



The Ministry of Civil Service and Administrative Reforms

Public Service Excellence Award 2006



Message *From:*

Dr The Honourable Navinchandra Ramgoolam
Prime Minister of the Republic of Mauritius

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

Mr Premhans Jhugroo
Supervising Officer
Ministry of Civil Service and Administrative Reforms

Launching of Public Service Excellence Awards 2006

Public Service Excellence Awards Scheme

Panel of Jury

Mr Georges Chung Tick Kan,
Chairman, Panel of Jury

Mr Dennis Zandaza
President, Mauritian Quality Institute

Professor Peter S. Coupe
Director-General, University of Technology, Mauritius

Mr Toolsyraj Benydin
President, Federation of Civil Service and Other Unions

Mr Radhakrishna Sadien, MSK
President, State Employees' Federation

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Message *From:*



Dr. The Honourable Navinchandra
Ramgoolam
Prime Minister of the Republic of Mauritius

Upon assuming Office in 2005, I announced the Public Service Excellence Award Scheme for Ministries and Departments. This scheme is a powerful tool aiming at creating awareness on the need to achieve excellence in the delivery of public services while ensuring good governance.

In line with my Government's vision of "Putting People First" and in our quest for excellence, there is concerted effort to foster and sustain a quality culture in public services.

The public service has always played a crucial role in the development of our country. The onus for putting in place an enabling environment for society and businesses to grow and prosper rests, in large part, on the public service. It should not only cut down red tape and bureaucracy but also constantly modernize processes and procedures so as to become more citizen and business-friendly.

Public officers must be alert to best practices and new technologies likely to help them become more efficient. This continuous updating process

entails adaptability and commitment from each and every officer, at all levels of the service. Teamwork, co-ordination and collaboration among Ministries and Departments must be fostered.

I am pleased to note the interest the Award has created amongst Ministries and Departments. I congratulate the winner of the Public Service Excellence Award 2006 and the winners in each of the four sub-categories and urge them to persevere in their efforts. To the other participants, my message is to try again and to keep trying until they succeed.

I would invite more and more organizations to compete in the next edition of the Public Service Excellence Award.


Dr the Hon Navinchandra Ramgoolam
Prime Minister

Message *From:*



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

It is becoming increasingly evident today that change is critical to improving delivery of public services. In this era of globalization and acute competition, Mauritius is facing numerous challenges. Like Governments all over the world, we need to restructure and modernize our public service so as to be more effective, efficient and customer-focused.

'The delivery of Quality Services' should be the guiding principle of each and every public officer. Quality service, delivered impartially and with due diligence, should be an essential and integral part of the Public Service. We should meet, and be seen to meet, the rising expectations of the people that we serve. In short, we should achieve *'Excellence'*.

Indeed, service excellence can only be achieved if all the elements that contribute towards it are fine-tuned and come together to create a winning *'picture of success'*. Excellence should be viewed as a goal to be relentlessly pursued. It can be achieved with the proper mindset, attitude, discipline and commitment.

Public officers need to adopt the principles of service excellence by integrating the essence of quality service into day-to-day activities and interactions, ensuring service recovery by turning potentially negative situations into positive ones, setting and adhering to clearly

communicated standards of performance and capitalizing on the expertise and talents of partner organizations.

The Public Service Excellence Award aims to recognize successful and effective customer-focused, service delivery initiatives that have been achieved through the adoption of innovative approaches. The recognition is meant to emphasize appreciation for the zeal, commitment and outstanding performance of dedicated public officers towards upholding the image of the Service. It further provides opportunities for lesson learning and possible replication and sharing of good practice.

I take this opportunity to place on record my thanks and appreciation to the Mauritian Quality Institute and the University of Technology, Mauritius, partner organizations which have provided assistance in the implementation of the Public Service Excellence Award 2006. I am also grateful to the Federation of Unions for the support extended. My thanks also go to the Panel of Jury for sparing us their valuable time to carry out the demanding exercise of evaluation fairly and impartially.

I congratulate the winners of the Public Service Excellence Award 2006. I am sure that they would serve as benchmark for others. I commend all Ministries and Departments that have participated in the Public Service Excellence Award. By entering the competition, the service excellence vision of these organizations must have been shaped into sharper focus. I have no doubt that they will sustain the momentum and wish them well in their endeavour. I encourage other Ministries and Departments to participate in the next edition of the Public Service Excellence Award.

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

Message *From:*



Message from Mr Premhans. Jhugroo,
*Supervising Officer, Ministry of Civil Service
and Administrative Reforms*

I am pleased to address this message in the context of the Public Service Excellence Award 2006. As a matter of fact, the Public Service Excellence Award Scheme has been introduced primarily to encourage Ministries and Departments to be more innovative, customer-focused and results-oriented. It is also meant to duly recognize initiatives undertaken and to motivate Ministries / Departments to sustain the momentum achieved in the delivery of improved levels of timely and quality services.

The Public Service, as the executive arm of Government, has a crucial role in the provision of quality, efficient and effective public services for the creation of an enabling environment propitious to the development and prosperity of the nation. The adoption of innovative strategies to nurture a performance-based culture geared towards achieving excellence in the delivery of public services, is therefore of utmost priority. To this end, the Ministry of Civil Service and Administrative Reforms, through its administrative reform initiatives, is steadily fostering the emergence of a new mindset across the public service to constantly innovate and continually improve services.

The various reforms initiated by Ministries/Departments so far, such as the elaboration of Citizens'/Customer Charters and the adoption of quality standards, adherence to basic public service values and codes of conduct consonant with good governance practices, upgrading of counter/customer services and maximizing on the use of information and communication technologies by the automation of processes have proved to be successful and capable of yielding

immediate and long term benefits for the civil service. More importantly, these reforms have largely helped in permeating a culture of quality and performance in the public service. The newly started implementation of the Performance Management System, which is a major reform programme, is set to consolidate this upward trend and further pave the way towards excellence in our services. I seize the opportunity to congratulate those Ministries/Departments that have adopted such reform initiatives and also to encourage others to do the same.

The Public Service Excellence Award Scheme is therefore meant to boost up such performance improvement drives and give due recognition to the hard work and dedication of public officers. It also allows Government as an employer to value its officers for what they do and achieve the levels of skills and competences they demonstrate.

I need to highlight that the Public Service Excellence Award Scheme has been devised in collaboration with various partners, namely the Pay Research Bureau, the National Audit Office, the Mauritian Quality Institute, the University of Technology, Mauritius, the Federation of Civil Service and other unions and the State Employees' Federation. I thank them all for their support. I also convey my thanks to the Panel of Jury which ensured the adjudication process with trust and dedication.

I commend the Ministries and Departments that have risen to the challenge and competed in the 2006 edition of the Public Service Excellence Awards which is a clear indication that public sector organizations are striving their level best to meet the rising expectations of their customers. I congratulate the winners of the Public Service Excellence Award 2006 and I am confident that their enthusiasm and commitment to the pursuit of excellence for an innovative, customer-focused and responsive public service will inspire others to follow suit. I look forward to an increased participation in the forthcoming editions of the award.

*P. Jhugroo
Supervising Officer
Ministry of Civil Service and Administrative Reforms*

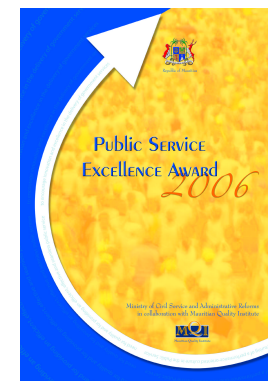
LAUNCHING OF THE PUBLIC SERVICE EXCELLENCE AWARD SCHEME



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

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

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





Public Service Excellence Award 2006

PUBLIC SERVICE EXCELLENCE AWARD SCHEME

Objectives

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

- recognise excellence and innovation and highlight their importance in developing a quality public service
- distinguish Ministries/Departments or Units/Divisions that have adopted innovative ways to meet the challenges facing them daily
- promote a performance-oriented, responsive, customer-friendly and accountable public service.

Awards

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

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

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

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

Winners are recognised for their outstanding achievements and enjoy publicity that will establish their reputation as a proven provider of exemplary services

Entry

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

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

Adjudication

Panel of Jury

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

Judging Process

The evaluation process comprises the following stages:

- shortlisting of entries submitted by participants;
- evaluation of shortlisted participating organizations and site visits by a team of Assessors;
- final assessment by Panel of Jury.

PANEL OF JURY

Chairman

Mr Georges Chung Tick Kan
Chairman of a group of companies in Global Business, Printing and Textiles

Members

Mr Devendra Parsad Ruhee
former Senior Chief Executive
Ministry of Education and Human Resources

Dr.(Mrs) Brinda Seebaruth-Sonah
Vice-President
Mauritian Quality Institute (MQI)

Mrs Prabha Munhurrun
Academic Staff
University of Technology, Mauritius

Mr Toolsyraj Benydin
President
Federation of Civil Service and other Unions

Message *From:*



Mr Georges Chung Tick Kan*
Chairman, Panel of Jury

First of all, I wish to say it is indeed an honour for me and for my fellow members of the Jury to have been entrusted with the task of recommending the winners of the various Public Service Excellence Awards. I am also particularly pleased because the task has brought back to me excellent reminiscences of my long association with the public sector which dates back to the 1980's.

As a young nation, we are lucky to have a strong Public Sector with a remarkable history of continuity, thereby largely contributing to the social stability and peacefulness of our country in its day-to-day life. Furthermore, its vividness in the economic life of the nation, albeit the extent of its influence has more or less varied according to the policies and vision of the Government of the day, means that its performance, along with other factors, will continue to determine both the pace and the quality of our development.

Having said that, it is safe for us to state that a most effective and efficient Civil Service can do wonders for the quality of life of the public at large. Indeed, from the various submissions that the Jury has assessed, we have seen several departments of the public service with remarkable high performance in their daily delivery of their services to the public, empowered by innovative technology and inspired by visionary strategies.

A more professional Civil Service together with better managerial skills and a more effective service from the various ranks can provide the population with the necessary support to meet all the challenges of globalisation. The Jury has also seen this in several of the submissions.

In all, the Jury had the chance to assess 24 submissions. We wish to commend all of them. Taking the decision to participate and to be assessed could not have been easy, given the balance of risk/reward. But the Jury overall has been impressed by the managerial skill of many participants and the high standard in the roll out of the services of some of them has led to some in-depth discussions before we could agree on the nominations.

On behalf of the Jury, I wish to thank the Prime Minister and the Secretary to Cabinet and Head of the Civil Service for their trust in our ability to carry out the assignment. We had also benefited from the effective support of Mr Ashis Hoolass and his team, whose commitments have been unflinching throughout the assignment. We are also grateful for the contribution of the survey team from the University of Technology, Mauritius.

*G. Chung Tick Kan**
Chairman, Panel of Jury

* Mr Georges Chung Tick Kan is the Chairman of a group of companies in Global Business, Printing and Textiles

Message *From:*



Mr Dennis Zandaza
President, Mauritian Quality Institute

The Mauritian Quality Institute considers the Public Service Excellence Award a competition as important as the National Quality Award within the multi-faceted process of building a continual improvement and quality culture in Mauritius.

During the act of service provision to the “customer”, who in this case is mainly the Mauritian Citizen, the Public Service is certainly under higher pressure, and perhaps also under higher scrutiny, than the private sector. This is due to the “*moral obligation*” of leading by example and the “*contractual obligation*” of providing the quality of service that is expected by an often demanding tax payer. Despite such a bitter day to day reality and unlike the general public perception often suggests, the Public Service is actually achieving high levels of excellence in many instances.

The results of this competition, which is based on world-class requirements and factual analysis of performance, demonstrate that many public officers do a superb job and I pay tribute to those who have made the choice of excellence over mediocrity.

Without high quality education for all and passionate teachers, children can't attain their full potential and the prosperity of the nation, partly

dependent on skills, suffers. Without high quality healthcare that is accessible in our community health centres and hospitals, people are forced to pay or to live in pain. Without a properly-functioning justice system, the society we live in is less stable, less secure, and less fair. For all these reasons and many others, the responsibility of the Public Service towards the nation is immense.

However, the success of the present edition of the Public Service Excellence Award, as revealed by the high number of participating organisations, shows that more and more public officers are aware of their crucial responsibilities and do take up the challenge of making our Public Service a model of performance.

We praise the initiative of the Ministry of Civil Service and Administrative Reforms as the Public Service Excellence Award also brings a necessary balance to a sector which is often criticized but rarely rewarded for its achievements. The Mauritian Quality Institute is honoured and delighted to have been able to contribute to such an important and laudable enterprise.

Mr D. Zandaza
President, Mauritian Quality of Institute

Message *From:*



Professor Peter S. Coupe
Director General
University of Technology, Mauritius

It is with immense pride that the University of Technology, Mauritius (UTM) associates itself, once more, with the Ministry of Civil Service and Administrative Reforms to welcome this most laudable initiative of the Public Service Excellence Award – 2006 Edition. Our institution has been a

privileged partner of the Public Sector with respect to the training of its Personnel for many years. For the 2006 Public Service Excellence Award, the UTM was entrusted with the responsibility for conducting a Customer Satisfaction Survey in specific Ministries/Departments identified by the Panel of Jury. A team of academics in the School of Public Sector Policy and Management designed the survey questionnaire while a group of undergraduate full-time students collected the data, the results of which helped the Panel of Jury in the selection of the Ministry/Department that excelled in the ‘*Customer Focus*’ area.

For the UTM, customer satisfaction is indeed perceived as an important, if not the most important, index of the efficiency of the Public Service; hence the high premium placed on issues like timely delivery of service, excellence of approach to customers, leadership and ethics, inter alia, in designing its programmes for our customers from the Public Service.

Professor P. S. Coupe
Director General
University of Technology, Mauritius

Message *From:*



Mr Toolsyraj Benydin
President
Federation of Civil Service and Other
Unions (F C S O U)

I am delighted, as President of the FCSOU, to address this message to colleagues of the Civil Service in the context of the Awards Ceremony of the Public Service Excellence Award 2006. The organization of this special activity is indeed a laudable one to meet the objectives of total quality management and excellence in the Public Service.

The essence and objectives of the award will undoubtedly contribute to instill more confidence among Civil Servants and to encourage them to foster team spirit, to enhance working environment while unleashing innovative methods and systems geared at providing high quality services to the citizens of mauritius. The on-going reforms and modernisation process and results achieved so far confirm the state's role and the Public Service as the provider '*par excellencè*' of public goods and services particularly in such areas as law and order, health, education, housing, employment and other social facilities, in addition to the provisions of appropriate infrastructure to ensure the economic development of the country.

While taking cognizance of the fact that fast pace of globalisation and the growing trends on innovative measures including the digital revolution, the Mauritius Public Service although under constant pressure, has hitherto responded positively to these challenging issues and performed well to promote the socio-economic development of the nation, in spite of its limited resources.

Finally, I would like to congratulate the various government Departments and Ministries enlisted for the award and look forward that those services that have not yet participated, would do so in future.

T. BENYDIN
President
Federation of Civil Service and other Unions

Message *From:*



Mr Radhakrishna Sadien, MSK
President
State Employees' Federation

It gives me extreme pleasure and honour to be associated with the publication of this magazine issued in the context of the Public Service Excellence Award.

In fact we have to recognize that the State Employees' Federation has, since the very inception of this scheme, been invited to contribute in its realization.

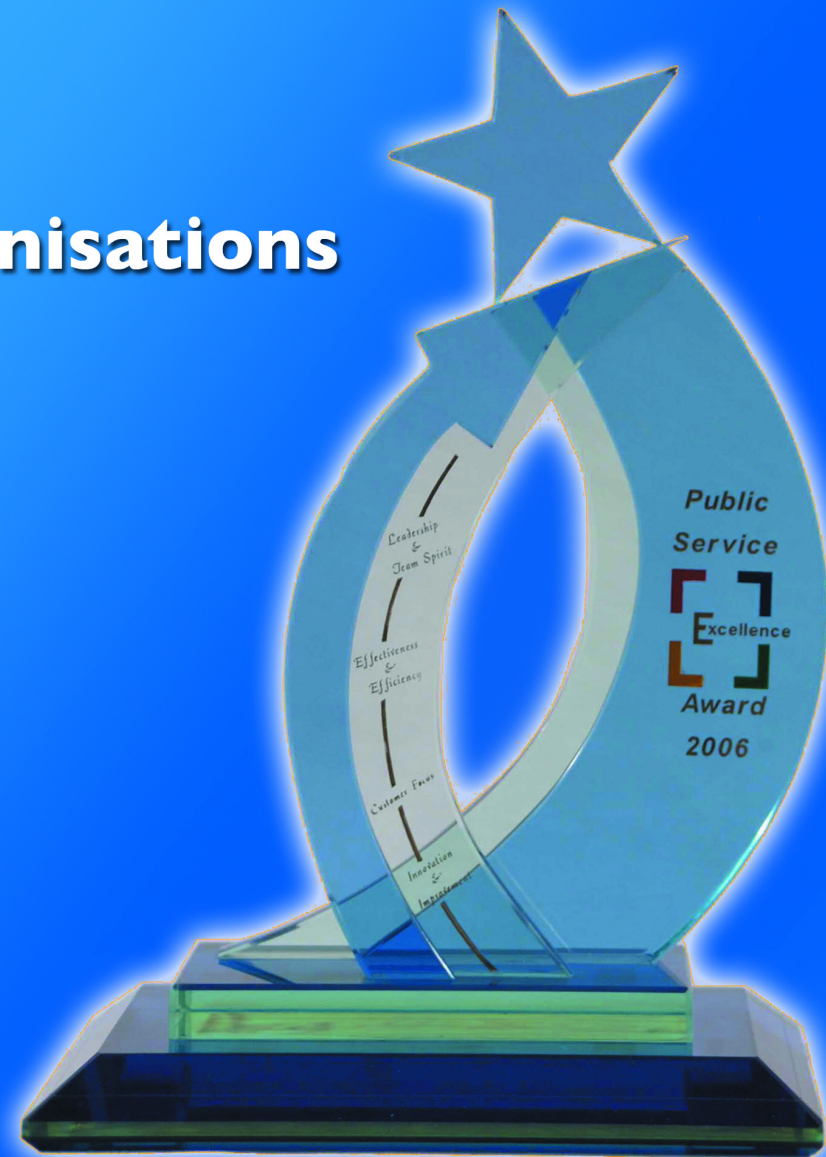
I would like to seize this opportunity to thank the Ministry of Civil Service and Administrative Reforms for recognizing the role and importance of trade unions in the Reforms initiatives undertaken in the civil service.

We look forward to see a continuation of this collaboration which will serve nobody else, except helping to portray a correct image of the civil service in the public.

We know that all of us will share the pride when efforts, we are making together, today, will start bearing fruits.

Mr R. Sadien, MSK
President
State Employees' Federation

Participating Organisations



Albion Police Station



Albion Police Station is operational since 1989 and is situated in the Western Division, which falls in the district of Black River. It covers an area of about 7.9 km with a total population of 6,000 inhabitants. The main duties of Albion Police Station consist of prevention rather than detection and prosecution as well as of qualitative surveillance rather than on numerical deployment.

The Police Station has embarked on the new concept of customer care and customers are treated as the most important visitors to our premises. The policy of '*Putting Customer First*' is put into practice by the personnel.



Excellence is the gradual result of always striving to do better

Pat Riley

Public Service Excellence Award 2006

ASSAY OFFICE



The Assay Office operates under the aegis of the Ministry of Industry, Small and Medium Enterprises, Commerce and Co-operatives. It was established in February 1993 following the enactment on 26 July 1990 of the Jewellery Act 1990. In November 1999, the Act was reviewed and consolidated so as to make better provision for the regulation and control of the manufacture, sale and importation of jewellery made of gold or its alloy.

The Assay Office offers the following services:

- Assaying of gold alloys and gold jewellery for jewellers and the public
- Registration of jewellers
- Issuing of sponsor's marks
- Carrying out inspection visits to ensure compliance with the Jewellery Act, 1999

- Investigation of complaints received from the public
- Operating a documentation centre which provides a wide selection of periodicals, magazines and other relevant literature on jewellery to the business community
- Help jewellers upgrade the quality of their jewellery.

The Assay Office has been ISO 9001:2000 certified since 28 December 2005 and is now preparing to accredit its laboratory services to ISO /IEC 17025: 1999 standards

Excellence is to do a common thing in an uncommon way

Booker T. Washington: Excellence

AUDIO VISUAL TEST CENTRE, TRAFFIC BRANCH

Police Department

The Audiovisual Test Centre (Oral Test Centre) is one of the sub units of the Traffic Branch where tests are carried out to assess candidates' level of understanding hazard awareness, road traffic signs, road markings and highway code.

In the context of providing a better service to our customers and for the sake of transparency, tests are carried using a fully computerised audiovisual system. The audiovisual test centre gives a sophisticated and customer oriented service to candidates.

Smooth running of examination within a safe, pleasant and comfortable environment is the motto of this unit. The personnel of the Unit and staff strive hard to meet the exigencies of candidates by offering innovative service at all times. Major changes have taken place at the Audiovisual Test Centre and these changes are all customer - oriented thus showing our drive of "Putting People First"

We are what we repeatedly do. Excellence, then, is not an act, but a habit

Aristotle



BAIN DES DAMES POLICE STATION



The Police Station forms part of the western coastal region of Port Louis. It is situated in Cassis and covers approximately a perimeter of 5 km with about 15,000 inhabitants.

The mission and vision is to give service and care to our customers in an efficient and effective way thereby meeting their needs and expectations. This will not be an important thing but the only thing.

Facilities provided by the station are as follows: attending requests, on-line information, email address, hot line, suggestion box, crime intelligence service, police public partnership meeting, computerized system and application forms.

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Innovation distinguishes between a leader and a follower

S. Jobs

BEL - AIR RIVIÈRE SÈCHE POLICE STATION

Bel–Air Rivière Sèche Police Station is one of the main Police Stations in the district of Moka/Flacq with the largest station area of approximately 64 sq km.

The relationship between police and public has always been friendly. Many crimes and social ills are being combated with mutual support and understanding.

Conscious of enforcing the law, the personnel of Bel - Air Rivière Sèche Police Station is proud of the fact that for the past years they have not registered any complaint as regards services provided to the public. Serving the needy, protecting the weak and vulnerable and tracking and prosecuting the wrong doers, are the daily commitment and mission of the officers.



BIOCHEMISTRY DEPARTMENT CENTRAL LABORATORY CANDOS

The Biochemistry Department of the Central Laboratory, Candos, situated at the Victoria Hospital, has 49 years of existence. Biochemistry has developed significantly with the rapid progress in medicine, causing a complete shift in technology from a predominantly manual technique to a fully automated system and now accounts for over 50% of the total workload of the entire laboratory services.

The service is decentralized to all regional and peripheral hospitals. The scientific and technical direction of biochemistry services is under the Chief Clinical Scientist. The main grades include scientific and technical with a workforce of around fifty officers.

The main functions of the Biochemistry Department include confirming diagnosis of diseases, developing and implementing new laboratory methods



to help in diagnosis and treatment; participating in research projects generated in the hospital or community. Qualitative and quantitative analysis generate results, which are ensured for reliability through a stringent quality control programme. These functions are reviewed in monthly Quality circle meetings.

Biochemistry has a vital role in the prevention strategy related to non-communicable diseases and other conditions such as metabolic syndrome and cancer. With the advent of inevitable development in the field of clinical science and the strong commitment of all parties concerned, Biochemistry service will undoubtedly stand out as a center of excellence in the Region.



CENTRAL STATISTICS OFFICE

The Central Statistics Office (CSO) is a Department of the Ministry of Finance & Economic Development. It exists as far back as 1945. The CSO has a staff force of around 250 officers, comprising technical and administrative staff.

Under the Statistics Act 2000, the CSO is the central depository for all statistics produced in Mauritius. It is responsible for the collection, compilation, analysis and dissemination of statistics relating to various aspects of the economic and social activities and general conditions of the people of Mauritius. The law also provides for the setting-up of a Statistics Advisory Council, comprising CSO representatives and other key stakeholders to advise on relevant policy issues.

The target users of the CSO include Ministries/Departments, the business community, the international community, research and training institutions, and the wider public. Currently, the CSO releases some 70 Economic and Social Indicators on around 30 different topics, 18 Digests of Statistics and an average of 3 census and survey reports annually.

The major reform initiatives embarked upon by the Central Statistics Office include the implementation of a National Strategy for the Development of Statistics and a Performance Management System.

Always do your best. What you plant now, you will harvest later
Og Mandino



CITIZEN'S ADVICE BUREAUX (CABX)

Lallmatie, Flacq and Rose Belle

The Citizen's Advice Bureau operates under the aegis of the Ministry of Environment and National Development Unit. There are 35 CAB offices spread out around the island under the responsibility of a CAB Organiser. It is also a venue where the Parliamentary Private Secretaries (PPS) receive members of the public and to attend to their grievances.

Our vision is to become an information hub easily accessible to the public and our mission is to enhance the overall well-being of our citizens by providing timely and up-to-date information and by developing the culture of "agency" among them.

The role of a Citizen's Advice Bureau is to empower the citizens to enable them to know their privileges, entitlements and create an awareness so that

the citizens assume their civic duties and responsibilities. In a nutshell, it acts as a "one-stop-shop" where information on any issue is available.

The main services provided to the citizens by the CABx are registering of complaints and requests from the public and follow-up by networking; disseminating accurate information on existing services, procedures and conditions to access these services and acting as facilitator to identify infrastructural development projects such as drains, roads, handrails, playgrounds, etc which are implemented by the National Development Unit.



Lallmatie



Flacq



Rose Belle



As a signatory to the “*Convention on International Civil Aviation*”, Mauritius is required to comply with the Standards and Recommended Practices set by the International Civil Aviation Organization to ensure the safety, security, regularity and efficiency of air transport.

This responsibility is entrusted to the Department of Civil Aviation, and comprises the following mandatory functions:

The regulation of aircraft operation involving the licensing of personnel (*Pilots, Air Traffic Controllers, Engineers...*), airworthiness of aircrafts, certification of aerodromes and ensuring the prompt delivery of all licenses/certificates, while maintaining a continuous surveillance on the status of aircrafts and aerodromes;



The provision of Communication, Navigation and Surveillance Systems for the safe Air Traffic Management of aircraft operating within the vast oceanic airspace under our jurisdiction which stretches over an area of 9 million sq km approximately ; and the enforcement of Security measures to prevent unlawful interference to civil aviation activities in Mauritius.

Never before in history has innovation offered promise of so much to so many in so short time

Bill Gates

COMPANIES DIVISION



The Companies Division aims at creating a modern and efficient registry for companies, businesses and partnerships. Its customers are the general public as well as professionals operating in the business community.

The Companies Division has since October 2006 been certified to operate according to the ISO 9001:2000 Standards. The motto of the Companies Division is to achieve excellence and exceed its customers' needs. In that respect, quality has been its priority. Innovative methods and techniques have been devised to deliver public services in a more convenient customer oriented way.

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The Companies Division which falls under the aegis of the Ministry of Finance and Economic Development administers the Companies Act 2001, the Business Registration Act 2002 and the Code de Commerce 1985.

Its mission is to act as a facilitator for the creation and monitoring of a modern corporate environment for domestic and international investors whilst ensuring that the legislative frameworks are administered efficiently and effectively.

The noblest search is the search for excellence

Lyndon B. Johnson



ENERGY SERVICES DIVISION

The Energy Services Division, previously called the Electrical Services Division, was founded in 1981. Since its inception, it has undergone many positive changes.

The Energy Services Division (ESD) was set up to look after the electrical installations inclusive of UPS, Water Pumps, Lifts, Air-Conditionings and Generator Sets in all Government buildings. Over and above the maintenance and repairs works the ESD also acts as Consultant on Capital Projects for the Government.

In spite of the fact that the number of Government buildings are constantly increasing, the ESD is rising to the challenge of attending to



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practically all requests received. At the ESD, we are committed to satisfy all our customers' needs.

A survey carried out with our customers which are Ministries and Departments, has shown that most of them are satisfied with our services and all of them would prefer our services to that of private contractors.

The Energy Services Division is aiming to obtain ISO 9001:2000 certification in order to further improve the quality of services that we provide. This is a very challenging objective, but not an impossible one.

FISHERIES TRAINING AND EXTENSION CENTRE

Ministry of Agro Industry and Fisheries



The Fisheries Training and Extension Centre (FiTEC), a training agency of the Fisheries Division of the Ministry of Agro Industry & Fisheries, provides facilities and logistics for the formal training of fishers in Mauritius and Rodrigues.

FiTEC is situated at Pointe aux Sables and was constructed with the assistance of the Japanese Government and started operating on 01 October 2004.

The main objectives of the Training Centre are:

- to enhance the knowledge and skills of fishers to operate in the off lagoon area
- to provide training to new fishers
- to provide training in new fishing techniques to fishers
- to create awareness of fishers for enhanced safety and security at sea and

- to sensitize fishers on the importance of the marine environment and its protection and conservation.

FiTEC is equipped with modern lecture rooms, audiovisual equipment, an information unit, a documentation kiosk, a training workshop where practical training on outboard and inboard motor engines is dispensed, a jetty and two boats to carry out the practical training of fishers at sea.

To date, the Centre has provided training to 241 fishers including 7 female fishers, to fish outside the lagoon and around Fish Aggregate Devices (FADs).

Beside training, FiTEC plays a key role in the development of the FADs fishery. In this context, it sets, maintains and monitors FADs around Mauritius for the benefit of fishers. FiTEC also carries out demonstration fishing for investors.



FLORÉAL POLICE STATION



Floreal Police Station is located in the Central Division of Mauritius and is situated at the corner of Pierre Simonet and Allée-de-Cyprés, it is responsible for the Division of Floreal, which also comprises of Cité Mangalkhan and Cité L'Oiseau, and globally has a geographical area of 5.2 square km with a population of approximately 35,000 inhabitants.

Our mission as Law Enforcement Officers is to maintain Law and Order, preserve public peace, prevent and detect offences by working in close collaboration with the public so that justice should not only be done, but should be seen to be done.

In this endeavour, we at Floréal Police Station, have taken the needs of the public at heart for a better policing by making “*our customers as our most important assets*” as rightly pointed out by Mahatma Gandhi, one of the most noble person in the history of mankind.

Innovation is the ability to see change as an opportunity - not a threat

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GRAND BOIS POLICE STATION

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Grand Bois Police Station is one among the thirteen Police Stations of the Southern Division and is situated along grand bois main road. with a policing area of 19.7 sq km and an estimated population of twenty-five thousand inhabitants.

The vision of Grand Bois Police Station is to provide a quality service that do no leave space for complaints and up to now our public is satisfied.

Whatever you do, don't do it halfway.

Bob Beamon

METEOROLOGICAL SERVICES



Our Vision

To be a proactive, highly efficient and effective institution.

Our Mission

To provide accurate and timely weather information and meteorological products for the general welfare of the citizen.

The Mauritius Meteorological Services (MMS) is a scientific institution which provides atmospheric, marine and other geophysical services. Its specialized products cater for the needs of the general public, civil aviation, shipping, agriculture, engineering, commerce and industry, research and the scientific community. It also provides scientific support services for environmental protection. It has a workforce of 140 officers.

Brief History

1774 Meteorological Station installed at Pamplemousses under Mr Céré, Director of Botanical Gardens.

- 1874 The Royal Alfred Observatory attained the status of a Government Department with Dr. C. Meldrum as its first Director.
- 1959 The name of the Observatory was changed to Meteorological Department.
- 1961 The Royal Alfred Observatory building, at Pamplemouses, was pulled down to make way for the present Sir Seewoosagur Ramgoolam National Hospital.
- 1969 Member of the World Meteorological Organisation (WMO) – a special agency of UN.
- 1974 Sir Seewoosagur Ramgoolam, Prime Minister, laid the foundation stone at Vacoas.
- 1977 Since July, the MMS is under the umbrella of the Prime Minister's Office.
- 1997 Computerisation of the main Meteorological Training and Research Centre by Mr S.C. Seeballuck, Secretary to Cabinet and Head of Civil Service.
- 2007 Installation of a Seismometer at Meteorological Headquarters, Vacoas.

Our Commitment to Quality

Grand winner of the Excellent Customer Service Award in the Public Service – 2004.

National Quality Award Level 1 – December 2004.

National Quality Award Level 2 – December 2006.

The MMS has set to be MS ISO 9001:2000 certified.

Implementing “*Performance Management System*” on a pilot basis.



NATIONAL TRANSPORT AUTHORITY

The National Transport Authority (NTA) was established under the Road Traffic Act in 1980 and has a main responsibility in the regulation and control of road transport in Mauritius and Rodrigues

The NTA has a workforce of 298 officers. Its Head Office is situated at MSI Building, Royal Road, Cassis. It also operates two Vehicle Examination Centres at Plaine Lauzun and Forest Side and a sub-office at Baie Lascars, Rodrigues.

The responsibility for the administration of the office rests with the Road Transport Commissioner. The NTA also has a Board for determination of applications for licences and disciplinary cases instituted against transport operators and bus crews.

The NTA has a customer base exceeding 550 000 persons per year, calling mainly for the registration and licensing of vehicles. As part of its vision and mission, the NTA has embarked on a reform process to improve its service delivery and has been recipient of awards for two consecutive participations in the Excellent Customer Service Awards 2003 and 2004.

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

Howard W. Newton



RESIDENCE PERMIT SECTION, HOME AFFAIRS DIVISION

Prime Minister's Office



The Home Affairs Division of the Prime Minister's Office is responsible for the formulation, implementation and monitoring of policies aimed at delivering and preserving internal security. The internal security programme includes, inter-alia, matters pertaining to immigration. The Residence Permit Section is one of the core sections in the Home Affairs Division. It plays an important role in providing a key service, that is, immigration service to Mauritian citizens as well as non-nationals.

Immigration is today a focal point for determination of national priorities. Immigration service which is regulated by legislation also entails the formulation of policies. Given the multi-dimensional nature of immigration, the Residence Permit Section therefore has to work in close collaboration not only with the Passport and Immigration Office but also to function in liaison with the Ministry of Foreign Affairs, International Trade and Cooperation, the Ministry of Labour, Industrial Relations and Employment, the Ministry of Tourism, Leisure and External

Communications, the Board of Investment, the Civil Status Office, the Mauritius Freeport Authority, the Financial Services Commission, the Bank of Mauritius and the Police Department. Since immigration also cuts across international boundaries, we have to work with the Mauritius Missions abroad and the Foreign Missions based in Mauritius.

This Section leads with cases relating to visas/residence permits for tourists, businessmen, spouses of Mauritian citizens, students, expatriates workers, made up amongst others of manual and professional, artists, athletes, officials and religious persons.

Thus, clients of the Residence Permit Section is not only Mauritian residents but also our foreign guests – the tourist who come to enjoy the beauty of our island, the young professional who provides his / her service to our growing economy and the businessman who invests his financial resources in our industries.



FINANCE SECTION

Ministry of Public Infrastructure, Land Transport and Shipping



The Finance Section caters for all financial transactions of the following divisions:-

Ministry's Headquarters (Public Infrastructure Division and Land Transport Division).

Engineering and other Technical Offices at Phoenix.

Central Mechanical Workshop at Plaine Lauzun.

Traffic Management and Road Safety Unit.

Shipping and Sea Training School.

Sub-Stations around the island.

The Section has recently been re-structured in order to cope with the requirements of ISO Certification which is scheduled for completion by November 2007.

In addition to the above responsibilities, the Finance Section is also operating a Cash/Revenue office for the management of revenue collection pertaining to the Ministry e.g for parking coupons.

The Finance Section is also responsible for the framing and monitoring of the Ministry's budgets.



POINTE AUX CANNONIERS POLICE STATION



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The station is found along the Coastal Road, has a geographical area of about 3 sq km with an estimated population of 9000 inhabitants. The station has a well-defined vision and mission.

We provide a range of facilities. Notice boards and direction signs have been placed to direct our customers. Our services are directed towards, both the inhabitants and tourists. We are always present to help, guide and advise our visitors. Patrols are organized to protect the inhabitants and tourists.

When dealing with victims of crime, we ensure that their rights to be listened to, to be informed of the progress of the enquiry and to know the outcome of the case are taken into account.

With the services provided we are sure to succeed in the motto:

“ Our Community: our commitment ”

Creativity is thinking up new things. Innovation is doing new things

T. Levitt

PUBLIC AND DISCIPLINED FORCES SERVICE COMMISSIONS

The Public Service Commission (PSC) was vested with executive powers on 12 August 1967 with the coming into force of the Mauritius Constitution Order, 1966. Since that date, it has the constitutional responsibility for recruitment, promotion, disciplinary control and removal from office in the public service.

The Disciplined Forces Service Commission (DFSC) was established by virtue of section 90 of the Constitution. Its main tasks are consideration and approval of cases relating to recruitment, appointment, confirmation, promotion, discipline and scheme of service in the Disciplined Forces.

Both Commissions are housed in the same building at 7, Louis Pasteur Street, Forest Side. The PSC consists of a Chairman, two Deputy Chairpersons and four Commissioners. The DFSC consists of the Chairman of the PSC and four other Commissioners. They are appointed by the President of the Republic after consultation with the Prime Minister and the Leader of the Opposition.

The Commissions are supported by an administrative team, headed by the Secretary. The team is responsible for all cases referred to it by different Ministries, including the Rodrigues Regional Assembly.



EMERGENCY MEDICAL SERVICE (SAMU)

Ministry of Health and Quality of Life

The Emergency Medical Service, more commonly known as the SAMU (*Service d'aide Médicale Urgente*), was launched in December 1997 with the assistance from the French government for training of personnel and acquisition of equipment. The system operates in the same manner as the SAMU in France. It is well over nine years now since its inception.

The main mission of this service is to attend to emergencies in the pre-hospital context. Other tasks include the inter-hospital transfers of the severely ill to specialized units when required.

The Unit is made up of five intervention teams, one stationed at each of the regional hospitals. Each team consists of one Emergency Physician, 2 Nurses and the Ambulance Driver.

A control Room for this network is situated at Dr A. G. Jeetoo Hospital; this is where calls made to **Hotline 114** island-wide are received.



Decision is taken as to the nature of the call, its urgency and whether and what means are to be sent to the caller.

All varieties of medical emergencies are attended to. An average of 1000 calls transit daily through the PABX of the Control Room manned on a round-the-clock basis by one Emergency Physician assisted by 2 Permanenciers.

Overall, 30 to 50 interventions are made daily by the SAMU across the island, each lasting between one to four hours.

The unit remains operational in cyclonic weather with assistance from the Police and the SMF for logistics.



TOMBEAU BAY POLICE STATION



Tombeau Bay Police Station covers an area of 5.6 sq km, with approximately 40,000 inhabitants. There is a good network of communication between the police and its local public. Police officers, have spared no effort to innovate and refurbish their place of work in that respect.

The Staff of Tombeau Bay are well aware of government's policy of "Putting People First", of the Force's Mission Statement of providing high quality service and of the SARPCCO Code of conduct/ethics which provides that *'the provision of service excellence is an integral part of the assistance that the police render to the community'*.



For staff of Tombeau Bay Police Station, *"Quality service to all people has become a right, not a privilege and it is the obligation of the police to provide it"*.

In-keeping with the above mentioned principle, Tombeau Bay Police has launched its motto:

"Loyalty amongst Ourselves, Integrity in our service"

Excellence is not a skill. It is an attitude
Ralph Marston

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

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