

Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2015

Recognising Innovation and Excellence







Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2015



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



Messages

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

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

Mr Premhans Jhugroo

Senior Chief Executive

Ministry of Civil Service and Administrative Reforms

Mrs Hélène ECHEVIN

Managing Director

Suchem Ltd & Archemics Ltd

Harel Mallac Group





Message

From:

The Prime Minister

The Public Service Excellence Award which is an annual feature serves as a motivational tool by recognizing and rewarding public service organisations which have adopted best practices in the delivery of their services. The Public Service is, collectively, the world's largest service provider, as well as the largest employer. Any incremental improvement in public services positively impacts on the lives of millions of people.

As you are all aware, my Government is committed to enhance the image of the public service through a series of innovative measures and in this process, we aim in '*delivering the customer promise*', which is to know the needs of our citizens, irrespective of their social background, economic status and their geographical location. Governments around the world are grappling with societal challenges that are acting as a brake on sustainable economic growth, leading to inequality and instability in society, and impinging upon the general well-being of their population.

This year's theme '*Creativity and Innovation to improve Public Service Delivery*' highlights our willingness to improve the efficiency and effectiveness of service delivery based on equity and empowerment. This is tantamount to providing value for money services, widening accessibility to all, and reducing the costs involved in providing those services. At the same time, it lays emphasis on adopting innovative and environmentally-friendly means to deal with daily challenges in our process of modernisation and transformation of our society.

The reality of the public service today is that it is assessed by the citizens' feedback and this explains clearly the importance of customer sovereignty.

I am pleased to associate myself with the 2015 edition of the Public Service Excellence Award, where we celebrate the shining

examples of excellence in our public service. I believe that good work and success must always be rewarded. This shall generate powerful motivation which, together with measures taken by my Government, shall contribute in exemplary public service with an improved corporate image.

I seize this opportunity to urge all public officers, irrespective of their hierarchical positions, to be active drivers in the nation building task and transformation process. We should all together help in consolidating a performance-based, responsive, customer-focused and accountable public service.

I also wish to commend the members of the Jury for their diligence in the adjudication exercise. At the same time, I congratulate all the winners of the Public Service Excellence Award 2015. There are undoubtedly many more symbols of excellence in our public service which deserve our appreciation. Hence, I acknowledge the efforts of all public officers who work incessantly to bring the public service to new heights and collectively contribute to build a better and happy 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 Minister of Environment, Sustainable Development, and Disaster and Beach Management**

Every year, the Public Service Excellence Award is organised to reward the exemplary contributions and achievements of government institutions that continuously strive for a more effective and responsive public service. This competition helps to highlight the visibility of Government organisations as efficient service providers and also as an inspiration to other organisations to embrace the path of excellence by modernising their systems and processes, undertaking reforms and adopting principles of good governance and professionalism.

The theme for the 2015 edition of the Public Service Excellence Award, which is '*Creativity and Innovation to improve Public Service Delivery*', goes in line with the Government's vision of the public service of 2030. It basically aims at discovering innovations in governance, rewarding excellence in the public service and further motivating public officers to adopt a culture of innovation. Its ultimate objective is to promote professionalism across government organisations, improve the image of public service and enhance trust in government. I therefore, invite as many public service organisations to reflect on the importance of adopting smart strategies and innovative solutions that can transform our public service so as to operate with high efficiency and effectiveness to meet the demands of our citizens.

Among the 57 organisations that have participated in this year's Award, one will be declared the Grand Winner, while others will become winners in their respective categories. However, I believe that all the participating organisations have the potential and capability to enhance their service delivery. I will therefore encourage them to maintain the momentum of reforms and improvement in their respective organisations. This will no doubt pave the way for the new public service which people are looking for.

I wish to place on record the contribution of the Panel of Jury for shouldering this very demanding responsibility of assessing all the participating organisations. I thank all the members of the Jury for the precious time they have devoted to the success of the Public Service Excellence Award 2015.

I thank all participants of PSEA 2015 and congratulate the winners.

The Honourable Alain Wong, MSK

Minister of Civil Service and Administrative Reforms
Minister of Environment, Sustainable Development, and
Disaster and Beach Management





Message

From:

The Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

The Public Service Excellence Award is organised every year to recognise the efforts and contributions of public service organisations in enhancing the services they provide to the public. It also aims at encouraging other organisations to compete for the Award by undertaking administrative reforms and modernising their services.

The Ministry of Civil Service and Administrative Reforms has been continuously emphasizing the importance of reforms for rendering the public service more efficient. It has to be reckoned that, over the years, there has been significant progress in the modernisation of our services through the implementation of different reform initiatives. Such efforts have to be sustained to remain on the path of modernisation and transformation.

This year's theme "*Creativity and Innovation to improve Public Service Delivery*" goes in line with the Ministry's mission of promoting continuous improvement of our services to achieve excellence in service delivery. In this respect, we need to acknowledge the importance of changes and reforms in the public service through innovation. It is imperative for public service organisations to adopt a culture of innovation that will in turn nurture creativity and inventive thinking. Today, we need to challenge ourselves to be creative and be able to embrace innovation as a critical approach to doing government business more smartly. Innovation will enable us to think beyond the borders to find integrated innovative solutions through new systems, processes and approaches.

Vision statement 2030 imposes a highly critical commitment on public officers to act as passionate facilitators in the transformation of the public service to render it more efficient and effective. The adoption of innovative methods can thus

pave the way to building very efficient government institutions with officers who are deeply committed to the public good and capable of consistently delivering high quality services.

PSEA 2015 aims to reward those organisations which have successfully put in place reform strategies and innovative methods to improve their services and inspire other organisations to adopt the same path. I seize this opportunity to thank all participating organisations in the PSEA 2015 and also congratulate the would-be winners in the different categories.

Mr Premhans Jhugroo

Senior Chief Executive

Ministry of Civil Service and Administrative Reforms





Message

From:

The Chairperson, Panel of Jury

It is altogether a pride and privilege to be citizen of a country which has decided to put at the forefront of the stage intrinsic values like Leadership, Customer Focus, Efficiency, and Innovation.

The idea of setting up the Public Service Excellence Award shows the vision for a Better Mauritius and the members of the Jury and myself have been greatly honoured to be part of the process

We have audited 57 organisations across different public institutions and we have observed different approaches and styles. We were moved and amazed to see the experienced ones but also new comers or smaller organisations showing with enthusiasm and passion how they were going the extra mile. It is yet another proof that the individuals can make a difference in institutions.

We would like to sincerely congratulate each participating organisation. Accepting the challenge to participate for the Public Service Excellence Award shows how they are keen to risk opening up their doors, being engaged and confident in what they do, and at the same time, work in a spirit of continuous improvement and innovation.

And as I tend to say, for each participant, the journey towards the Excellence Award itself is worth more than the results.

On behalf of all the members of the Jury, I would like to thank the Honourable Alain Wong, Minister of Civil Service and Administrative Reforms and his Ministry for their vision, support and trust.

Building a culture of leadership and innovation no doubt takes years. We seize this opportunity to invite more and more public service organisations to embrace the challenge to participate in this Excellence Award, as it constitutes a great tool on the path of continuous improvement.

As Leonardo da Vinci said: *"People of accomplishment rarely sit back and leave things happen to them. They go out and happen to things."*

Mrs H el ene ECHEVIN

Managing Director
Suchem Ltd & Archemics Ltd
Harel Mallac Group
Chairperson, Panel of Jury

PANEL OF JURY

Chairperson

Mrs Hélène ECHEVIN

Managing Director, Suchem Ltd & Archemics Ltd, Harel Mallac Group

Members

Ms Lilowtee RAJMUN

Director, Mauritius Export Association (MEXA)

Dr Ramesh DURBARRY

Director General, Civil Service College, Mauritius

Mr Guillaume HUGNIN

Group Export Manager, Food & Allied Corporate Services

Dr (Mrs) Prabha RAMSEOOK-MUNHURRUN

Officer-in-Charge, School of Sustainable Development and Tourism, University of Technology, Mauritius

Mr Jean Luc WILAIN

Chief Operating Officer, Business Development, Ireland Blyth Ltd (IBL)

Mr Anbanaden VEERASAMY, OSK

Former Permanent Secretary

Mr Poonit RAMJUG

Vice-President, State and Other Employees Federation



Panel of Jury

From left to right: Mr Guillaume HUGNIN, Ms Lilowtee RAJMUN, Mr Jean Luc WILAIN, Mrs H el ene ECHEVIN, Dr Ramesh DURBARRY, Dr (Mrs) Prabha RAMSEOOK-MUNHURRUN, Mr Anbanaden VEERASAMY, Mr Poonit RAMJUG

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 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 proven providers of exemplary services

Entry

All Ministries/Departments or Units/Divisions are eligible to compete for the PSEA. The winner of the Award is subsequently entitled to participate 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 Chairperson and seven members from both public and private sector organisations and trade unions, is appointed 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.

Winner of the Public Service Excellence Award 2014

Registrar-General's Department

The reform journey undertaken by the Registrar-General's Department, since the year 2005, has been fruitful. Various projects implemented successfully over the years have culminated in the implementation of a visionary project "*The Mauritius eRegistry Project*" in 2014. This project has transformed the Department from a service organisation into an e-service one.

The Public Service Excellence Award (PSEA) 2014 has provided us with an important platform to showcase our reforms and highlight the services offered to the professionals, the business community and the public.

Our participation in the Award has compelled us to review and reengineer all the processes with the participation of the stakeholders and in view of meeting their requirements.

The Award has also created a new mindset among all our staff and stakeholders to adopt fully the reforms and has encouraged them to continue on the path of innovation.

All facilities to bring about reforms in the public sector are available. We encourage our peers to avail themselves of those facilities to modernise their Ministries/Departments. Reform in the Public Service is possible and if well undertaken, it will be rewarded too.

The Registrar-General's Department will not rest on its laurels. The PSEA has motivated us to embark on new projects. Armed with our experience, sure of our potential and supported by a good team, we are confident to bring new projects to successful completion.

We can guarantee participants one thing: their participation will be an enriching experience.

We wish the Public Excellence Award 2015 all the success it deserves.



Winners in Sub-Categories

Customer-Centred Delivery Award



Gastro-Intestinal Endoscopy Unit, SSRN Hospital

Leadership and Team Spirit Award



Sir Leckraz Teelock State Secondary School

... of the Public Service Excellence Award 2014

Efficiency and Effectiveness Award



Case Noyale Social Welfare Centre

Innovation and Improvement Award



Registrar-General's Department

The Public Service Excellence Award 2014

... Special Mention by the Panel of Jury

Customer-Centred Delivery Award



Mauritius Business Growth Scheme Unit

Leadership and Team Spirit Award



Mauritius Fire and Rescue Service

Efficiency and Effectiveness Award



Forensic Science Laboratory

Innovation and Improvement Award



Sir Abdool Razack Mohamed State Secondary School

The Public Service Excellence Award 2014

... Special Jury Award



Flacq Haemodialysis Unit



Entomology Division





Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2015

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 (a) 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, (b) publicise innovations in the public sector which are worthy of emulation, (c) facilitate the transfer of innovations and best practices to improve the quality of public administration and management in Africa and (d) 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 Award is attributed to winners during the AAPAM Roundtable Conference held on a yearly basis.

It will be recalled that 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. In 2011, the Entomology Division, Agricultural Services of the Ministry of Agro Industry and Food Security won the Silver AAPAM Award and the Companies Division won the Glass Trophy. The Cadastral Implementation Unit (CIU), Ministry of Housing and Lands, won the "*Silver AAPAM Award*" in 2012.

For the 9th AAPAM Award 2015 for Innovative Management, the following two organisations submitted their entries:

- Corporate and Business Registration Department
- Procurement Policy Office.

• All Africa Public Sector Innovation Awards (AAPSIA)

The 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 Institutions;
- II. Innovative Partnerships in Service Delivery; 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 Institutions*".

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

A circular was issued on 22 June 2016 inviting participation in the AAPSIA 2016. The closing date for submission of entries is 07 October 2016.

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

The CAPAM Award is organised every two years since 2008. The Award celebrates the spirit of innovation in the public service by recognising those who have made significant contributions by improving governance and delivery of services. It inspires innovators to continue exploring, creating and implementing new ideas in order to enhance the quality of life for citizens, communities and nations.

The CAPAM International Innovations Awards 2016 include four categories, namely:

- Innovation DNA
- Innovation in Public Service Management
- Citizens-Focused Innovation
- Innovation Incubation.

The Ministry of Housing and Lands and the Sir Leckraz Teelock State Secondary School have been chosen as semi-finalists for the CAPAM International Innovations Awards 2016.

• 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 which is held each year on the 23rd of June.


For the year 2011/2012, Independent Commission Against Corruption (ICAC) was proclaimed First Place Winner in the African Region in the category of '*Preventing and Combating Corruption in the Public Service*'.

For the UNPSA 2014/2015, six organisations submitted their participations:

- Central Informatics Bureau
- Corporate and Business Registration Department (CBRD)
- Mauritius Fire and Rescue Service, Ministry of Local Government
- Sir Abdool Razack Mohamed State Secondary School
- Gastro-Intestinal Endoscopy Department
- Mauritius Prison Service.

The CBRD and the Mauritius Prison Service had received positive reviews up to the second round of evaluation.

The UNPSA of 2015/2016 competition did not take place as the programme is being reviewed in line with the Sustainable Development Agenda 2030.



**Public Service
Excellence Award
2015**



Republic of Mauritius

PUBLIC SERVICE EXCELLENCE AWARD 2015



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

... for a professional public service committed to excellence

The theme for the 2015 edition of the Public Service Excellence Award (PSEA) is "***Creativity and Innovation to Improve Public Service Delivery***".

This year, the theme has been specially chosen in line with the energetic appeal made by the Right Honourable Prime Minister while unveiling the strategy "*Achieving the Second Economic Miracle - Vision 2030*" which calls for a change in mindset and commitment to make things happen.

Organisations, therefore, need to adopt strategic and innovative approaches so as to offer more citizen-centric services, within the available resources. This constitutes the stepping stone to pave the way for improved service delivery across the Civil Service.

There is need to trigger a new mindset and promote a fresh culture that will focus on national targets rather than routine jobs only. The theme is an appeal to Public Officers to be agents of change and Public Organisations to act as facilitators for achievements to happen while exploring novel ways of serving the public.

This 2015 edition of the PSEA will, thus, reward those organisations which have successfully put in place reform strategies and policies and established result-oriented measures. It will recognise those organisations that have gone out of their way despite the limited resources available to bring in creativity and innovation in their way of doing business.

The PSEA, 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 public service delivery.





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

Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2015

Participating Organisations

Participating Organisations

Assay Office

Ministry of Industry, Commerce and Consumer Protection

Cartography Section

Survey Division, Ministry of Housing and Lands

Case Noyale Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

Chemin Grenier Police Station

Prime Minister's Office

Civil Status Division

Prime Minister's Office

Competent Authority Seafood

Ministry of Ocean Economy, Marine Resources, Fisheries, Shipping and Outer Islands

Coromandel Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government

Diabetes and Vascular Health Centre

New Souillac Hospital, Ministry of Health and Quality of Life

Diabetes Foot Care Unit

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

Dr James Burty David Recreation Centre

Ministry of Social Security, National Solidarity and Reform Institutions

Emergency Response Service - OPS Room

Prime Minister's Office

Entomology Division

Ministry of Agro Industry and Food Security

Fire Safety Division

Mauritius Fire and Rescue Service, Ministry of Local Government

Flacq Haemodialysis Unit

Flacq Hospital, Ministry of Health and Quality of Life

Food Technology Laboratory

Ministry of Agro Industry and Food Security

Forensic Science Laboratory

Prime Minister's Office

Grand Bay National Coast Guard

Prime Minister's Office

Grand Bois Police Station

Prime Minister's Office

Haemodialysis Unit

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

Hydrographic Unit

Ministry of Housing and Lands

L'Escalier Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

La Tour Koenig Police Station

Prime Minister's Office

Lady Sushil Ramgoolam Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

Mahebourg Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

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

Maritime Air Squadron

Prime Minister's Office

MAURITAS

Industry Division, Ministry of Industry, Commerce and Consumer Protection

Participating Organisations

Mauritius Meteorological Services

Prime Minister's Office

Medical Unit

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

Montagne Blanche Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

National Coast Guard - Harbour Security

Prime Minister's Office

National Coast Guard – Headquarters

Prime Minister's Office

National Coast Guard - Operations Room

Prime Minister's Office

Non-Communicable Diseases and Health Promotion Unit

Ministry of Health and Quality of Life

Occupational Safety and Health Division

Ministry of Civil Service and Administrative Reforms

Paediatric Unit

Flacq Hospital, Ministry of Health and Quality of Life

Piton Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government

Plaine Magnien Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

Police Information and Operations Room

Prime Minister's Office

Police Western Division

Prime Minister's Office

Poudre D'Or Police Station

Prime Minister's Office

Procurement Policy Office

Ministry of Finance and Economic Development

Public Service Commission and Disciplined Forces Service Commission

Quatre Bornes Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government

Registration, Public Relations and Hot Line Unit

Cooperatives Division, Ministry of Business, Enterprise and Cooperatives

Rose Belle Regional Cooperatives Centre

Cooperatives Division, Ministry of Business, Enterprise and Cooperatives

Sea-Based Unit

Ministry of Tourism and External Communications

Sir Abdool Razack Mohamed State Secondary School

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

Sir Seewoosagur Ramgoolam Recreation Centre

Ministry of Social Security, National Solidarity and Reform Institutions

Surinam Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

Tamarin 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

Prime Minister's Office

Valuation Department

Ministry of Finance and Economic Development

Wooton Social Welfare cum Resource Centre

Ministry of Social Security, National Solidarity and Reform Institutions

Assay Office

Ministry of Industry, Commerce and Consumer Protection

The Assay Office operates under the aegis of the *Ministry of Industry, Commerce and Consumer Protection (Industry Division)*. 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. It is ISO 9001 certified.

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 ISO/IEC 17025 with MAURITAS
- The **Gemmology Laboratory** provides gemstones identification and diamond grading services according to international standards. It is equipped with conventional and high-tech instruments.

The Public Service Excellence Award is the most prestigious recognition of excellence in the public sector. Participation in this Award has provided us with the opportunity to innovate and modernise our service delivery. It has also motivated our staff to enhance teamwork, commitment and sense of belongingness to the Assay office. Inspired and encouraged by the dedicated staff, Assay Office will continue to provide its customers with an outstanding service to meet their high expectations.



Cartography Section

Survey Division, Ministry of Housing and Lands

The Cartography Section acts as the National Mapping Agency of the Republic of Mauritius. It is responsible for the preparation, publication of Topographic/Thematic maps, updating of the Cadastre (LAVIMS) and issuing of Parcel Identification Number (PIN) for state land.

The main objective of the Section is to continuously provide up to date maps, spatial data and quality services to the maps user community in a timely manner.

The Section also extends technical support to ministries, departments and stakeholders in terms of mapping and Geographical Information System (GIS).

The Section which formerly used traditional hand-drawn maps has now given way to Computer Assisted Mapping. It has kept pace with fast moving technology and is continuing on this trend by engaging in modern mapping technologies like Geographical Information System and Remote Sensing. Maps were formerly published by Overseas Mapping Institutions but since 1986, the shift in technology has empowered the Cartography Section to produce high quality maps locally and has become a one stop shop for mapping products both in hard and soft copy. Existing mapping products are delivered right away whereas customized maps are treated within shortest delay.

Computerisation of the Plans and Records Office, Aerial Photo Library and Data Archiving have already started. A National Spatial Data Infrastructure (NSDI) for the centralisation of spatial data is in the pipeline and the Cartography Section will play a significant role in the project. Moreover, the Cartography Section is always being called upon to provide its services for projects of national importance, e.g.

- Large scale Mapping for Disaster Risk Management (National Disaster Risk Reduction and Management Centre)
- Zoning & Coding Exercises for admission to Form 1 (Mauritius Examinations Syndicate)



- Environmentally Sensitive Areas (ESA) mapping (Ministry of Environment, Sustainable Development, and Disaster and Beach Management)
- Health Mapping

The Cartography Section will continue to innovate and improve in order to provide quality services and ensure that services are according to best practices.

Case Noyale Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

After being a winner in the category "Effectiveness and Efficiency" of the Public Service Excellence Award 2014, the Case Noyale Social Welfare Centre is seen as a "Vitrine" for the Social Welfare Divisions (SWCs) and a model in the region which many organisations, associations, NGOs, tourists and local community are visiting on daily basis. The Centre is revamping its activities by working harder and adopting smarter techniques. New innovative courses such as eco-bags, etc are provided to the local community to be in line with the policies of the Government and promoting the concept of entrepreneurship in the region.

Moreover, several projects have been implemented in 2015, namely:

- A monument of national unity to strengthen social bonding among citizens and reinforcing the concept of patriotism
- Model medicinal garden and distribution of medicinal plants to the local inhabitants to encourage them to adopt traditional medicines. A model compost bin placed in the yard to sensitise the community on making use of waste materials and at the same time discourage people to use pesticides and fertilisers in kitchen gardening
- Setting up of antiques and photos of vintage corner for showcasing to the younger generation the lifestyle of the previous generations
- Profilage coverage of boxing ring to provide additional space at the centre for the organisation of indoor welfare activities
- A boat with a welcoming address erected in the premises for sounding more user-friendly
- Embellishment of the yard through rock garden and landscaping in the context of greener and smarter SWCs.

The Case Noyale SWC has also elaborated a plan of action for the benefit of the local community through innovative projects which will be implemented. These projects are:



- Installation of photovoltaic panels
- Purchase of additional tarpaulins, tubular frames and chairs to be put at the disposal of the inhabitants
- Sorting bins and collection of plastic garbages and bottles
- Training of street children in music, sculpture, drama, etc in collaboration with NGOs and Caudan Development
- Outdoor wellness centre to sensitising people about healthy eating and benefits of physical exercise
- Protection of the marine environment in collaboration with the Mauritius Marine Conservation Society through training of fishermen and mangrove planting

Case Noyale Social Welfare Centre (contd.)



- Welfare programmes for families particularly children of fishermen lost at sea, namely remedial courses for students
- Survey to identify undeclared children in the region
- Welfare programmes are for senior citizens living alone
- Distribution of medical equipment for bedridden in collaboration with other organisations
- Evacuation of stray dogs in collaboration with MSAW
- Negotiation with Link to Life for setting up a Cancer Sub Centre in the region.

Chemin Grenier Police Station

Prime Minister's Office

The Mauritius Police Force is the only body for ensuring law and order, peace, security and safety of the population. The Force is committed to deliver an efficient and effective policing service by meeting the community needs and expectations and has as main objective to foster a crime-free society. It is primarily responsible for the maintenance of public order, prevention and detection of crimes. It also protects life and property of the community. The Force is composed of more than 12 000 police officers and headed by the Commissioner of Police assisted by the Deputy Commissioners of Police, Assistant Commissioners of Police and other Police Officers.

The role of each member of the Mauritius Police Force is to enhance service delivery such as in attending to requests of external customers within a precise and defined time frame.

The policemen therefore happen to be the most visible representatives of the Government. In times of need, danger, crisis, disaster, crime and difficulty, when a citizen does not know what to do and whom to approach, the Police Station and its policemen happen to be the most appropriate and approachable unit and persons for him. The Police are expected to be the most accessible, interactive and dynamic organisation of any society. The visibility of Police Officers with the Hot Spot Policing Act as a deterrent against (i) the commissioning of crimes, (ii) harassment to vulnerable persons, and (iii) reduction of road accident cases with the bottle neck exercises.

The Police Public Partnership Policing is very important in the decision-making process. To attain the objectives of the Mauritius Police Force, the Police Stations have to be adequately equipped with the necessary tools, know-how and be able to operate in a conducive work environment.



Civil Status Division

Prime Minister's Office

Civil registration started in the 18th Century when registration of births, marriages and deaths were performed ceremonially by priests in Catholic churches. It is only during the 70's that public officers known as "Civil Status Officers" began registering births, marriages and deaths which formed the very life cycle of an individual. Since then, the Division has undergone many changes.

The Civil Status Division falls under the aegis of the Prime Minister's Office and operates under the Civil Status (Amendment) Act 1981 which came into force on the 1st of January 1982.

The Division is under the administrative control of the Registrar of Civil Status who is responsible for the registration of all civil status events and other matters pertaining to the civil status of a person of the Republic of Mauritius and its Dependencies. Thus, it is the custodian of all records and documents produced during registration. Currently, the Division has thirty-five operational offices island-wide, including Rodrigues and Agalega Island.

Moreover, the Civil Status Division has updated the Central Population Database which holds vital information pertaining to all individuals registered in Mauritius. This has made people life's easy as they have access to social benefits and services upon presentation of civil status documents.

Registration services at the Division have further been improved so that all data are available online. Hence the public can now apply for civil status documents at any office around the island. The very first issue of civil status documents upon registration is free by affixing a stamp of Rs 25 therein.

The Public Service Excellence Award has served this office as an effective tool for improvement. It has enabled it to bring about series of reforms initiatives through participation with a view to better serving its customers such as:

- Re-engineering of Civil Status Division system
- Scanning of 100 000 birth and marriage records for the years 1900-1939
- Renovation of Headquarters



- Relocating of a New Marriage Hall at the Ground Floor, E. Anquetil Building
- Relocation of sub offices to new office space
- Creation of a Sticker (Vignette) to replace stamps on Civil Status Documents
- Renovation of Conference Room
- ISO Certification
- Training and development programmes
- Newsletter
- Revised version of Citizen and Customer Charter
- Guides of Birth Registration in three versions.

Participation in the PSEA has only triggered team spirit among colleagues but has also helped in reviewing our communication strategy to enhance our effort for transparency, effectiveness, professionalism and visibility of our high quality service.

Competent Authority Seafood

Ministry of Ocean Economy, Marine Resources, Fisheries, Shipping and Outer Islands

The Competent Authority-Seafood (CA-SF), a semi-autonomous public body under the aegis of the Ministry of Ocean Economy, Marine Resources, Fisheries, Shipping and Outer Islands, is responsible for the verification and certification of fish and fish products destined for export primarily to Member States of the European Union (EU) as well as non-EU countries. The CA-SF operates within the legal framework as provided under the Fisheries and Marine Resources Act 2007 (Government Notice 147 of 2009 and its subsequent amendments).

The CA-SF performs official controls which consist of inspections, audits and sampling of water, ice and fish and fish products at approved establishments. To date, it controls four freezer vessels, two cold stores and fourteen processing plants that are approved for fishing, storing and processing fish and fish products for export to EU.

The CA-SF is regularly audited by the Food and Veterinary Office (FVO) of the EU to ensure that Mauritius has an effective control system in compliance with EU standards. During the last audit carried out in 2014, the FVO concluded that the control system implemented by the CA-SF offers sufficient guarantees concerning the sanitary conditions of fishery products for European Union export.

Since October 2014, the CA-SF has been entrusted the responsibility for controlling the imports of live ornamental fish and larvae for resale and aquaculture purposes. Consignments of ornamental fish and larvae are inspected at the airport prior to customs release being granted. The inspection includes the verification of health certificates, health condition of fish after landing and quarantine facilities.



Coromandel Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government

The Coromandel Fire Station which operates under the aegis of the Mauritius Fire and Rescue Service (MFRS) forms part of the sole fire station that offers an effective disaster and emergency preparedness system to respond to emergency calls for the regions of Coromandel, Beau Bassin, Pailles, GRNW, Pte aux Sables, Petite Rivière, Bambous and Albion.

We ensure round the clock quality-wise service to:

- Save and protect persons, animals, property and the environment against fire or any other emergencies
- Prevent, fight, control and extinguish fires
- Organise community education and awareness programme, advise the public on prevention and protection measures in the event of a fire or any other emergencies. Lectures are delivered to the public, NGOs, students, senior citizens and youths by means of power point presentations on LCD monitors & overhead projectors for better assimilation. Pamphlets containing safety tips are also distributed
- Provide rescue and extrication services to any person, animal or property endangered as a result of a road traffic accident and other incidents
- Perform humanitarian services, including the protection of life and property in the event of calamity or natural disaster
- Carry out fire risk assessment for the Station area
- Organise fire simulation drills
- Assist and participate in simulation exercises such as tsunami, flash floods, torrential rain, landslide, major road traffic accidents organised by the National Disaster Risk Reduction and Management Centre



- Adopt a policy of providing a high quality reliable service to the public by providing efficient and timely responses for 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
- Conduct regular demonstration and presentation for organisations and schools that visit the Station to widen the horizon of thoughts and imagination of the public and make them aware of the challenging task of firefighters.

Diabetes and Vascular Health Centre

New Souillac Hospital, Ministry of Health and Quality of Life

The Diabetes and Vascular Health Centre (DVHC) offers a holistic approach to patients with diabetes. We are the only public health centre in Mauritius where patients have access to a multidisciplinary team under the same roof. The patient can be seen by a diabetologist, specialized diabetes nurse, nutritionist, Health Information and Education Officer, foot care nurse, podiatrist and retinal photographer during the same appointment. With this '*one-stop shop*' approach, we aim to offer patients an efficient, effective and comprehensive management of their diabetes.

The DVHC has been at the forefront in the fight against diabetes and its complications in the public health sector. It has helped set up the Diabetic Retinopathy Screening Service throughout the country. The first Diabetic Foot Care Clinic was set up in the DVHC and has been largely successful in preventing and treating diabetic foot ulcers. As a result, the clinic model has been replicated in all the regional hospitals so that patients from all over the island have access to improved and equal care.

At the DVHC, we are also committed to the training of healthcare professionals such as doctors and nurses for their professional development and also for the ultimate benefit of patients with diabetes.

Participation in the PSEA challenges and motivates us to provide better services to the patients.



Diabetes Foot Care Unit

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

We are pleased to participate in the Public Service Excellence Award Souvenir Magazine 2015. This participation has brought a lot of changes in the workplace. Many improvements have occurred in terms of building and infrastructure of the diabetes foot care unit. The changes brought have motivated patients who are now going to have a better place for their treatment. The building standard has likewise been upgraded for the patient to be received in a more conducive environment.

The changes brought in the unit while participating has been of great help as we have placed the direction boards as from the casualty level to direct the patients to the clinic. Ramp facilities have been added to wheelchair access to ease the patients comfort to reach the clinic for their treatment.

Amendments have been made in the clinic like painting, washing of unit and so on. Sign boards have been placed on each section door to direct the patient more easily towards their treatment.



Dr James Burty David Recreation Centre

Ministry of Social Security, National Solidarity and Reform Institutions

The Dr James Burty David Recreation Centre of Pointe aux Sables is a residential leisure complex specifically designed to cater for the leisure needs of the elderly and the disabled.

Situated next to the city of Port Louis along the coastal road of Pointe aux Sables, it is nestled in a natural world created exclusively for the pleasure and well-being of our customers.

The complex comprises 50 fully equipped bedrooms, a modern air-conditioned conference room and a swimming pool.

With a view to enhancing the quality of life of our elderly and handicapped persons, the Centre has been organising camping activities focusing on therapeutic recreation which includes a series of indoor and outdoor activities to give participants feelings of success and improved confidence. Besides, it has been observed that there is no greater opportunity for the aged and disabled persons with limited physical ability to experience self-actualization, spiritual renewal, creative expression and stimulation than leisure.

Inspired and motivated by the challenge set by the "Public Service Excellence Award Scheme", a series of innovative measures have been implemented. These include the implementation of an online central reservation system, and the collection of customer data which minimizes customer effort but maximizes customer value.

Nature friendly measures include the use of solar energy, economic lighting system, conservation and preservation of plants, reduction in the use of chemicals for planting and weeding and the use of locally grown vegetable in the kitchen.

Sensitisation lectures on the importance of living an environmentally friendly life are also organised for users.



Regular meetings with staff and service providers are held regularly to resolve any lingering issues that impede team work.

The Centre functions under the aegis of the Ministry of Social Security, National Solidarity and Reform Institutions and attracts the elderly and the disabled practically the whole year round giving an opportunity to the users to break away from the monotony of daily routine.

Emergency Response Service - OPS Room

Prime Minister's Office

The Emergency Response Service (ERS), formerly known as the Rapid Intervention Brigade, was officially launched on 12th October 1998 with the primary purpose to attend to emergency calls on 999 within a time frame of 15 mins.

The headquarters is based at Vacoas and an Assistant Superintendent of Police commands this service under the supervision of DCP OPS.

With the implementation of the National Policing Strategic Framework (NPSF) in 2010, this unit was reorganised with the injection of additional vehicles and manpower to complement a fleet of 47 vehicles to operate islandwide on a 24-hr basis.

Duties of ERS:

- Providing preventive patrol in crime-prone areas, bus terminuses, residential parcellings
- Ensuring Police presence near schools & colleges to deter school children from loitering outside school hours & playing truant
- Stop & search operations at strategic points
- Carrying out alcotest and stop check operations
- Enhancing road policing by enforcing the law under the Road Traffic Act
- Assisting and supporting other agencies and stakeholders in maintaining law and order e.g. CID, ADSU, Divisional Commanders, Ministry of Health and Quality of Life, etc
- Enhancing tourist and salesman policing by maintaining deterrent patrols near hotels, night clubs and Casinos, Financial Institutions, Post Offices and places of Interest and resort
- Patrolling near hospitals, financial institutions (banks, ATMs, Cash Offices, Money Changers)
- Engaging in sensitisation campaign with the community to adopt the concept of 'Police de Proximité'.



Divisional ERS Sub Offices

Six ERS suboffices are based islandwide as follows:

S/N	Division	Location
1	Metropolitan	Line Barracks
2	Northern	Piton DHQ
3	Eastern	Quartier Militaire Police
4	Southern	Rose Belle Police
5	Western	Quatre Bornes Police
6	Central	ERS HQ, Vacoas

Entomology Division

Ministry of Agro Industry and Food Security

Insect pests, especially fruit flies, cause huge damage to fruits and vegetables. Studies have shown that 30% of cucurbits (cucumber, pumpkin, squash, bittergourd, snakegourd and chayote among others) are destroyed by fruit flies causing an annual loss of Rs 160 m. To tackle this problem, the Entomology Division is implementing an area-wide fruit fly control programme with the support of the Government and the Food and Agricultural Organisation/International Atomic Energy Agency (FAO/IAEA). Island-wide fruit fly surveillance through trapping and collection/incubation of fruits is being implemented to monitor the fruit fly population. An integrated fruit fly management package involving the use of environment-friendly measures (application of protein bait sprays, mass trapping of males, sanitation and release of parasitoids) has been developed and is being used by farmers.

Cucurbit infestation level at Plaine Sophie, La Queen, L'Esperance Trebuchet and Rivière Baptiste (St Pierre) has been reduced to less than 10%. In order to encourage more growers to use these techniques, a limited amount of protein bait and MAT blocks are distributed free to growers for fruit fly control.

To make fruit fly control sustainable, the Ministry has procured a new Gamma irradiator with cost sharing with the FAO/IAEA for the irradiation of fruit fly pupae so as to implement the sterile insect technique (SIT). Fruit flies are mass reared in millions in the laboratory, irradiated and then released in the field. When a sterile male mates with a fertile female, the latter lays unfertile eggs. Hence, there is no offspring and the population is suppressed without the use of pesticides.

In 2015, the notorious fruit fly species *Bactrocera dorsalis* was detected in fruit fly trap in Mauritius. Immediately, an eradication programme involving the use of bait sprays, mass trapping and sanitation was implemented. The eradication programme is being pursued.



In order to boost honey production and promote pollination of crops, the Division is implementing a project in collaboration with the International Centre for Insect Physiology and Ecology, Kenya. Beekeepers have received training through the project. Bio products for the control of varroa mite and small hive beetle, which are major pests of honey bees, have been received and distributed to beekeepers.

Fire Safety Division

Mauritius Fire and Rescue Service, Ministry of Local Government

The Fire Safety Division, certified MS ISO 9001:2008, is a Unit of the Mauritius Fire and Rescue Service which plays a key role in making the Republic of Mauritius a safe place for both citizens and visitors. This is done through the enforcement of fire legislations and promotion of fire safety culture through talks, lectures, demonstrations and the media. Officers of the Division also carry out island-wide inspections of buildings, filling stations, fuel depots, gas installations, and other places of work for the purpose of fire certification under Section 19 of the Mauritius Fire and Rescue Service Act of 2013.

Main Aims of the Fire Safety Division are to:

- Enhance community fire safety culture to be proactive by reducing emergency alarm call
- Issue Fire Certificates within a specified time frame
- Ensure renewal of all Certificates of Registration (Bulk Depot, Underground Tank, Spraying Room, LPG above 500 Kg, Calcium Carbide and Inflammable Stores) by the end of each financial year
- Deal with complaints politely.

Drawbacks

People from different parts of Mauritius used to submit applications for fire certificates and fire clearances at our Customer Care Office in Port Louis.

Fire hazards were reported through phone to fire stations

Creativity and innovation to improve Service Delivery

To improve service delivery, the following have been devised:

- The existing e-services procedure has been upgraded



- Application for fire certificate and clearance can be done through mail or in case of difficulty, applicants can call at the nearest fire station. Officers in charge and Dutymen of all stations have been trained to help applicants to submit their application electronically. This is one of the steps of decentralization of the Fire Safety Division.
- A new hazard reporting system, having hotline 154 and operating on a 24-hr basis, has been implemented where members of the public can report a safety hazard.

Flacq Haemodialysis Unit, Flacq Hospital

Ministry of Health and Quality of Life

The Flacq Haemodialysis Unit, operational since August 2003 and situated at Riche Mare, Central Flacq is an annex of Flacq Hospital. It is equipped with 28 dialysis machines and operates six days a week starting from 07.00 hrs till late night. It is closed on Sundays but Emergency Services are offered round the clock. It caters for around 200 patients coming from 42 villages of the eastern region.

The Unit has a set of characteristics and properties unique to itself, i.e. the culture of the Unit. In order to maintain and sustain this culture, the effort of each Team Member is recognised, acknowledged and appreciated. The Nurses at the Unit are empowered through distribution of leadership. In fact, distributive leadership and nurses as leaders are not new concepts in our field. In so doing, the Team Members are encouraged to think creatively and come up with innovative practices in order to engage in newer strategies responding to the changing demands of our practice.

We, as change agents, are acting proactively while organising awareness campaigns and blood donations in order to serve the public. In a nutshell, we can say that we are taking pride in what we are doing.

"Innovation and Best Practice can be sown throughout an organisation - But only when they fall on Fertile Ground".

Marcus Buckingham



Food Technology Laboratory

Ministry of Agro Industry and Food Security

Food Technology Laboratory (FTL) operates under the aegis of the Ministry of Agro Industry and Food Security. FTL is a testing laboratory involved in providing analytical services to its customers for food products, water and animal feed for the local, regional and international markets.

FTL has been accredited by MAURITAS (December 2012 - June 2016) and National Accreditation Board for Testing and Calibration Laboratories (NABL), India (since 2015). The Laboratory is also recognised as a Regional Reference Laboratory for COMESA (since 2007). The scope of accreditation for testing has increased from 7 to 22 in the biological and chemical fields. These innovative steps towards an internationally recognised laboratory have improved its service delivery towards stakeholders and given market access for export products.

Its never-ending effort to improve the services delivered is an ongoing process. Since accreditation, separate areas for sample reception for both microbiological and chemical testing have been put in place to allow more spacing and privacy during customer interaction. Indeed, the use of modern technology and acquisition of state-of-the-art equipment for testing have provided a number of advantages over conventional methods like increasing throughput and range of products tested, greater sensitivity and avoiding use of toxic chemicals.

Our staff undergo continuous development through (i) local and overseas training to improve their skills, (ii) regular meetings with management to address problems and promote team spirit, (iii) internal and external audits for continuous improvement of the management and technical system of the laboratory and (iv) constant line of communication with its customers thus ensuring the achievement of customer needs.

Our participation in the PSEA has contributed substantially in providing creativity and innovative skill coupled with motivation of staff towards improvement in service delivery.



Forensic Science Laboratory

Prime Minister's Office

FSL Innovation Strategy: The Advancement of Science for Justice

With its innovation strategy, the Forensic Science Laboratory (FSL) ensures that the Criminal Justice System has access to the best available science and improved service delivery. Forensic science is a very specialized field and for all its ethically acceptable innovation projects, the FSL relies on technology adoption which covers activities such as validation, implementation and troubleshooting of technology that is published in forensic literature or purchased. For example, microchip technology for drug analysis has been implemented thus reducing turnaround time by 83% and DNA profiling has replaced the blood grouping technology.

The Liquid Chromatography - Mass Spectrometer is the recent technological acquisition to streamline toxicological investigation and detect traces down to pictograms.

In the field of human identification, FSL now has the 3500xl Genetic Analyser which has reduced analysis time of DNA samples by 33%.

Innovative ideas are developed on project based models and validated for routine analytical work e.g. roadside drug analysis kit in cases of drug driving.

In our quest to be closer to our customers, FSL is setting up its satellite laboratory in Rodrigues island. This will enhance the service delivery by reducing analytical and reporting time as well as transportation cost and time.

Our ultimate vision is to be recognized as providing impartial, high quality and timely forensic service to support the justice system.



Grand Bay National Coast Guard

Prime Minister's Office

Grand Bay NCG is responsible for the policing and surveillance of the northern coast and territorial water of Mauritius from Pointe aux Cannoniers to Cap Malheureux. All search and rescue operations at sea in the northern region are deployed and monitored from this unit, including logistic support to northern islets like Flat Island NCG post, Mauritius Wild Life Foundation and Forestry Services.

As creative and innovative measures to improve service delivery, Grand Bay NCG has worked out a flag system to indicate to mariners the state of the common pass at Flat and Gabriel Islands to prevent accident at sea and promote Mauritius as a safe destination. When the pass is impracticable, a red flag is hoisted at Flat Island by NCG personnel on duty thereat or else when practicable, a yellow flag is hoisted. Further, daily sensitisation of skippers and boat operators proceeding to Gabriel Island on board their catamaran with many tourists is organised to inform them of the practicability of the pass and weather news. We have also placed a board at Sunset Boulevard jetty, Grand Bay, where explanatory notes on the meaning of the flags are posted up. Daily weather news from the Meteorological Services and regulations on wearing of Personal Flotation Device from the Tourism Authority have also been posted up on the board.

Participating in the Public Service Excellence Award has given us the opportunity to evaluate and appreciate our work and enhance the image of the NCG as a professional organisation promoting safety and security. Our staff feel encouraged as their efforts are being recognised. Feedback from customers is also a source of motivation and makes us realise the importance of our commitment to service delivery towards the citizens and the country.



Grand Bois Police Station

Prime Minister's Office

Enhancing a Quality Service with Professionalism and Fairness

Grand Bois Police Station aims at achieving a strong and credible organisation capable of delivering an efficient and effective policy service to the community and meeting public needs and expectations. We work closely with our partners in enhancing quality service with professionalism and fairness. Grand Bois Police Station is the first police station in Mauritius to be ISO certified under the MS ISO 9001: 2008.

We have established, documented and maintained Quality Management System and continually improved its effectiveness for the process of the following services:

- Enhancing targeted patrols and physical presence of Police, on the field, for safety and security of public
- Conducting Community Policy Forum
- Recording of Declaration
- Conducting of operation (checking of licensed premises, stop & check of vehicles, execution of warrant, etc.).

Our Objectives are as follows:

- To enhance our service through targeted patrols and physical presence of Police on the field
- To execute warrants within three months delay
- In response to request, we aim to:
 - Attend to public emergencies within 15 minutes
 - Attend to non-urgent incident within 45 minutes
 - Acknowledge receipt of letters of complaints within 48 hours
 - Ensure reply to correspondence within 15 days.

Grand-Bois Police Station has made a lot of innovations. A special desk has been set up to deal with conjugal disputes, domestic violence, sexual abuse and sexual harassment cases. A Woman Police styled 'Support Officer' is on duty to deal with these cases and victims feel more at ease to relate their problems. Grand Bois Police is moving towards the public



for a proper policing. A new concept has been installed in our system that is, Feedback Form and Survey Form. These Forms are distributed to different stakeholders in the area and the external customers so as to improve our service, to help the public in achieving their demand and to evaluate police service. A suggestion box is also put in front of the station to enable the public to express views and opinions. This helps to improve our system and service delivery.

Participation in the Public Service Excellence Award has been an achievement for Grand Bois Police Station. We have more confidence in dealing with the public and can handle problems in a professional manner.

Haemodialysis Unit

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

At the dawn of the new millennium, the old Skin Disease Infirmary was converted into a Haemodialysis Unit (SSRNH HDU) to serve northern Mauritius. Despite this modest origin and the limited resources, the multi-disciplinary SSRNH HDU staff have enthusiastically set out on a visionary project for the dialysis unit which is to offer the best clinical care in the country as well as to be a welcoming home for the dialysis patients.

There are two guiding principles:

First principle: **We put patients first.** Our patients have a debilitating chronic illness that impacts on all aspects of their lives. We listen to them, offer them compassion and treat them with dignity. Patients' needs trump all other considerations. We strive hard to meet them despite the obvious limitations of time, staffing and resources.

Second principle: **Teamwork.** Everyone in the team has an important role and knows that his/her views are valued. Effective communication and coordination are encouraged. We also believe in a listening and nurturing leadership to promote creativity and innovation to get the best for our dialysis patients. Continued professional development through regular training sessions for nurses and doctors is being developed.

An example of our patient-centred approach is how doctors review patients. Problems are identified, tests organised, medications modified and dialysis treatment tweaked while the patient is being dialysed. Patients therefore do not have to queue and wait in the out-patient departments on the few days they are not on dialysis. We believe in patient education and these medical reviews allow the specialist and the nurses to educate patients on their disease and treatment. We have introduced a results and medication card for each patient to carry with them as needed.



Dialysis units abroad rely heavily on data collection of patients' demographics, blood results, medications and dialysis treatment. This allows early identification of clinical problems and hence rapid implementation of corrective measures as well as auditing of the quality and effectiveness of care. We are piloting a project to convert the paper-based data into a computerised system, writing up a set of clinical protocols as well as devising clinical research projects about patients' understanding of their disease and quality of life.

We have transformed the dialysis unit with imaginative and individual painting and decoration in an effort to make the Unit more homely. We have provided a small library and television sets as well.

Hydrographic Unit

Ministry of Housing and Lands

Barely 2040 km² in area, Mauritius may be considered as small, yet it has an Exclusive Economic Zone of 2.3 million km² within which enormous economic opportunities are waiting to be seized. Furthermore, sea-borne trade is vital for our national and economic development.

Recognising the vital role of hydrography in supporting safe and efficient navigation of ships as well as every other activity associated with the oceans, the Hydrographic Unit was set up at the Ministry of Housing and Lands in 2013 under the aegis of a MoU with National Hydrographic Office, India. Seven Navigational Charts have been published by National Hydrographic Office, India covering critical sea areas, harbours and outlying islands of Mauritius.

The Unit has developed synergy with national stakeholders to assess and prioritise hydrographic requirements and improve service delivery. Through innovation and resourcefulness, optimum utilisation of limited resources has been achieved. The ceaseless efforts put in have led to tangible gains in terms of completion of major surveys of Port Louis, Grand Baie, Rivière Noire, Mahébourg, navigable passes in the West & South West of Mauritius and High Water Delineation of mainland Mauritius. Hydrographic data have been provided for various projects of national importance, e.g. Tsunami Inundation Model, Storm Surge Model, Wave Energy Project and for supporting claim for extended continental shelf, East of Rodrigues.

As a result, the Unit now has the capacity to: survey areas critical for shipping and surface navigation, carry out underwater search operations for wreck and obstruction detection, and survey lagoons for supporting economic/tourism related activities, streamline procedures for collation & reporting of navigational dangers, and hydrographic support for scientific research & disaster management. The Unit has also managed to secure capacity building opportunities through international cooperation.

PSEA participation has provided us the opportunity to enhance teamwork and focus on customer-centric delivery mechanism for hydrographic products and services.



L'Escalier Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

The L'Escalier Social Welfare Centre (SWC) falls under the aegis of the Ministry of Social Security, National Solidarity and Reform Institutions. It is located in the district of Savanne and provides a wide array of services to the community.

These services are contained in the mission statement as mentioned hereunder:

"To promote the well-being of the community by associating with voluntary organisations and residents in a common effort to further health, advance education, provide facilities for mental, physical, recreational, social, moral and intellectual development and foster a community spirit for the achievement of these objects".

Considering *"Creativity and Innovation to Improve Service Delivery"*, the following are applied:

- A bottom up approach management where proposals from the community are discussed at the level of the local committees with a view to bringing in innovation and creativity in the services offered at the Centre
- A two-way communication through meetings and focus group discussions between customers and staff of the Centre in order to continue improving the services offered. Annual Open Day is one of the platforms used by the community to express its needs and make suggestions. Needs assessment forms are filled up
- At management level, innovative ideas and projects are discussed with Officers and necessary facilities are provided for implementation.

Participation in the Public Service Excellence Award has enabled L'Escalier SWC to be result-oriented, thus leading to customer satisfaction.



La Tour Koenig Police Station

Prime Minister's Office

La Tour Koenig Police Station comprises 40 staff who are dedicated to customer service with wisdom of leadership.

Participating in the PSEA has enabled our organisation to create a synergy amongst its staff. Our human resource has been revitalised and all personnel have responded positively to the challenge.

In our quest for excellence, we have adopted a coordinated approach with all ranks who have enthusiastically participated in all meetings and have freely volunteered their hearts and minds in the project. As such, no stone was left unturned to upgrade the Station's environmental standard and create a better working atmosphere. In that process, the Station has been highly renovated, and the yard embellished with a view to creating a welcoming aura.

In adopting a novel paradigm, the team spirit of our personnel has been revigorated and they have adopted a more positive approach in providing a quality service with care.

Whilst policing a jurisdiction of an approximate population of 15 000 inhabitants, we have received positive feedback from the public. In our focus for quality service, several events such as community policing, sensitization activities in different aspects have been successfully conducted with a view to working hand in hand with the public.

We strongly believe that we must be the change we want to see in our world.



Lady Sushil Ramgoolam Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

The Social Welfare Division of the Ministry of Social Security, National Solidarity and Reform Institutions manages:

- 57 Social Welfare Centres (SWCs)
- 20 Elderly Day Care Centres (EDCCs)
- One Dressmaking/Crafts Unit.

SWCs cater for all age cohorts in the community including children, youths, women, men, senior citizens and persons with disabilities.

Our modern approaches aim through capacity building at:

- Converting SWCs/EDCCs into '*Smarter and Greener SWCs/EDCCs*'. Increasing use of Rain Water Harvester and optimising use of daylight at SWCs/EDCCs produce windfall gains enabling acquisition of LCD, Laptop and related audio visual equipment for use during sensitisation programmes rendering effective and efficient communication with community members on a wide array of current social issues. Unique of its type, this Centre provides space/facilities for Basic Computer Courses, Mini-Gym, Library, Conference and Committee Meetings.
- Keeping pace with emerging needs of the community through the offer of MQA approved courses and promotion of products with recycled materials.
- Adoption of customer-centric measures through the setting-up of model Community Kitchen Gardens, organising '*Foire Artisanale*' and reinforcing Community Outreach Programmes (NCB & NCD Caravan, Sky Observation, etc,) and regionalisation of National/International Days/Events (International day of (i) the Elderly & (ii) Persons with Disabilities, World Suicide Prevention Day) thus bringing demand-oriented activities on the doorstep of the community.



Participation in the PSEA is seen as a benchmark for measuring variables at Centres such as efficient management, quality programme development and service delivery. The competition has prompted us to upgrade the quality of our services/programmes and we are moving towards a Greener and Smarter SWC/EDCC through the provision of services matching to the emerging needs of the community in a conducive environment.

Mahebourg Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

The Mahebourg Social Welfare Centre (SWC), which falls under the aegis of the Ministry of Social Security, National Solidarity and Reform Institutions, is located in the district of Grand Port. It provides a wide array of services to the community.

The Mahebourg SWC currently serves as focal point to promote the welfare of citizens through community-based activities by networking with several stakeholders including village councils, district councils, voluntary organizations, government agencies and residents in a common effort to *"further health, advance education and provide facilities for mental, physical training, recreation, social, moral and intellectual development"*.

Considering *"Creativity and Innovation to Improve Service Delivery"*, the following are applied:

- A bottom up approach management in which proposals from the community are discussed at the level of the local committees with a view to bringing in innovation and creativity in the services offered at the Centre
- A two-way communication through meetings and focus group discussions between customers and staff of the Centre in order to continue improving the services offered. Annual Open Day is one of the platforms used by the community to express its needs and make suggestions. Needs assessment forms are filled in.
- At management level, innovative ideas and projects are discussed with Officers and necessary facilities are provided for their implementation.

Participation in the Public Service Excellence Award has enabled the Mahebourg SWC to be result-oriented, thus leading to customer satisfaction.



Main Control Room

Mauritius Fire and Rescue Service, Ministry of Local Government

The Main Control Room (MCR) is the central mobilising and control unit of the Mauritius Fire and Rescue Service for receiving emergency calls on hotline 115.

Hours of Operation

The MCR operates 24 hours a day/7 days a week/365 days a year.

Our Main Objectives

- To mobilise the right and sufficient resources to incidents within three minutes
- To provide officer in charge at the incident with valuable and meaningful information to assist him to successfully manage incidents
- To notify designated external agencies of particular incidents
- To ensure sufficient strategic fire and rescue cover is maintained and accessible to members of the public at all times
- To ensure that all fire and rescue incidents can be dealt with effectively and efficiently using a variety of approaches to concentrate resources where they are most required
- To maintain comprehensive and accurate incident data records.

Our Activities

Information about fire and rescue emergencies are received at the MCR by Control Operators who evaluate the situation and, based on the nature and location of the emergency, dispatch the nearest crew with the appropriate fire appliances and other resources.

Control Operators remain in contact with Fire Officers at the incident through radio telephone and mobile phone. If further specialised equipment and other resources or additional information are required at the incident, Control Operators make sure that these requests are implemented quickly and efficiently.



Emergency calls are received through a variety of means through direct telephone calls from the public to automatic calls from a business fire alarm system or calls for assistance from other emergency services or agencies

With the introduction of the Mauritius Fire and Rescue Service Act 2013, the MFRS is now an all-hazards emergency response service to deal with incidents like fires, floods, landslide, rescue, assistance to SAMU, road traffic collision, chemical spillage, oil spills, gas leakage to aircraft among others.

Mare Tabac - SILWF Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

The Mare Tabac (SILWF) Social Welfare Centre (SWC) falls under the aegis of the Ministry of Social Security, National Solidarity and Reform Institutions. It is located in district of Grand Port.

The Mare Tabac (SILWF) SWC currently serves as focal point to promote the welfare of citizens through various community-based activities by networking with several stakeholders including village councils, district councils, voluntary organisations, government agencies and residents in a common effort to *"further health, advance education, provide facilities for mental and physical training and generally for recreation and for social, moral and intellectual development"*.

Considering *"Creativity and Innovation to Improve Service Delivery"*, the following are applied:

- Effective use of communication
- Effective delegation
- Focus Group Discussion and networking with stakeholders
- Carrying out surveys to match the needs and aspirations of the community
- Evaluation exercise conducted after each activity
- Continuous touch with the community regarding its demands
- Remedial tools to improve service such as suggestion box, feedback questionnaire, needs assessment survey etc
- Brainstorming with all stakeholders for the betterment of services.

Participation in the Public Service Excellence Award has enabled Mare Tabac (SILWF) SWC to be result-oriented, thus leading to quality customer satisfaction.



Maritime Air Squadron

Prime Minister's Office

The Vision statement of the Squadron is to "Become an extremely efficient and technology driven unit to safeguard the Nation's maritime interests, establish & maintain reliable link with the outer islands". In addition, it also strives to provide Mauritius with a secure EEZ in line with the vision of the MPF - 'With you making Mauritius safer' which is an essential pre-requisite to boost the "Blue Ocean Economy of Mauritius".

Regular modernisation and upgrade of available assets are undertaken by the squadron to keep abreast of evolving challenges of maritime surveillance. This includes procurement of new aircraft with state-of-the-art capabilities; replacement of old radar with cutting edge Maritime Patrol radar, aircrew life rafts, air droppable life rafts etc.

To bolster facilities and connectivity with outer islands, a project for runway modernisation at Agalega has been initiated where the Dornier aircraft will be able to operate in all weather conditions.

In addition, the Squadron has resorted to extensive use of electronic media for rapid data dissemination to various agencies concerned. By using modern communication equipment, the aircraft provides real time information regarding the mission by VHF/ HF/Satellite communication. Using the onboard Automated Information System (AIS), and correlating with the Vessel Management System (VMS), an accurate assessment of sea traffic can be made, thus helping in development of Maritime Domain Awareness.



MAURITAS

Industry Division, Ministry of Industry, Commerce and Consumer Protection

The Mauritius Accreditation Service (MAURITAS) was established under the Mauritius Accreditation Service Act in December 1998 as the sole national accreditation body to provide a national, unified service for the accreditation of conformity assessment bodies such as calibration/testing laboratories, inspection bodies and certification bodies.

The vision of MAURITAS is to achieve international recognition by becoming signatory to the Mutual Recognition Arrangements (MRAs) of the International Laboratory Accreditation Cooperation (ILAC) and the Multilateral Recognition Arrangements (MRAs) of the International Accreditation Forum (IAF).

In its endeavour to achieve "*Creativity and Innovation to Improve Service Delivery*", MAURITAS has taken the following actions:

- Developed and implemented a management system based on the requirements of "*ISO/IEC 17011: 2004 - Conformity Assessment - General requirements for accreditation bodies accrediting conformity assessment bodies*". This international standard includes requirements for legal responsibility, impartiality, confidentiality, management, human resources and accreditation process
- Implemented several measures so as to protect the environment e.g. use of recycled paper for printing purposes, double-sided printing, affixing of environment-friendly emoticons, etc
- Implemented several measures to promote health and safety of the staff through the development of emergency plans and procedures, training of first aiders, fire drill, etc
- Working towards computerisation of its various processes
- Seeking feedback, via '*SurveyMonkey*', from its customers on an annual basis.



Mauritius Meteorological Services

Prime Minister's Office

With ongoing climate change and climate variability throughout the world leading to extreme weather events, it has become even more challenging for the Mauritius Meteorological Services (MMS) through its Early Warning System, to preserve the life and property of the citizens of Mauritius.

To enhance its capacity in forecasting, the MMS keeps updating its tools and intensifying the training of its staff. A major innovation is the procurement of a sophisticated Doppler Weather Radar and the expansion of its network of Automatic Weather Stations (AWS) in flood-prone and data-scarce areas.

The services and products are delivered to the public and other stakeholders through different media (internet, fax, newspaper, seminars and timely interventions by Meteorologists on television and radio, among others).

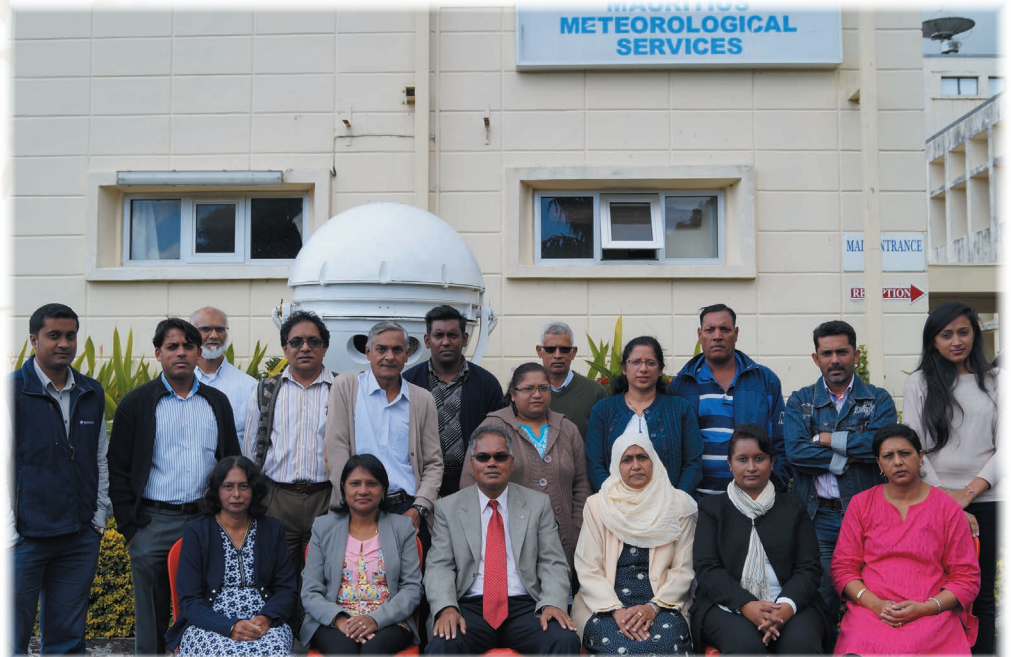
The tourism industry, the agricultural and fishermen community and the public, amongst others, have access to the 7-day probabilistic forecast through the web and daily morning live radio interventions by meteorologists. The MMS also entertains requests from visitors abroad through email/phone.

About eight thousand students and the public annually visit the MMS headquarters and the meteorological officers seize that opportunity to discuss climate issues, among others, through interactive dialogue.

The MMS is already ISO 9001:2008 certified. In order to deliver a first class quality service, it is currently transiting to ISO 9001:2015 to be in line with the requirements of the World Meteorological Organisation and the International Civil Aviation Organisation.

To maintain a good working environment, the MMS organises a feedback hour every last Wednesday of the month. Sometimes, the Meteo club organises group tours and social activities to maintain a close relationship with internal and external customers.

Constructive criticism from various stakeholders and public is taken most positively to give room for improvement/innovation.



Medical Unit

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

The Medical Unit at Dr A.G.Jeetoo Hospital is one of the busiest units of the Island, attending to daily 150-200 referrals at Casualty, 75-100 admissions, 250 in-patients 80-100 outpatients and 66 Haemodialyses, and regular endoscopy. Our staff comprise 6 Specialists, 9 General Practitioners, 15-20 interns and 180 nursing staff. This requires a well-organized, motivated and dynamic team to help satisfy patients' needs while maintaining an excellent service rendered.

Public Service Excellence Award offers us the key tool to harness the energy and devotion of all the medical, paramedical and support team to a common goal i.e. excellence in secondary health care.

Over the last 15-20 years, the increasing incidence of medical cases requiring medical unit admission versus the available bed capacity has resulted in a daily daunting task of making bed available for all. To solve this issue, we proposed a visionary of our approach of a novel lean medical unit management protocol may be summarized as follows:

- Present Unit Management
- Proposed Lean Management

Managing admission rate

Casualty need to be upgraded as a unit in its one right with a registrar on a 24/7 basis along with computerization of all admissions.

Improved in-patient processing

Besides increasing the number of beds, and increasing the number of physician by 50%, online availability of lab reports, regularly attending to inpatients during morning sessions and in house training of future generation of doctors with a the weekly medical unit CME will ease the process.

Easing the discharge process

Consistent morning ward round by all medical specialists will lead to early discharge decision, early referral and early discharge processing. However, despite being of proven efficiency discharged patients leave hospital only by 3-4 p.m. causing a major bottleneck.

"Leading with innovation, Serving with compassion."



Montagne Blanche Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

The Montagne Blanche Social Welfare Centre, operating under the aegis of the Social Welfare Division, is a social institution promoting the well-being of the community by associating with voluntary organisations and residents in a common effort to further health, advance education and promote health facilities. The Centre also promotes recreational, social, educational, health and skills development activities.

Innovative ideas and programmes/projects to improve Service Delivery are encouraged as follows:

- **Bottom up approach Management**
Proposals from the community are discussed at the level of the local committees with a view to bringing in innovation and creativity in the services offered at the Centre
- **A two-way communication through meetings and Focus Group** discussions takes place between customers and staff of the Centre in order to continue improving the services offered. Annual Open Day is one of the platforms used by the community to express its needs and make suggestions. Needs assessment forms are filled up
- At management level, innovative ideas and projects are discussed with Officers and necessary facilities are provided for their implementation.

By participating in the Public Service Excellence Award, the Montagne Blanche Social Welfare Centre is working towards result-oriented leading to customer satisfaction and quality service delivery processes.



National Coast Guard - Harbour Security

Prime Minister's Office

National Coast Guard (NCG) Harbour Security was set up at the Custom steps in September 2001 and forms part of the Squadron No 1 PVS. It was certified ISO 9001:2008 on 12th June 2012.

The mandates of this unit are to:

- Provide security patrol within the port
- Conduct the boarding of vessels in the port
- Control access in port area at the Customs Steps
- Maintain a 24-hr control surveillance of the port entrance at Forward Observation Post
- Gather intelligence and conduct enquiries
- Act as a support to other law enforcement agencies
- Provide a back up to NCG vessels of No 1 PVS.

As regards enhancing customer service, a pamphlet has been issued to improve service delivery to customers calling in port area. This pamphlet will give them a clear layout of the service offered by this unit together with advice (Do's and Don'ts) and other valuable information. The staff, divided into different groups, work with different teams, thus enabling them to build a strong team spirit. With the acquisition of new assets (FIBs fitted with state-of-the-art navigational and detection equipment), this Unit has enhanced its reactive capabilities to cater for any situation requiring NCG intervention at sea within the least delay.



National Coast Guard - Headquarters

Prime Minister's Office

From a single unit sea-going ship, ex-MNS Amar gifted by the Government of India to the Government of Mauritius in 1974, the National Coast Guard (NCG) has leapfrogged over the years into a multi dimensional force comprising sea, air and land state-of-the-art assets. As the primary maritime force of the nation, the NCG is the only organisation in the Mauritius Police Force possessing such capabilities.

For reasons of operational effectiveness, the NCG undertakes maritime operations which are diligently planned, coordinated and efficiently executed. The NCG Headquarters is the '*brain and heart*' of the NCG where policy decisions and orders such as Standard Operating Procedures are issued to ensure an effective and efficient service delivery to the public and the country.

The NCG HQ has been instrumental in ensuring the safe and secure monitoring of our maritime waters and coastal regions. The NCG HQ is an ISO 9001:2008 certified organization which leaves no stone unturned to ensure the professional growth of both its assets and manpower towards improving public service delivery. In addition, the NCG HQ has inspired other units to strive for excellence and till date fourteen units of the NCG have successfully been accredited with MS ISO 9001:2008.

In 2015, NCG HQ has been at the helm of NCG and the driving motor in successful planning and materializing various projects such as the acquisition of one Offshore Patrol Vessel (CGS Barracuda), ten Fast Interceptor Boats (FIB), two Water Jet Fast Attack Crafts and one Dornier aircraft. It has also successfully trained 118 NCG officers and qualified them as lifesavers towards providing safety to swimmers inside lagoon. Moreover, NCG ships have sailed for more than 2100 hrs in 2015 to maintain surveillance in our vast Economic Exclusive Zones and aircrafts have provided aerial surveillance for more than 600 hrs concluding in more than 1600 of contraventions established. NCG officers have also successfully rescued 27 persons from difficulty at sea in 2015.



The proactivity and professionalism displayed by the officers of the NCG HQ under the Commandant NCG have been an inspiring and motivating element in ensuring that the various units/posts around the island provide an efficient and quality service to the nation.

National Coast Guard - Operations Room

Prime Minister's Office

The Operations Room of the National Coast Guard functions as its the 'nerve-centre' and is manned on a 24-hr basis by trained personnel. It is an 'information-exchange' of all important operational and administrative matters pertaining to NCG/Police. In addition, it operates as the Maritime Rescue Coordination Centre (MRCC) for management of aeronautical as well as maritime Search and Rescue (SAR).

There is no doubt that the PSEA has set the right track for the NCG Operations Room to excel towards excellence by improving our organisation in the under mentioned fields, namely:

- **Commitment towards achieving results in our tasks**
In a recent case of SAR (May 2016) where the NCG Operations Room saved the lives of 5 mariners in a distress pleasure craft AQUILLA located 60 nm NW of Raphael Island (St Brandon) by diverting the Motor Tanker Maran Gas Posidonia and the intervention of the Dornier aircraft.
- **Customer-centric approach geared towards eco-friendly measures**
The NCG Operations Room has upgraded the existing internet facility from 500 khz to 1 Mhz so as to improve the speed of response to website for SAR, Search engine to decode COSPAS SARSAT Alert etc and the ultimate result being improved communication skill via e-mail, e-telex etc, e- mail facilities, internet & intranet.
In addition, optimising use of recycled paper (recto verso, use of duplex printers), use of flash drive and hard drives, use of fax modem and shift to energy saving bulb has undoubtedly recognized us to be eco-friendly in our actions.
- **Enhanced team work especially for internal customers**
It is the responsibility of all staff to record all problems. Necessary corrective/preventive actions are taken by the Officer in Charge after monthly survey.



Our organisation has also determined and implemented effective arrangements for communicating with customer regarding product information and amendments through telephone, media (TV & Radio), press, radio telephony (VHF and HF Communication), email, displaying of relevant information on posters and notice boards.

Non-Communicable Diseases and Health Promotion Unit

Ministry of Health and Quality of Life

The Non-Communicable Diseases and Health Promotion Unit of the Ministry of Health and Quality of Life with its satellite units at regional and grass roots level has introduced the '*Prévention Nationale Pour Maladies Non-Transmissibles Programme*' for the prevention of non communicable diseases (NCDs). This innovative concept is geared towards providing health care services to the community's doorstep, schools and workplaces.

The main objectives of the programme are to improve the quality of life and well-being of the population through prevention of NCDs, that is, screening for diabetes, high blood pressure, obesity, breast and cervical cancers as well as promoting physical activity. This comprehensive and multi-sectoral programme is being sustained to favour an enabling environment for the adoption of a healthy lifestyle.

The fact that our Unit was given the opportunity to participate in the Public Service Excellence Award 2015 has motivated our team to enhance and sustain the programme further, which is resulting in improved quality of services with increased and better outputs. The NCD Survey 2015 shows that due to the prevention activities undertaken there are encouraging signs that diabetes and hypertension have decreased in Mauritius.



Occupational Safety and Health Division

Ministry of Civil Service and Administrative Reforms

The Occupational Safety and Health Division (OSHD), under the aegis of the Ministry of Civil Service and Administrative Reforms, is manned by a Director and comprises 23 Safety and Health Officers split in six teams, each headed by a Principal Safety and Health Officer, to provide services to Ministries/Departments.

The OSHD, being ISO certified, always aims at ensuring an environment free of hazards as far as practicable and facilitating the modernization of offices to improve and enhance work environment of public officers. Our workforce with more than 55,000 public officers operating in diverse Ministries and Departments of the Civil service is one of our major strength from where we draw much of the knowledge and expertise to shape our services with regard to the management of workplace safety and health.

The OSHD has invested considerable time and resources not only in promoting a safety culture, but also in developing the essential policies, objectives and processes to enable organizations to improve safety and health practices. Recently, the OSHD has innovated its way of providing services to Ministries/Departments by:

- Implementing the Occupational Safety and Health Management System to provide a coordinated and systematic approach in managing safety and health ensuring continual improvement with safety performance and compliance to safety legislations and standards.
- Providing funds under the Enhancement of Work Environment Programme(EWEP) with a view to facilitating higher level of compliance with the provisions of the Occupational Safety & Health Act 2005 in Ministries/Departments. So far, 286 tangible projects have been funded to provide a safe and healthy workplace across the Civil Service.



In order to deliver an efficient timely service, Safety & Health Officers have been provided with Safety and Health Inspection Booklet together with hi-performance tablets as innovative tools with internet and communication facilities. In the quest to enhance knowledge of public officers on safety and health topics, training programmes are run in-house and on-site, workshop/seminars are organised and pamphlets/brochures/guidelines posted on the website of the Ministry. Also the e-Learning platform is made accessible.

Paediatric Unit

Flacq Hospital, Ministry of Health and Quality of Life

The Paediatric Unit of Flacq Hospital has a capacity of twenty-five beds, plus seven cots catering for the population of Flacq District. 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.

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.

The staff are regularly briefed in enhancing the treatment of each child with utmost care in a friendly environment. 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 healthcare providers with a good perspective of disease conditions and their optimum treatment thereafter.

By achieving excellence in clinical care, service and communication, we provide hope, healing and good health care for patients and their families.



Piton Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government

Our vision 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 Piton Fire Station provides emergency cover in the North 24/7 and also assistance to other regions of the island. The Station is responsible to ensure and promote confidence in the general public within and outside its topography and that it has the full support of the Station and benefits from an effective disaster system as well as an essential emergency response service.

Its mission is to protect and reduce losses of life and property; to reduce damage to the environment due to fires, hazardous materials, natural disasters, and other emergencies caused by acts of man and nature; to promote the health, safety, and well-being of the citizens of the community. Moreover, it renders humanitarian services as well as advises public on preventive and protection measures in the event of fire and any other emergency situations.

Our participation in the Public Service Excellence Award 2015 has prompted us towards inspiration and motivation to strive for excellence.

'A spark neglected makes a mighty fire'
Robert Herrick



Plaine Magnien Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

The Plaine Magnien Social Welfare Centre (SWC) is located in the district of Grand Port. This Centre has been designed on a new concept that provides welfare services which promote the empowerment of women, senior citizens and different age-groups in the community through ongoing sensitisation, education and training activities.

To take on board the views of the customers to foster creativity and innovation to service delivery, the following feedback mechanisms have been set up:

- The Managing Committee acts as an important feedback agent as it bridges links with the community and provides necessary information during monthly committee meetings
- Focus group discussions and evaluation exercises are carried out regularly after activities held at Centre
- Open Days are held at the beginning of every year whereby participants are given a platform to voice out their opinions which are taken on board for preparation of action plan for current year
- A suggestion box has been put at the disposal of customers requesting for any suggestions, comments or complaints. The suggestions are then analysed by officers for necessary action
- Simple informal surveys are conducted to assess the level of customer satisfaction
- Envisage training staff to carry out community-based surveys to evaluate services/activities.

Being participant of the Public Service Excellence Award, the Plaine Magnien SWC has a vision to be SMART in quality service delivery.



Police Information and Operations Room

Prime Minister's Office

The Police Information and Operations Room (PIOR), which is based at Line Barracks, is operational round the clock. Since January 2015, PIOR has been ISO certified. The achievement of the ISO 9001:2008 standards affecting Quality Management Systems is indeed a major milestone in the Mauritius Police Force.

PIOR also (commonly known as Information Room) manages emergency and non-emergency calls and deploys police resources to a wide range of incident sites. On average the Department receives 500 calls per day and manages 100 requests per day through the Hotlines 148, Emergency Lines 999/112. Recently, PIOR has acquired a new PABX. This new digital system has replaced the conventional analogue system, an innovation that will improve service delivery and enhance customer satisfaction

Due to the influx of crime and terror threats both locally and internationally, the use of CCTV has become increasingly widespread throughout the island. Since 2009, 461 CCTV cameras have been installed for street surveillance in the regions of Flic en Flac, Port Louis, Grand Baie and part of Quatre Bornes and its main control room is based at PIOR. CCTV plays a significant role in protecting the public and assisting the police in the investigation of crime.

New technological innovations, such as full definition, infra-red illumination and replacement of copper wire to fibre optic cables have been introduced to improve the quality of CCTV footages for a more efficient monitoring thereof. These innovations are expected to enhance the quality of life of our people by (i) preserving public peace, (ii) enforcing law, (iii) ensuring a safer environment and (iv) focusing on service excellence.



Police Western Division

Prime Minister's Office

Western Division has the highest population density, the longest stretch of coastal areas and a rich social and cultural fabric.

The fourteen strategically located Police Stations aim at quality service delivery to the population. This customer-oriented policy has reinforced the bond between Police and public to fight crime and scourges of crime. Community policing is our centre of gravity which hinges on the feedback we receive from community members and stakeholders and this orient our strategies and resources accordingly.

Our endeavour to provide a safe environment for the tourist industry, our economic partners and VVIPs contribute to the economic development of the country.

In Western Division, we exercise great care in analysing diverse situations and adopting those strategies that meet public expectations. Our primary aim is to become a strong and credible organisation capable of promoting a culture of commitment, dedication to duty and team spirit. We continually listen to people as they enable us to continually improve our professional standard geared to offering a quality service. We are constantly in the quest to re engineer our methods of operation and welcome innovative ideas in order to enhance productivity and performance.



Poudre D'Or Police Station

Prime Minister's Office

The new building of the Poudre D'or Police Station was inaugurated on 30th of July 2015. It is located in the north of Mauritius under the command of the Northern Division Headquarters.

It operates in line with strategic directives of the Commissioner of Police which encompass the following fundamental objectives:

- Improving Quality of Life
- Enhancing Service Delivery
- Increasing Speed of Intervention
- Honing Investigation Techniques and Detection Skills
- Combatting Trafficking and Use of illegal Drugs.

Increasing Public Confidence

Staff of Poudre D'or Police Station focus on increasing public confidence by showing their presence at hot spots, which has led to a decrease in thefts and road accidents. Police public relationship is fostered by way of holding community policing with representatives of various stakeholders of Poudre D'or village.

Victim Support

Whenever a case of assault or theft is reported and the victim is traumatized, the staff approach the declarant and give him moral support to prevent recurrence of thefts as well as inform victims as to how matters stand following investigations being carried out.

Mediation

To lower complaint rates following dispute between husband and wife and between neighbour, staff act as mediator. Staff go towards them and hold mediatory discussions with opposing parties which very often result in putting them in the same wave length.

Sometimes, detainees are kept in Poudre D'or Police Station cell for safe custody pending court appearance. Staff seize this opportunity to give them advice to abstain from committing criminal offences and earn their living honestly and thus become good citizens and integrate society.



Procurement Policy Office

Ministry of Finance and Economic Development

The Procurement Policy Office (PPO) is the implementing agency for e-PS, which is a web-based application hosted by the Government Online Centre.

The e-PS went live on 28 September 2015, thus pioneering the first online invitation for bids for IT equipment by Police. It marked the breakthrough in boarding ICT in public procurement market for all public bodies to interface with their suppliers on a single electronic portal from invitation to bids up to progressive rollout to contract award.

Participating in the PSEA enabled PPO to rerun the e-PS launch mission checklist, reassess its skills base, revitalise itself with the energising effect of having celebrated failures and the smallest winnings that kept PPO team focus on hitting clear user e-readiness targets. We witnessed e-PS catalysing public sector reform in collapsing bureaucracy; flattening hierarchy; cutting red tape and transforming the way both public and private sector e-PS users think and act in reaping efficiency gains towards paperless procurement.

A surmountable challenge to CEOs: *"With e-PS, a one per cent efficiency gain on whole public sector yearly procurement spend of around Rs 16.7 billion can generate savings of Rs 167 million, enough to pay 33 400 months of BRP of Rs 5 000 or be applied elsewhere to public projects starving for funding!"* and leave a legacy that they did matter from where they sit.



Public Service Commission and Disciplined Forces Service Commission

The Public Service Commission (PSC) which was established by Ordinance (No.23 of 1953) came into operation on 11 May 1955. It initially functioned as an advisory body. With effect from August 1967, PSC assumed executive powers under the provisions of the Schedule to the Mauritius Constitution Order, 1966. Its existence is enshrined by Section 88 of the Constitution of the Republic of Mauritius.

By virtue of Section 89 of the Constitution, the PSC is empowered to appoint persons to hold or act in any offices in the public services (including the power to confirm appointment), exercise disciplinary control over persons holding or acting in such offices and remove such persons from office.

Following the amendment of the Constitution in 1997, the Disciplined Forces Service Commission (DFSC) was established, under Section 90, in replacement of the former Police Service Commission.

Under Section 91 of the Constitution, the DFSC is vested with the powers to appoint persons to any office in the disciplined forces (Mauritius Police Force, Mauritius Prison Service and Mauritius Fire and Rescue Service) to exercise disciplinary control over them and remove such persons from office.

The PSC/DFSC are not merely recruiting agencies. They are institutions with a lofty mandate. Their central concern is to identify and enlist persons of specified educational attainments coupled with the drive and skill for efficient job performance in the public service. They are therefore involved in a perpetual quest for excellence, and their operational methods and procedures are essentially geared to select among the available talents, men and women of competence and vision, dedicated to the ideals of a sound public administration and capable of fulfilling the objectives of Ministries/Departments.



Almost all cases that have been lodged by aggrieved parties before the Supreme Court and the Public Bodies Appeal Tribunal have resulted into the Commissions' decisions being upheld.

Quatre Bornes Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government

The Station is situated at St Jean Road, Quatre Bornes and is manned by a crew of fifty personnel, comprising forty Firefighters, five Sub Officers, four Station Officers and one Senior Station Officer working on a shift system except the Senior Station Officer who works on daily basis.

The Station covers the following regions: Le Pouce mountain, Ripailles, Nouvelle Decouverte, Alma, Phoenix Roundabout, lower part Vacoas, Bassin, Palma, Bambous, Beau Bassin, Pailles, Montagne Ory and part of Les Guibies. The Station area has its lot of mountainous regions, forests, rivers, reservoirs, schools (primary and secondary), educational institutions (such as universities), residential and commercial buildings, and other miscellaneous offices, industrial zones, convention center, some seven Police Stations, two major Hospitals, seven private clinics, two District Courts, Ebene Cybercity with its continuous development and many high-rise buildings. The Station has also to reckon with the consequent flow of all types of vehicles which transit the region mentioned above with kilometres of motorway with its associated high risk of accidents.

From the Fire Service Department to the Mauritius Fire and Rescue Service (MFRS), the organisation has undergone major changes in its strategic mode of operation following the amendment of the Local Government Act 2014. Since then, reforms have been implemented at different units so as to cater for the needs of training in terms of new technologies and equipment for rescue and other lifesaving and life protection. Consequently, new units have already been set up such as the Aerial Fire and Rescue Unit and the Swift Water Rescue and the High Angle Rescue which are in the pipeline so that the MFRS may face new challenges which the uncertain environmental condition is causing.

Despite fire awareness talks and lectures on fire prevention and fire protection, statistics proved that request for fire calls and other incidents where lives are in danger are still increasing. This illustrates that the assistance of the firefighters is still indispensable for the technical and moral support of the whole nation.



Registration, Public Relations and Hot Line Unit

Cooperatives Division, Ministry of Business, Enterprise and Cooperatives

The Registration, Public Relations and Hot Line Unit of the Cooperatives Division is situated at the Headquarters 3rd floor, LIC Centre, John Kennedy Street, Port Louis.

The Unit is manned by one Cooperative Officer, one Senior Cooperative Officer and a Principal Cooperative Officer.

It is responsible to process applications from prospective members who want to set up a Cooperative Society. The public can either call at the Registration unit to obtain an application form for registration of a Cooperative Society or they can download it from the website of the Cooperatives Division.

The application form should be signed by at least five promoters and should be submitted together with photocopies of identity cards of the promoters.

The application form must be accompanied by:

- 3 copies of draft rules of proposed society
- A project write-up
- Proposed shares (with a minimum issued and paid up of Rs 5 000)
- A list of persons appointed as interim President, Secretary and Treasurer.
- Application fee of Rs 500.

Vision Statement

To be the leading organisation responsive to the socio-economic needs of its customers through increased efficiency.

Mission Statement

Facilitating and assisting the registration of cooperative societies with easy access to information on the principles and philosophy of cooperative societies.



Main Objectives

The main objectives are to:

- Enable registration of cooperative societies in accordance with the prevailing legislation
- Provide all relevant information and documents to the customers for the registration of cooperative societies
- Communicate effectively with courtesy and respect to the customers to avoid any confusion and unnecessary delay in the registration process
- Improve and facilitate further the registration process.

Rose Belle Regional Cooperatives Centre

Cooperatives Division, Ministry of Business, Enterprise and Cooperatives

The Regional Cooperatives Centre (RCC) is located at Capitol Lane, Rose Belle and comprises a staff of five officers, namely one Principal Cooperative Officer, two Senior Cooperative Officers, one Cooperative Officer, one General Worker and one Trainee under the Youth Employment Programme.

With a view to decentralising its services, the Ministry decided to create Regional Cooperatives Centres (RCCs) to provide services in the vicinity of Cooperators. The Rose Belle RCC acts as a one stop shop for 130 cooperative societies in the district of Grand Port. The mission of the RCC is to facilitate and assist in the development of cooperatives through the creation and provision of favourable and conducive environment acting with adequate support and incentives. The RCC provides counselling to cooperatives and also attends to their complaints.

The RCC acts as an information centre by providing necessary information to cooperators on the formation of cooperatives. In addition, the cooperative societies benefit from auditing, supervising, inspection and monitoring services for the consolidation of the cooperative movement. In view of updating the knowledge of cooperators, the RCC provides education and training to members, staff and directors of cooperative societies.

The vision of the RCC is to become the number one RCC in Mauritius in terms of provision of services to cooperatives in the region of Grand Port.



Sea-Based Unit

Ministry of Tourism and External Communications

The vision of the Sea-Based Unit of the Tourism Division of the Ministry of Tourism & External Communications is to make Mauritius a leading and sustainable island destination.

In this dynamic and fast evolving business environment, the Ministry set up a full-fledged Sea-Based Unit in 2012. The Unit was created with a view to working towards better planning and management of the different components of our tourism product at which our natural environment, more importantly the sea, remains the foundation and major marketing attraction.

Nautical activities, being complementary products for our main source of attraction, are highly demanded by both locals and foreign tourists. Accordingly, safety and security of our sea users remain a topmost priority of the Sea-Based Unit and the Ministry.

The complexities of the tourism industry due to its multidisciplinary and cross-cutting aspects raise the challenge of the Unit in achieving its objectives. Thus, regular consultations and collaboration of all the stakeholders are imperative for the implementation of the policies and projects.

Innovation and creativity have become more relevant in a world with constant financial pressures and increasing demands of customers. Obstacles like administrative burdens, short-term planning, and lack of skills are being addressed to ensure that the Sea-Based Unit is adequately equipped to be a driver in the nation building process.

Participation in the Public Service Excellence Award is therefore an obvious pulse check and motivating factor in our journey towards excellence. Officers are proactive in their tasks as indecision, inaction or ignorance in this industry will not take Mauritius where it wants to be, i.e. a high income economy.



The Ministry of Tourism and External Communications advocates a policy of zero tolerance concerning safety and security. Ensuring maximum level of safety and security at sea is a challenge which requires constant follow-up and special attention not only from the Ministry but also from all partners.

Sir Abdool Razack Mohamed State Secondary School

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

At the Sir Abdool Razack Mohamed SSS, innovation has always been the motto for the promotion of excellence in delivery of services. Through this endeavour, customer-oriented efficient strategies are adopted collegiately. With an approach of distributed leadership, the academic results and non-academic excellence have been on the rise over the past years. Being recognized on international front through the Innovative Mentor and recently Microsoft Showcase School (the only one in the Indian Ocean Islands), the school was represented in the Microsoft Global Forum, Prague 2012, Barcelona 2014 and Abu Dhabi 2016.

We are the first State Secondary School to have adopted cloud computing using Office 365. Thus, the culture of work any time anywhere has been adapted. Also, with the continuous in-house development of online tools for administrative purposes, paper utilisation and wastage have decreased considerably, hence keeping us in line with the green school concept. Furthermore, the time and energy are saved concerning paper work. This allows for better opportunities to improve and promote quality education and enhancing performance for both educators and learners.

As a centre of excellence and innovation, Sir Abdool Razack Mohamed SSS constantly consolidates the skills of staff and students by way of in-house training and Continuous Performance Development (CPD). Lately, student ambassadors trained other students and staff in coding. Furthermore, the revisiting of the goals by the school administration were intended to ensure the development of 21st century learners who will consolidate social and economic development.



Sir Leckraz Teelock State Secondary School

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

Sir Leckraz Teelock SSS is at its second participation in the Public Service Excellence Award. Our first involvement in the 2014 Award was an incredible experience for our team comprising colleagues, administrators, teachers, private sector partners, parents and even students. We had put up such collective efforts as to win the PSEA Award 2014 edition in the sub-category of the Leadership and Team Spirit as well as being one of the nominees for the Customer-Centred Delivery sub-category. We were confident that the management model which we revisited and proposed in our application was indeed customised to bring in creativity and innovation as key ingredients to boost service delivered to our customers (i.e students and their parents).

The management model in schooling that we now proudly present is one which has been researched on and evidenced by Key Performance Indicators. Our concern for quality service delivery has prompted us to publish our findings in a peer reviewed academic journal where we mooted that increased efficiency and effectiveness can only be brought along if ICT is used as a leverage. We further experimented with the use of ICT in schooling processes from a bottom up approach where we outsourced the help of the University of Mauritius trainees to further develop our capacity to help us in the restructuring of our administrative obligations. For the above reasons, Sir Leckraz Teelock SSS was selected as a Microsoft Associate Showcase School in 2015.

Faster operationalisation and timely service delivery, together with a focused mind on always bringing around new features, were the key features in presenting our school organisation as a sub unit of the Ministry of Education & Human Resources, Tertiary Education and Scientific Research at the Commonwealth Association for Public Administration and Management Awards in 2016. We reached a commendable semi-finalist position alongside three other countries, namely India, Singapore and Malaysia.

At the SLT SSS, we are an avant-gardist school which has confidently played its role in spearheading novel activities while defining the proper



circumstances whereby we can engage our organisation to fulfil the government agenda. Our school is also a showcase to communicate the way a Mauritian school can help to bridge internationally agreed goals through 21st century education, where the key paradigm we bring to our students are Critical thinking, Creativity, Collaboration and Communication. The 4C's guarantee the overall development of our students on the waves of the current reform in the education sector.

Sir Seewoosagur Ramgoolam Recreation Centre

Ministry of Social Security, National Solidarity and Reform Institutions

Inaugurated on 6th December 2009, the Sir Seewoosagur Ramgoolam Recreation Centre is a luxurious residential complex. The Centre has been set up to provide a comfortable and hospitable retreat, on a full board basis, to our elderly people and disabled friends, thus giving them the opportunity to cut off from routine life. The Centre can accommodate around 11 000 persons yearly.

A wide array of hygienic activities is proposed to all guests. A nominal and subsidized fee of Rs 250 is charged for three days and two nights stay per person.

The Centre is managed by a team of officers of the Ministry of Social Security, National Solidarity and Reform Institutions and all ancillary services, on site, are outsourced to private professional companies to ensure quality service and enhanced comfort to the residents.

Being a hospitality sector, work on site therefore involves a high customer satisfaction, delivered by a public/private team spirit. The services are offered in a coherent manner and in line with the philosophy of the parent Ministry/Government. In this connection, a clear protocol has been set by the Ministry for the enhanced safety and comfort of users of the Centre and enforced by the officers on duty.



Surinam Social Welfare Centre

Ministry of Social Security, National Solidarity and Reform Institutions

The Surinam Social Welfare Centre (SWC), operating under the aegis of the Social Welfare Division, catered formerly for the needs of mainly artisans and sugar workers. However, it has over the years extended its services to all ages and socio-economic groups.

Surinam SWC currently serves as focal point to promote the welfare of citizens through community-based programmes in association with village councils, district councils, voluntary organisations, government agencies and residents in a common effort to further health, advance education, provide facilities for mental and physical training and generally for recreational, social, moral and intellectual development.

With the constant demand of different groups from the local communities, Surinam SWC has been able over the years to make its mark in local communities by constantly interacting with them, identifying local issues and responding promptly to their needs through a needs-based approach to improve the service delivery.

In the context of the theme "*Creativity and Innovation to Improve Service Delivery*", Surinam SWC has elaborated projects aiming at:

- A bottom up approach Management where proposals from the community are discussed at the level of the local committees with a view to bringing in innovation and creativity in the services offered at the Centre
- A two-way communication through meetings and focus group discussions between customers and staff of the Centre in order to continue improving the services offered. Annual Open Day is also one of the platforms used by the community to express its needs and make suggestions. Needs assessment forms are filled up
- At management level, innovative ideas and projects are discussed with Officers and necessary facilities are provided for implementation.

Participation in the Public Service Excellence Award has enabled Surinam SWC to be result-oriented, thus leading to customer satisfaction.



Tamarin Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government

Tamarin Fire Station is located in the district of Black River. It was inaugurated on the 31st October 2013.

The main objective is to provide a rapid and proximity service to the inhabitants of the area from Bambous to Baie Du Cap. It also promotes fire safety awareness among members of the general public, members of the governmental and non-governmental organisations on spheres like fire safety, fire clearance and fire certificate application, regular fire extinguisher inspection in government organisations, simulation exercises i.e fire drill, flooding, flash flood, tsunami, landslide with other stakeholders (Police, SAMU, Ministry of Environment, Black River District Council and the National Disaster Risk Reduction Management unit) and also visit at the Station for educational purpose.

Further to the change in legislation i.e Act 2013 of the Mauritius Fire and Rescue Service, its role has shifted from firefighting agency to that of a full-fledged rescue service. The Station has also acquired new equipment like the Stabilizing equipment for Road Traffic Collision, Multi-purpose rescue saw, Hydraulic Power Rescue Tool (existed) etc.

In addition to the fire fighting and rescue service provided, the Station is engaged in providing special assistance like fire coverage in hotels and public gatherings and also assistance to personnel of SAMU in handling of a casualties.



Triolet Fire Station

Mauritius Fire and Rescue Service, Ministry of Local Government

Triolet Fire Station provides its services to more than 180 000 residents of areas such as Triolet, Pointe aux Piments, Trou aux Biches, Grand Baie, Mon Choisy, Pereybere, Cap Malheureux, Fond du Sac, Morcellement St Andre, Plaine des Papayes, Arsenal, Calebasses, Balaclava, Petit Raffray, Grand Gaude, Roche Terre etc. The Station has in 2015 responded to some 1 024 emergencies and 215 non-emergency calls. The number of fire calls has been reduced by 309 calls and this has been possible through the service delivered by the Station to the nearby villages by various fire prevention activities such as sensitising campaign to the household communities, talks organised for the farmers and lectures for the youngsters at colleges and schools.

A hotline 154 has recently been introduced inviting any person to report on fire hazards within his living environment.

Moreover, Triolet Fire Station conducts fire extinguishers inspections to various government premises and advises on the safe use of firefighting equipment. It has also innovated by creating a facebook page under "*Groupement Sapeurs Pompiers de Triolet*". In this page, it offers a range of information and guidance on fire safety prevention and protection through various images, videos and news. It has also extended its support to other neighbouring fire stations and particularly during the flash flood at Port-Louis or flooding at Rivière du Rempart which are not within its jurisdiction.

On the 23rd June 2016, with the full support of the Ministry of Civil Service and Administrative Reforms, an e-application service was launched within the Station. Each fire station has been equipped with necessary tools to offer promoters and other commercial sectors the facility to submit their application online for the issue of a fire certificate/clearance and the renewal of their certificate of registration to the Station.



Trou aux Biches Police Station

Prime Minister's Office

The Trou aux Biches Police Station has the determination to improve its operations. The Public Service Excellence Award, therefore, represents an excellent opportunity and motivation for our personnel to provide a customer focus approach and enhance our service delivery.

With the new vision of the Commissioner of Police of making Mauritius safer for its citizens as well as our visitors, the Trou aux Biches Police Station personnel have taken the pledge to provide quality service with pride and devotion.

The personnel of the Station are working together with the local residents to address policing issues, and achieve its aim, to become a "Police de Proximité".

Policing in the region is constantly being monitored through "Night Patrol", quick response to action plan in short term as well as long term planning. In this context, we can proudly say that a request for CCTV cameras in the region is in the pipeline.

One of the most important assets the Station has is its manpower. Valorising the staff of the Station for the work done is the essence in building a team spirit for a continuous support in our daily activities. Thus, Police Officers of the Station are presently more active in the process of achieving a better standard in their assignment.

As a team, the Station has pledged that each member will contribute in the build up of the reputation of the Trou aux Biches Police Station by showing ethical conduct in its action as well as promoting excellence in its mission.



Valuation Department

Ministry of Finance and Economic Development

The Valuation Department provides independent, impartial and objective valuation advice and consultancy services on real estate to Government, Local Authorities, Statutory and Parastatal Bodies.

Valuation advice is tendered for various purposes in compliance with existing legislation and includes, amongst others, valuation of properties for:

- Registration dues
- Municipal tax
- Compulsory acquisition and compensation
- Rental purposes.

Advice is tendered according to International Valuation Standard Councils (IVSC) guidelines for purposes outside the scope of local legislations.

The Department also provides consultancy services to the Government on policy matters.

Organisational Structure

The organisation is headed by the Director who is assisted by staff of different cadres, namely professional, technical and administrative.

Valuation and Information Technology

With the recent implementation of HRMIS, E-Budgeting, E-Registry and Land Administration and Valuation Information Systems (LAVIMS), the Valuation Department has known major and remarkable changes in its physical environment.

Information technology has enabled the department to handle online requests for valuation of properties from the Registrar-General's Department, Local Authorities and other Government Departments.

Information technology has helped to achieve the following goals:

- Delivery of more effective and transparent service to customers
- Greater customer satisfaction, trust and confidence
- Better quality service and consistency through improved processes.

The Public Service Excellence Award has provided an excellent window for the Department to promote its image and showcase its improved services with information technology. The Department's staff have had opportunity to assess services delivered after considering feedback and suggestions from customers thus paving the way for appropriate and eco-friendly measures.

Wooton Social Welfare cum Resource Centre

Ministry of Social Security, National Solidarity and Reform Institutions

The Social Welfare Division of the Ministry of Social Security, National Solidarity and Reform Institutions manages 57 Social Welfare Centres (SWCs) and 20 Elderly Day Care Centres (EDCCs) throughout the island and a Dressmaking/Crafts Unit.

SWCs cater for all age cohorts in the community including children, youths, women, men, senior citizens and persons with disabilities.

Our modern approaches aim, through capacity building, at:

- Converting SWCs/EDCCs into '*Smarter and Greener SWCs/EDCCs*'. In this regard, the collaboration of other organisations has been solicited for embellishment work. The increasing use of Rain Water Harvestor and optimal use of day light at SWCs/EDCCs produce windfall gains enabling the acquisition of LCD, laptop and related audio-visual equipment during sensitisation programmes, thus rendering effective and efficient communication with community members on a wide array of social issues currently in limelight. Such facilities, coupled with the intention of the government to convert SWCs into WIFI Hotspots, are no doubt making way for the materialisation of Smarter/Greener SWCs/EDCCs.
- Keeping pace with emerging needs of the community through the offer of MQA approved courses and the promotion of products from recycled materials.
- Adoption of customer centric measures through the setting-up of model Community Kitchen Gardens, the organisation of '*Foire Artisanale*' and the reinforcing of Community Outreach Programmes (NCB & NCD Caravan, Sky Observation, etc,) and the regionalisation of National/International Days/Events (International day of (i) the Elderly and (ii) Persons with Disabilities, World Suicide Prevention Day) thus bringing demand-oriented activities to the doorstep of the citizens.



Participation in the PSEA is seen as a benchmark for measuring variables at centres such as efficient management, quality programme development and service delivery. The competition has prompted us to upgrade the quality of our services/programmes and move towards Greener/Smarter SWCs/EDCCs through the provision of services responding to the emerging needs of the community in a conducive environment.

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