other service providers, bearing in mind the time frame and sequence of the processes that involved in any work or Task within the police.

In the Charge Room of TAB Police Station, a Counter Service desk has been placed to help customers and officers. The officers intend to attend to customers with a good service. On the road, Police Officers are properly dressed and address customers politely and perform their duties with dedication and devotion. In case of advice, the customers are referred to specific officers and units to deal with their problems.

Trou aux Biches Police Station personnel are regularly briefed and lectured on different police issues, government decisions, policies and public demands with a view to render a better service to the customers.





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**Special thanks** for the valuable assistance and support extended to the **Editorial Team** by the **Administrative Reforms Division** comprising the following officers: Mrs A. Sarju, Mrs A. Bijloll, Mrs P. Komkoon, Mrs J. Bhugoo, Mrs A. Hurry, Ms S. Ramdin, Mrs V. Veeramootoo, Mrs V. Kutwaroo, Mr C. Manancourt, Ms V. Rama and Mr D. Jeetoo.

We would also like to thank Ms Taryn G. Knubley, the Government Printing Office team as well as the Government Information Service team for their help and support in the publication of this magazine.

*Disclaimer: The contents of the articles published in the magazine reflect the views and opinions of the authors and may not necessarily be those of the Ministry of Civil Service and Administrative Reforms.*





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