

Ministry of Civil Service and Administrative Reforms

# Public Service Excellence Award 2016

*Recognising Innovation and Excellence*





# Messages

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*from*

**The Honourable Marie Cyril Eddy BOISSÉZON**

Minister of Civil Service and Administrative Reforms

**Mr Nayan Koomar BALLAH**

Secretary to Cabinet and Head of the Civil Service

**Mr S. Kandasamy PATHER**

Secretary for Public Service

Ministry of Civil Service and Administrative Reforms

**Mr Raj Makoond**

Chief Executive Officer, Business Mauritius

Chairperson, Panel of Jury



## Message

*from*

**The Honourable Marie Cyril Eddy BOISSÉZON**  
**Minister of Civil Service and Administrative Reforms**

I feel privileged and honoured to be associated with the launch of the Public Service Excellence Award 2016, which is an opportunity to showcase the very best of the public service as well as recognize and reward those who put their heart in achieving excellence and perfection in service delivery.

We are living in an era of acceleration where only the fittest and the most adaptable are able to thrive and survive. And those who are successful are those who are able to overcome and dismantle the conventional obstacles and barriers and to do things differently. The era of acceleration calls for a new mindset, work culture and ethos as well as a new organisational vehicle that is entirely different both in nature and scope.

As Rowan Gibson, the well-known British business Consultant has argued in one of his research papers, we need *"a vehicle that can move and shift direction quickly in uncertain territory, reacting rapidly to the changing nature of business environment, the changing nature of competition and the changing needs of the customer"*.

Meeting customers' demands is all the more difficult in a challenging, unpredictable global economic environment because the demands are more complex, compelling and sophisticated. They require easy access to products and services at less cost and more expediently. Governments, thus, need to perforce find new ways to respond to ever-rising needs and achieve growth and development levels that are capable of improving the quality of life of the citizens.

The big challenge for public sector organisations today, and more so for private sector organisations, is how to handle customers who are increasingly hard to please and more demanding.

In the face of the new expectations, the imperatives of a modern Civil Service with a new breed of officers imbued with the highest of professionalism and the desire and commitment for quality, perfection and excellence have become crucial. In this 21<sup>st</sup> Century, we need a Civil Service that is creatively excellent and that can leverage the benefits of technology and innovation to race into the future.

I remain convinced that this Award is one of the most appropriate tools to steer the Public Service to become a more dynamic, innovative, customer-centric and performing institution, and to enable it to reach new and unparalleled heights.

Since its creation in 2006, the PSEA has helped foster a culture of teamship and excellence in the Public Service. It has recognized and rewarded the meritorious efforts of Ministries and Departments that have strived to go the extra mile to improve the quality of service and meet citizens' satisfaction.

There is, no doubt, that we are on the right track. Obviously, the journey will be long and difficult but with the support and dedicated efforts of all public service employees, we will be able to attain the level of excellence and perfection that we require for the wider interest of the common citizen.

It's timely to recall what Henry Royce, an English engineer and car designer, once said:

**(Quote)**

*"Strive for perfection in everything. Take the best that exists and make it better. If it doesn't exist, create it. Accept nothing nearly right or good enough."* **(Unquote)**

These are words of wisdom that should guide all public officers in the discharge of their duties and responsibilities. Because doing the best and the secret of joy in all that you do will inevitably unlock the potential for quality and excellence. Also, it will allow you all to take pride in your efforts and enhance your self-esteem and self-confidence.

My message to you all, as we celebrate the laureates of this PSEA 2016, is that you should value excellence and perfection in everything that you undertake, irrespective of your discipline or area of activity. At the same time, you should be inspired by people who have a strong passion for quality and mastery because their models of excellence will shape your personality and guide you in your quest for the fulfilment of your full potential as public officers.

I would like to thank all those who have participated in the PSEA 2016, in particular those who have shown that it is creativity, innovation and a passion for quality and excellence that will make a difference in the lives of our citizens.

In conclusion, let me refer to what John William Gardner, a former US Secretary of Health, Education and Welfare, said:

**(Quote)**

*"Some people have greatness thrust upon them. Few have excellence thrust upon them, they achieve it. They do not achieve it unwillingly by doing what comes naturally and they don't stumble into it in the course of amusing themselves. All excellence involves is discipline and tenacity of purpose."*

**(Unquote)**

I wish you well in your future endeavours.





## Message

*from*

**Mr Nayen Koomar BALLAH**  
**Secretary to Cabinet and Head of the Civil Service**

It is with a great pleasure that I associate myself with such a laudable initiative, which is the Public Service Excellence Award. Since its first edition in 2006, the Public Service Excellence Award (PSEA) has evolved to become an annual event which brings together many public organisations and provides them with an opportunity to showcase their work merits. This year the theme is "*Excellence - Doing ordinary things extraordinarily well*".

The Public Service has since its establishment been constantly adjusting itself to be able to meet the changing exigencies of the different generations. With the multitude of public services, we sometimes overlook the tremendous effort put in by public officers to deliver. Satisfying public needs and expectations is indeed a tall order. The Public Service is tasked to ensure that these needs are met with to the greatest extent possible and that the services being dispensed go towards improving the quality of life of our citizens.

We are now in an era where supply-driven schemes have faded out to make room for demand-driven ones and where the focus is on ensuring better security, care and enhancement of the livelihood of one and all. The Public Service, as a system, should be constantly reviewed so that it can live up to public demands and expectations.

No doubt that public service delivery should be quick, responsive and of high standard. While meeting such requirements, the Public Service has, in the discharge of its duties, to subscribe to the principles of good governance and treat the citizens with equity, fairness, impartiality and respect.

The Public Service Excellence Award demonstrates that the Public Service is prepared to stand the test of scrutiny by a team of independent adjudicators coming from both the public and private sectors. The adjudication process, I understand, has been difficult in the sense that each participating organisation had its own merits, particular background and scope. However, the most important outcome of the Public Service Excellence Award initiative is that each and every participating organisation has endeavoured its best to showcase how its work processes have the ultimate purpose of maximising citizen satisfaction through quality service delivery.

I commend the efforts of all participants to promote excellence in the Civil Service.



## Message

*from*

**Mr S. Kandasamy PATHER**  
**Secretary for Public Service**  
**Ministry of Civil Service and Administrative Reforms**

It is an immense pleasure and privilege for me to be associated with the 2016 Edition of the Public Service Excellence Award organised by the Ministry of Civil Service and Administrative Reforms.

I convey my heartfelt thanks and appreciation to all those who have contributed, directly or indirectly, to make of this Award a success.

I would also like to acknowledge the contribution of the members of the Jury Panel, in particular their dedication, hardwork and seriousness of purpose which they have demonstrated throughout the adjudication process. One can easily guess how their task has been a difficult and an exacting one but I had entire faith in their wisdom and intellectual insight in choosing the best for this 2016 Award.

The Public Service Excellence Award has now become an annual feature of the Public Service. Its main objective is to recognize and reward meritorious efforts of Ministries/Departments and their respective Sections/Divisions/Units that have excelled in public service delivery.

The theme chosen for the 2016 Public Service Excellence Award, **"Excellence - doing ordinary things extraordinarily well"** reminds me of what Elizabeth Stuart Phelps, an American

feminist and author once said and I quote:


*"It is not the straining for great things that is most effective; it is the doing of the little things, the common duties, a little better and better."* **(Unquote)**

There is so much truth in this saying. It mirrors the vision of Government for a better and highly performing Civil Service, especially against the background of numerous challenges that have implications for our country as a whole. We are in the midst of a global tilt that heralds changes of an unprecedented order. Indeed, countries and organisations worldwide are being impacted by the onslaught of such changes, the scale of which cannot be measured by any stretch of the imagination.

More often than not, such changes sprout from the evolving needs of the citizens. Mauritius is not spared from such a phenomenon. Change has to take place and it has to be radical if we want to steer above the curve. This is the only way for us to remain germane in this global tilt.

As Public Officers, it beholds us to develop a sense of foresight about how to respond to the aspirations of the citizens in the best possible manner while being mindful that our resources are limited and needs insatiable.





The main challenge that awaits Public Officers in this 21<sup>st</sup> Century is the need for the Public Service to reinvent the way it operates and delivers on matters of public policies and also to redefine and remodel processes and procedures. The status quo cannot be tolerated. We should, therefore, create and nurture an environment that actually provides the conditions for change to happen, not as a threat, but rather as an opportunity. In the same breath, we have to be able to release and stimulate the brainpower of our organisations so that they become more enduring, more resilient and easily adaptable to a fast-changing world.

The Public Service Excellence Award constitutes an excellent platform to spur the Public Service to aim at quality and timely delivery of public services, while upholding the value of excellence and professionalism at each level of the hierarchy.

It is fitting to mention that the Ministry of Civil Service and Administrative Reforms has already embarked on a process of transformation of the Public Service with the main objective of ensuring that the safety, well-being and standards of living of our population are continuously improved and in the most opportune and effective manner. Our ultimate goal is to move to a higher altitude and I consider that our attitude determines

our altitude. We are bound, therefore, to develop different skills to face headlong complexities and challenges of varying degrees. I am convinced that the Civil Service has the capacity to successfully face the emerging challenges and live up to what an adaptive and respective Civil Service should be.

I wish you all well and appeal to you to unfurl high the banners of the Civil Service.





## Message

*from*

**Mr Raj Makoond**  
**Chief Executive Officer, Business Mauritius**  
**Chairperson, Panel of Jury**

Given my previous incarnation as a Civil Servant for almost 15 years (1975 - 1990), and working closely with various Ministries as former Director of JEC and presently as CEO of Business Mauritius, I have been fairly exposed to the best and the worst of our Public Sector. However, as Chairman of the Panel of Jury whereby we had to explore for the best practices in the Civil Service, it was both a revealing and rewarding exercise for all the members of the panel and myself.

It was revealing because we got to know various teams of men and women who, despite inherent systemic constraints, financial rigidity and managerial inflexibility, were able to show remarkable and concrete results of excellence. It was also revealing in terms of their engagement to meet the objectives which very often they had to define themselves with respect to both processes and key performance indicators.

It was rewarding because of our findings in terms of best practices that we saw. The satisfaction that the teams were able to share in the delivery of services ranging from education, law and order and health, was indeed fulfilling.

What next? How do we set a process to scale up the best practices? How do we identify the talents and nurture them? These are issues which our panel felt should be seriously studied and implemented so as to maintain the momentum of all the best practices that have been laboriously built over the years.

I would like to thank all the members of the Panel of Jury as well as the team of the Public Service Excellence Award of the Ministry of Civil Service and Administrative Reforms for their precious time and excellent support.

# 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 measures to meet the challenges facing them daily
- Promote a performance-oriented, customer-centric, accountable and environment-conscious public service.

## Awards

The trophy 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 Ministries/Departments or Units/Divisions which score the highest in each of the criteria mentioned above, except for 'Strategic Planning and Objectives'.

## Entry

All Ministries/Departments or Units/Divisions are eligible to compete for the PSEA. A winner of the Award is, however, not allowed to participate in the **next two editions**.

**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 the public and private sectors 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.

**Winners are recognised for their achievements and enjoy publicity that will establish their reputation as proven providers of exemplary services**

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



Republic of Mauritius

## PUBLIC SERVICE EXCELLENCE AWARD 2016



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

The theme for the 2016 edition of the Public Service Excellence Award is "**Excellence - Doing ordinary things extraordinarily well**".

This year, the theme has been specially chosen in line with the energetic appeal made by the Honourable Prime Minister while unveiling the strategy "*Achieving the Second Economic Miracle - Vision 2030*", which calls for a change in mindset and a 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 improved service delivery across the Civil Service.

There is need to usher in a paradigm shift in our working pattern, approach and attitude to instill and promote a fresh culture that will focus on national targets rather than routine jobs. 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 2016 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 about creativity and innovation in their method of doing business.

# PANEL OF JURY

## Chairperson

### **Mr Raj MAKOOND**

Chief Executive Officer, Business Mauritius

## Members

### **Mrs Selvam POONOOSAMY**

Director/Manager, MindAfrica Capacity Building Ltd  
Management Consultant

### **Mrs Françoise CHARLOTTE**

Head, Business Development & Consultancy,  
National Productivity & Competitiveness Council

### **Mr Rajiv RAMLUGON**

Group Chief Sustainability Officer, Omnicane Management and Consultancy Ltd

### **Mrs Gowmuttee MAKOONDLALL, CSK**

Former Permanent Secretary

### **Mr Abdool Kader LOTUN, PDSM**

Former Director, Human Resource Management,  
Ministry of Civil Service and Administrative Reforms

### **Mr Anand CHEERKOOT**

Former Deputy Manager, Central Information Systems Division

### **Mr Jugduth SEEGUM**

President, Government Teachers' Union

### **Mr Jacques REQUIN**

Human Resource Manager, Intercontinental Trust Limited



### **Panel of Jury**

*From left to right: Mrs Françoise Charlotte, Mr Jacques Requin, Mr Rajiv Ramlugon, Mr Abdool Kader Lotun, PDSM, Mr Raj Makoond, Mrs Gowmuttee Makoondlall, CSK, Mrs Selvam Poonoosamy, Mr Jugduth Seegum and Mr Anand Cheerkoot.*

# *Grand Winners* *of the Public Service Excellence Award 2016*



Sir Leckraz Teelock State Secondary School





La Tour Koenig Police Station

# *Winners in Sub-Categories of the Public Service Excellence Award 2016*

## **Customer-Centred Delivery**



Civil Status Division

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*Winners in Sub-Categories  
of the Public Service Excellence Award 2016*

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**Leadership and Team Spirit**



Flacq Haemodialysis Unit

# *Winners in Sub-Categories of the Public Service Excellence Award 2016*

## **Efficiency and Effectiveness**



Main Control Room, Mauritius Fire and Rescue Service

# *Winners in Sub-Categories of the Public Service Excellence Award 2016*

## **Innovation and Improvement**



Gastroenterology Department, SSRN Hospital

# *Winner of the Public Service Excellence Award 2015*

## **Sir Abdool Razack Mohamed State Secondary School**

**P**articipation in the various editions of the Public Service Excellence Award (PSEA) in 2012, 2013, 2014 and 2015 helped the Sir Abdool Razack Mohamed SSS administration bring about substantive improvements in the day to day activities of the school. The changes brought over the years improved the service extended to customers. Moreover, the leadership potentials of students and educators were unleashed and this gave a strong bondage thereby increasing team efficiency.

By redesigning the path for the wheel, the school administration ushered in innovations in the school administration and management through the use of technology which allowed the school to win in the category of Innovation and Improvement in the 2013 edition of the PSEA and special mention in the same category a year later. The institution was also the first SSS to adopt clouding in service delivery.

For the 2015 edition, the school again proved its commitment towards providing a conducive environment for teaching and learning to take place and also become its core activity. This helped the school to show dedicated endeavour in the five categories and thus be the Grand Winner. Definitely, this title has helped to further uplift the image of the school in the community. By raising the standards, the school administration remains no doubt committed to maintain same.



# Winners in Sub-Categories of the Public Service Excellence Award 2015

## Customer-Centred Delivery Award



La Tour Koenig Police Station

## Leadership and Team Spirit Award



Flacq Haemodialysis Unit

## Efficiency and Effectiveness Award



Sir Leckraz Teelock State Secondary School

## Innovation and Improvement Award



Forensic Science Laboratory

# *Special Mention by the Panel of Jury of the Public Service Excellence Award 2015*

## **Customer-Centred Delivery Award**



Grand Bay National Coast Guard

## **Leadership and Team Spirit Award**



Maritime Air Squadron

## **Efficiency and Effectiveness Award**



Police Information and Operations Room

## **Innovation and Improvement Award**



Entomology Division



# *Special Jury and Chairperson Awards of the Public Service Excellence Award 2015*

## *Special Jury Award*



La Tour Koenig Police Station

## *Special Chairperson Award*



Diabetes Foot Care Unit, SSRN Hospital





**Ministry of Civil Service and Administrative Reforms**

# **Public Service Excellence Award 2016**

## **Participating Organisations**

PUBLIC SERVICE  
EXCELLENCE AWARD  
2016

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

# Participating Organisations

## **AIDS Unit, SSRN Hospital**

Ministry of Health and Quality of Life

## **Camp Fouquereaux Social Welfare Centre**

Ministry of Gender Equality, Child Development and Family Welfare

## **Case Noyale Social Welfare Centre**

Ministry of Gender Equality, Child Development and Family Welfare

## **Chemotherapy Unit, Ward 0-1, SSRN Hospital**

Ministry of Health and Quality of Life

## **Civil Status Division**

Prime Minister's Office

## **Climate Change Division (Environment and Sustainable Development)**

Ministry of Social Security, National Solidarity, and Environment and Sustainable Development

## **Coast Guard Training School, National Coast Guard**

Mauritius Police Force

## **Commando Unit, National Coast Guard**

Mauritius Police Force

## **Coronary Care Unit, Dr A. G. Jeetoo Hospital**

Ministry of Health and Quality of Life

## **Diabetes Foot Care Unit, SSRN Hospital**

Ministry of Health and Quality of Life

## **Emergency Response Service**

Mauritius Police Force

## **Entomology Division**

Ministry of Agro Industry and Food Security

## **Fire Safety Division, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

## **Flacq Fire Station, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

## **Flacq Haemodialysis Unit, Flacq Hospital**

Ministry of Health and Quality of Life

## **Forensic Science Laboratory**

Ministry of Defence and Rodrigues

## **Forest Side Fire Station, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

## **Foster Care Section, Child Development Unit**

Ministry of Gender Equality, Child Development and Family Welfare

## **Gastroenterology Department, SSRN Hospital**

Ministry of Health and Quality of Life

## **Goodlands Child Protection Service, Child Development Unit**

Ministry of Gender Equality, Child Development and Family Welfare

## **Grand Bay National Coast Guard**

Mauritius Police Force

## **Grand Bois Police Station**

Mauritius Police Force

## **Haemodialysis Unit, SSRN Hospital**

Ministry of Health and Quality of Life

## **Haemodialysis Unit, Dr A. G. Jeetoo Hospital**

Ministry of Health and Quality of Life

## **Hydrographic Unit**

Ministry of Housing and Lands

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

Ministry of Gender Equality, Child Development and Family Welfare

## **La Rosa Social Welfare Centre**

Ministry of Gender Equality, Child Development and Family Welfare

## **La Tour Koenig Police Station**

Mauritius Police Force

## **Mahebourg Fire Station, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

## **Main Control Room, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

# Participating Organisations

## **Maritime Air Squadron, National Coast Guard**

Mauritius Police Force

## **Mauritius Maritime Training Academy**

Ministry of Ocean Economy, Marine Resources, Fisheries and Shipping

## **Mauritius Meteorological Service**

Prime Minister's Office

## **Mauritius Prison Service**

Ministry of Defence and Rodrigues

## **National Archives Department**

Ministry of Arts and Culture

## **National Coast Guard Headquarters**

Mauritius Police Force

## **No. 1 Patrol Vessel Squadron, National Coast Guard**

Mauritius Police Force

## **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

## **Piton Fire Station, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

## **Police Research and Development Unit**

Mauritius Police Force

## **Port Louis Child Protection Service, Child Development Unit**

Ministry of Gender Equality, Child Development and Family Welfare

## **Port Louis Fire Station, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

## **Poudre D'Or Police Station**

Mauritius Police Force

## **Quatre Bornes Fire Station, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

## **Registration, Public Relations and Hotline Unit**

Ministry of Business, Enterprise and Cooperatives

## **Rivière du Rempart Area Health Centre**

Ministry of Health and Quality of Life

## **Roche Bois Social Welfare Centre**

Ministry of Gender Equality, Child Development and Family Welfare

## **Rose Belle Regional Cooperative Centre**

Ministry of Business, Enterprise and Cooperatives

## **Saint Aubin Fire Station, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

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

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

## **Solid Waste Management Division (Environment and Sustainable Development)**

Ministry of Social Security, National Solidarity, and Environment and Sustainable Development

## **Surinam Social Welfare Centre**

Ministry of Gender Equality, Child Development and Family Welfare

## **Tamarin Fire Station, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

## **Training Division, Coromandel Fire Station, Mauritius Fire and Rescue Service**

Ministry of Local Government and Outer Islands

## **Triolet Mediclinic**

Ministry of Health and Quality of Life

## **Trou aux Biches Community Health Centre**

Ministry of Health and Quality of Life

## **Vacoas Child Protection Service, Child Development Unit**

Ministry of Gender Equality, Child Development and Family Welfare

# AIDS Unit, SSRN Hospital

## Ministry of Health and Quality of Life

**T**he AIDS Unit of SSRN Hospital operates under the aegis of the National Aids Secretary of the Ministry of Health & Quality Of Life.

Our vision is to provide a continuum of care to all patients attending the Unit.

Our mission is to provide a quality care package to customers and their family members attending the Unit.

The Unit provides both preventive and curative services.

### **Preventive Services**

Awareness sessions are carried out to sensitise people at the community level (social welfare centres, rehabilitation centres, detox centres), places of work (EPZ, hotels), school programmes and out of school programmes.

Hard to reach groups such as commercial sex workers, injection drug users, men having sex with men are also included in the outreach programmes.

The objectives are to provide basic information on:

1. HIV transmission and non transmission.
2. Stigma and discrimination.
3. Health services provided by the AIDS Unit.

### **Curative Services**

HIV counselling and screening of Mauritian citizens and expatriates are effected at the AIDS Unit. Partner counselling and screening are also included. Seropositive patients are treated and blood tests are done at regular intervals, so as to monitor treatment progress or health complications.

A healthy lifestyle is encouraged among patients such as:

- Adherence to treatment
- Condom use
- Specific treatment protocols for pregnant women



- Provision of infant milk formula to babies born of seropositive mothers.

The aim is to reach the universal target set by the World Health Organisation 90%-90%-90% protocol.

- HIV screening for 90% of adult population
- 90% of HIV positive people on antiretroviral treatment
- 90% of the patients on treatment need to have undetectable viral load.

Hence the AIDS Unit is committed to providing quality health services to citizens of Mauritius within the national strategic framework.

# Camp Fouquereaux Social Welfare Centre

Ministry of Gender Equality, Child Development and Family Welfare

**I**n line with its mission “to further health, advance education, provide facilities for mental and physical training, social, moral and intellectual development”, the Camp Fouquereaux Social Welfare Centre has played a contributory role in uplifting the lifestyle of the inhabitants.

The Centre has harnessed its efforts and has a good service delivery which is based on doing simple things well.

Mechanisms which have been put in place to achieve excellence are as follows:

- Staff are trained to be customer-oriented, i.e., warm welcome, human touch, good communication, listening skills and reminding themselves that '*Le client est roi*'
- Good team spirit exists among staff in order to create a conducive atmosphere at work
- The physical outlook of the Centre and its premises are enhanced and safety measures are taken to ensure that customers feel comfortable and secure. New project with profilage has been set up to make it more accommodative
- The Centre implements projects which are eco-friendly and in line with government policy for sustainable development. For example, use of compost bin, rain water harvester, community-based kitchen garden
- Good relationship is consolidated with Social Welfare Committee for efficient work output
- Networking is carried out optimally so as to broaden connections.
- Referrals are also carried out by staff to channel customers to appropriate services
- The Centre offers IT courses to all target groups, thus meeting today's aspirations
- Constant monitoring and planning are effected to ensure that work/activities are being carried out as per expectations



- Funds and assets are used in a judicious way to improve efficiency
- Importance is given to the concept of innovation. The Centre is the only one to be equipped with a mini-soccer pitch.

Participation in the Public Service Excellence Award has prompted us to improve our overall performance, strive towards upgrading the quality of our services and be at par with modern demands.

# Case Noyale Social Welfare Centre

Ministry of Gender Equality, Child Development and Family Welfare

The Public Service Excellence Award is undoubtedly the miraculous recipe to create appropriate conditions conducive to excellence in the public service. It triggers motivation and zeal for committed public servants to go out of their way to reach unimaginable level of excellence. The contribution of the PSEA in revamping the public service is astronomical and it is expected that in the coming years positive and unbelievable results will rocket sky high.

The pride and gem of the Social Welfare Division which comprises 57 Social Welfare Centres in Mauritius are inevitably the Case Noyale Social Welfare Centre. The Centre brilliantly achieved nomination in three out of four Categories in PSEA 2015 with a honourable national winner in the category Efficiency and Effectiveness.

It was the victory of "Petit Poucet" with a very small annual budget among giants of the public service managing millions of rupees. The well deserved result has triggered unmatched motivation, teamwork, proactivity and unbelievable creativity.

Our dedicated and committed team of officers, staff, committee members, privileged partners have all judiciously mobilised surrounding resources to undertake a complete lifting of the Centre.

A series of simple projects which appear to be ordinary but which have produced extraordinary results. We have hit the nail at the right point by proudly introducing and pioneering a Monument of National Unity unique in Mauritius. Our real gift and recognition is the number of Tourists and Mauritians who regularly stop over at the Centre for photographs of the Monument of National Unity. In doing so, we have "magistralement" taught the whole world a lesson of national unity which is our pride and treasure for a better Mauritius.

Other successful projects undertaken are:

- Extension of Centre with profilage cum covered boxing ring
- Upgrading of the open air theatre with a sculpture of Le Morne mountain, another pride of the region



- Introduction and pioneering of a course on "Tente Vacoas Making" with three main objectives: economic empowerment of vulnerable groups, protection of the environment and revival of an old skill which is nearing extinction in Mauritius
- Cleaning of Benitiers Islet
- Plantation of mangroves
- Lifting of family garden at La Gaulette
- Survey to detect undeclared children at Case Noyale
- Support to vulnerable groups
- Visit to bedridden and distribution of commode chairs and bath benches.

Long live the Case Noyale Social Welfare Centre!

Long Live the Public Service Excellence Award!



# Chemotherapy Unit, Ward 0-1, SSRN Hospital

## Ministry of Health and Quality of Life

**C**hemotherapy Unit at SSRN Hospital is in Ward 0-1. It was inaugurated on 11 October 2012. The aim was to decentralise the Unit at Victoria Hospital as there was an increase in the number of patients for chemotherapy from all parts of Mauritius. The Unit at SSRN Hospital was opened not only to help the patients living in the vicinity and around the northern part of the island but also to reduce the stress for the patients to go to Chemotherapy Department at Victoria Hospital and to spare them from the long queue awaiting them.

The Unit comprises seven beds and two Oncologists are attached to it. There are four nursing staff who work per session on Thursdays and Fridays from 8.00 am to 5.00 pm. The staff give all the care, attention and treatment needed by the patients. Moral and psychological supports are also provided to them.

The NGO 'Link to Life' plays an important role in helping to support the patients such as moral, psychological and social. Breast cancer assistance consists in giving prosthesis to mastectomy patients and wigs to those whose hair is lost.

The nursing staff see to it that the patients are well cared and looked after during the chemotherapy session. Food is served and the patients are made comfortable. There is a good nurse-patient relation. We make sure that when the patient leaves the ward, there is a smile on his/her face. If patients suffer from social or other problems, they are referred to concerned departments.



# Civil Status Division

## Prime Minister's Office

**C**ivil registration in Mauritius has its roots since the 18<sup>th</sup> Century. During French colonisation (1710-1810), most of the civil registrations were ceremonially performed by Catholic churches. When the British took over, commissioners, magistrates, postal agents, railway officers, among others, were assigned the duties of civil registration. It is only during the mid-1970's that dedicated officers known as Civil Status Officers were appointed to cater for civil registration.

The Civil Status Division (CSD) is now under the aegis of the Prime Minister's Office and operates in compliance with the Civil Status (Amendment) Act 1981 which came into force on the 1<sup>st</sup> of January 1982. As such, the CSD in itself reckons more than 200 years of operation.

It is to be noted that this office 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, he is the custodian of all historical and national records and documents produced during registration. Currently, the CSD has 35 operational offices island-wide, including Rodrigues and Agalega Island.

Furthermore, the CSD has full control of the Central Population Database which holds vital and updated information pertaining to all individuals registered in Mauritius. The CSD also contributes to the development and monitoring of policies by government while giving access to relevant statistics and data to Ministries and Departments through the Info Highway. This has facilitated people's lives as they have access to social benefits and services upon presentation of civil status documents. As such, the CSD is the only organisation which is the very heart and source of information relating to people's identity that links all business transactions undertaken by citizens, private organisations and public sector organisations national-wise.

The civil registration services at the CSD have further been improved so that all data are available online at the click of a mouse and 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 of charge by affixing a stamp of Rs 25 therein.

For the past few years, the CSD has undergone a major transformation at its headquarters, and a few offices have been relocated and renovated as well. Processes have been revised to bring about more standardisation in the way of rapid and efficient service delivery which is more customer-oriented. Even the public is more satisfied, and at times delighted, on receipt of civil status documents instantly without having to wait and feel frustrated in long queues. This has further been demonstrated in the customer satisfaction survey report and the mystery shopping report. In the customer satisfaction report the CSD has scored 97.5% marks in terms of *"very good service delivery"* and also it came out first at a score of 84.8% among 10 Ministries and Departments. Furthermore, all our offices are now MS ISO 9001:2008 certified and provides a high and standardised quality service to the public at large. The CSD has been experiencing a great transformation and as such hard work has finally proved fructuous.

Currently, the following innovative works are among the CSD's top priorities:

- Re-engineering of Civil Status Division system
- Scanning of old registers
- Restoring of our archives
- Renovation of headquarters' lighting, false ceiling, painting works
- Creation of a new marriage hall at the Ground Floor, E. Anquetil Building
- Relocation of sub offices to new office space
- Design of Civil Status Extracts of high quality with security features
- Creation of a sticker (vignette) to replace stamps on civil status documents

## Civil Status Division (contd.)

- Renovation of Conference Room
- Training and development programmes
- Newsletter quarterly issue
- New website of Muslim Family Council (MFC)
- Scanning of records found at the MFC
- Computerisation of MFC
- Renovation of MFC.

Participation in the Public Service Excellence Award has not 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 service delivery. Through this competition, we want to showcase that the Civil Status Office excels in high quality service delivery through the commitment of our staff.

As such, innovation and creativity have been its centre of focus to improve value for money service delivery. All these great innovations and transformations are attributed to the Registrar of Civil Status, who with his visionary leadership qualities and versatility has been successful in bringing the CSD to the forefront in its achievements. He has been able to motivate his staff and has encouraged them to invest mind and effort to bring great results. This laudable endeavor does not stop here as there are more innovations to bring further.

The new theme of this participation which is "*doing ordinary things extraordinary well*" has motivated the staff of this office to invest lots of effort to improve and look for new creative ways to enhance service delivery.



# Climate Change Division (Environment and Sustainable Development)

Ministry of Social Security, National Solidarity, and Environment and Sustainable Development

## **A** Adaptation Fund Project 'Climate Change Adaptation Programme in the Coastal Zone of Mauritius'

As a Small Island Developing State, Mauritius is highly vulnerable to the adverse effects of climate change. According to the latest World Risk Report 2012, Mauritius is ranked as the 13<sup>th</sup> country with the highest disaster risk and 7<sup>th</sup> on the list of countries most exposed to natural hazards. The country is also vulnerable to the adverse effects of climate change, especially in the coastal zone, with a convergence of accelerating sea level rise, increasing frequency and intensity of tropical cyclones, more intense rainfall events and stronger winds which result in considerable economic loss, humanitarian stresses, and environmental degradation, in a narrow and sensitive strip upon which the country is so dependent.

The objective of the '*Climate Change Adaptation Programme in the Coastal zone of Mauritius*' is to increase climate resilience of communities and livelihoods in coastal areas of the Republic of Mauritius in the face of climate change. Accordingly, the Adaptation Fund Project Management Unit was set up under the Department of Environment.

To that effect, the following projects have been completed:

### **Community-based adaptation project**

A community-based adaptation project on '*Mangroves Plantation*', commonly known as '*building with nature*', was implemented in the south-east region to establish a natural coastal defence in this region. The project was recognised by the United Nations Development Programme as an excellent example of climate change adaptation that advances conservation and utilises innovative solutions to develop economic opportunities to empower communities.

### **Women empowerment**

Women empowerment was an important component of the project and the women community of the region was trained to develop an alternative livelihood and conduct sensitisation campaigns on climate change targeting the public.

### **Early-Warning System**

An Early-Warning System for improving preparedness and resilience to extreme events like storms and tidal surges was developed. The Republic of Mauritius is the first Small Island Developing State to have its life saving tool which provides forecast and decision-making in cases of evacuation of the coastal communities. A Memorandum of Understanding was signed with the Dutch Authorities for capacity building and technical support for the operation of the system

### **Climate literacy**

Climate literacy is equally important to build a resilient nation. In an effort to promote climate literacy, 500 public officials were trained in the field of coastal engineering and climate change adaptation. Four Training Manuals for Engineers, Finance Professionals and Coastal Practitioners were also developed under the project. Following the interest generated during the conduct of the short courses, two postgraduate courses '*MSc Coastal Engineering and MSc Climate Change Adaptation and Disaster Risk Reduction*' have also been mounted in collaboration with the University of Mauritius, which will enable our coastal practitioners to embark on post graduate courses.

### **Sensitisation and outreach campaigns**

An innovative Marine Mobile Education Unit commonly known as '*Bis Lamer*' was developed jointly with the private sector. Some 7 000 people were sensitised on climate change adaptation during outreach campaigns. In addition, several climate change tools targeting the students and the public have been developed which are currently being used during our sensitisation campaigns. For a more focused outreach of the younger generation, a climate change game application has been conceived for smart phones and is available on App Stores freely.

### Construction of a Refuge Centre

The project also embarked on the construction of a Refuge Centre, the first of its kind, in the south-east region, to serve as an emergency escape haven from frequent flooding and demonstrate infrastructure alternatives to minimise flooding risk in the future.



# Coast Guard Training School, National Coast Guard

## Mauritius Police Force

**C**oast Guard Training School is a pioneer training establishment in the field of maritime security in Mauritius. Over the last two decades, the School has transformed into a training nerve centre of the National Coast Guard and has been effectively delivering the services for achieving the following objectives:

- Ab initio training of new TPCs/Probationers joining the National Coast Guard
- Undertaking refresher courses for all personnel of National Coast Guard in various specialist trades and naval subjects
- Training assistance to the Ministry of Tourism and Ministry of Fisheries for First Aid and survival training of probationers
- Increasing the number of qualified First Aiders within NCG through MQA recognised First Aid Course
- Creating and promulgating training books and précis
- Community policing and public outreach initiatives.

In furtherance of the motto '*Training for Excellence*', the School has embarked on various innovative schemes to provide quality training to the trainees. In line with the theme "*Excellence - Doing Ordinary Things Extraordinary Well*", some of such initiatives taken by the School are as follows:

- Development of E-Learning Curriculums in the computer lab
- Online study material through open source cloud storage on to save resources required for printing of documents and providing increased access to training books
- Commissioning of rainwater harvesting in School with a capacity of 18 000 litres to be used for domestic use by 160 trainees
- Enhanced use of computer applications for data management and training forecast.



Participation in PSEA has provided the School a structured framework for understanding the various aspects which are essential for achieving excellence in service delivery. The increased emphasis on eco-friendly measures and innovation in the PSEA entry document has encouraged all organisations to adopt such measures and increase their overall productivity and efficiency.

# Commando Unit, National Coast Guard

## Mauritius Police Force

**T**he NCG Commando Unit is one of the most elite units of the NCG/MPF which comprises few selected officers who work 24x7 for all 365 days behind the scene in several operations. The personnel of this Unit are always prepared to go into harm's way at a short notice. They call themselves the "*Black Panthers of Mauritius*".

### **Induction/Initiation**

To become black panthers, officers are put through severe challenges and demanding situations. They are voluntarily selected from the Mauritius Police Force, further tested, rigorously trained and polished. The training of approximately one year consists in weapons and tactics phase, diving phase and para drop qualification. Once a part of the Unit, they are further trained with highly-regarded special forces of the world such as Marine Commandos of India and GIGN of France.

### **Capabilities and role**

Their primary role is to conduct offensive boarding on hostile platform at sea in anti-piracy, anti-terrorist and anti-hijacking scenarios. As duties of secondary nature, the Unit extends support to all possible agencies inside MPF and other outer agencies for operations of hostile nature. The NCG Commandos are highly specialised in combat training at sea, air and land. These personnel are excellent marksmen with expertise in state-of-the-art weapons and demolition techniques. They are capable of insertion by rappelling and slithering from helicopter in an unsuitable terrain for helicopter to land. Apart from possessing tactics for boarding a moving ship, sudden attack, surveillance, sniper shooting, etc, these men are capable of diving underwater up to 60 metres for various operations and getting launched with parachutes from a moving aircraft at a height of 3 000 feet and above.

In 2016, these men have carried out more than 20 boardings on foreign vessels to search for the contraband. The personnel have participated in more than 100 operations with a wide range of customers such as Anti-drug and Smuggling Unit, CID, Regular Police, Port Security, National Coast Guard, Special Mobile Force, VIP Protection Unit, Police Helicopter

Squadron, Fisheries Department, Hindu Maha Sabha, Hydrography Unit, and many more. The NCG Commandos also undertake security of State-owned ships during sea voyages. The Commandos have been in first line of operations in many drug cases in Mauritius and are extensively utilised by MPF and other agencies in almost every dangerous scenario.

### **Support to the members of the community**

Apart from supporting members of the community through law enforcement, the Commandos also engage in various activities such as environment cleaning campaigns, beach cleaning drives, scuba diving camp for children, sensitisation campaigns and charity works for children in need.

### **Effect of the PSEA**

The Unit has taken cognisance of the Public Service Excellence Award recently and we thoroughly appreciate the initiative taken by the organisation in a drive to recognise other institutes in public and private sectors. The Unit has been carrying out its work selflessly and will continue to do so with augmented zeal and dedication. As a matter of fact, its participation in PSEA has given the Unit surplus energy and momentum to go along the path of service to the society and country.

### **Conclusion**

It is pertinent to mention here that peace seems ordinary at times but the efforts behind the scene are humongous and difficult. The above-mentioned tasks may seem ordinary but nothing is ordinary in harm's way. The work of being ever ready to face an unknown and life-threatening situation is profession of these extra ordinary men who cannot be substituted. They have chosen this profession leaving the comforts of life so that other members of society can stay safe and secure and the country can flourish with good economy and crime-free society. They do not do their duty as a job, they take it as their pride, ethics and responsibility, and they are the BLACK PANTHERS.

## Commando Unit, National Coast Guard (contd.)





# Coronary Care Unit, Dr A. G. Jeetoo Hospital

## Ministry of Health and Quality of Life

**T**he Coronary Care Unit (CCU) of Dr A. G. Jeetoo Hospital is a ward specialised in the care of patients with cardiac emergencies who require continuous monitoring and treatment. Any patient who is diagnosed with a cardiac emergency at the casualty is directed to the CCU where advanced life-saving measures and treatment, coronary angiography/plasty, peripheral angiography and pacemaker insertion are provided.

The Unit strives to become a centre of excellence in delivering specialised care and promoting health education for the benefit of cardiac patients. Its objectives are, inter alia, to:

- Transform existing health services into a modern high performing quality health system that is patient-centered, accessible, equitable, efficient and innovative
- Improve quality of life and well-being of patients with cardiac problems with up-to-date equipment and services
- Provide specialised cardiac care to every citizen of Mauritius in conformity with international standards and values and evidence-based practices
- Improve continuously the satisfaction of our patients with regard to effectiveness of the service in meeting their specific needs.

Participation in the Public Service Excellence Award has helped the team establish a roadmap with clear targets by improving teamwork in the delivery of excellent healthcare.



# Diabetes Foot Care Unit, SSRN Hospital

## Ministry of Health and Quality of Life

**T**he Diabetes Foot Care Unit (DFCU) of SSRN Hospital is at its second participation in the Public Service Excellence Award (PSEA). Our first involvement in the Award 2015 was very inspiring for having been recognised and bestowed as the "Special Chairperson's Award 2015". Set up in March 2014 by the Ministry of Health and Quality of Life (MOHQL), this specialised Unit aims at reducing the amputation rate related to diabetes, thus covering the entire population of the north region.

This Unit is operational six days per week. It comprises three skillful and competent nursing officers who have a three-year in-depth training in not only managing the diabetic foot complications but also empowering the clients on the importance of daily self foot care and wearing of appropriate footwear.

- Our mission is to: Attain "Excellence - Doing Ordinary Things Extraordinary Well" which includes screening the diabetic foot at the earliest point of diagnosis and providing a timely and appropriate care as per specific cases
- Offer a holistic approach which is mandatory and of crucial importance in patients care which is our main centre of attraction as a number of psychological, social and behavioural factors influence patients compliance. This is achieved through individual counseling by respecting the rights and culture of the patient through verbal consent.

The PSEA has provided us with the golden opportunity to innovate and upgrade the service delivery towards diabetic patients. It has stimulated and consolidated our teamwork and commitment towards our sacred profession. Motivated by the PSEA, our team continues to serve the customers with an outstanding service to meet the high expectations of the MOHQL. We are determined to dedicate ourselves to reduce the complications related to diabetic foot by decreasing the amputation rate and also preventing unnecessary amputations.



# Emergency Response Service

## Mauritius Police Force

**T**he Emergency Response Service (ERS) is a Unit which operates on a 24/7 basis. As a first line emergency response to scene of crime, request or incident, this mobile Unit provides a visible and reassuring police presence in all station areas across the country. It consists of seven subunits, including the Police du Tourisme (PDT), with its headquarters based at St Paul Road, Vacoas.

One of the highest priorities of our officers working in this Unit is to assist and protect the community by providing a safe environment and ensuring that the constitutional and human rights of each individual are respected and safeguarded. This includes maintaining visibility, reassuring police presence and paying special attention and protection to the vulnerable groups in line with community expectations.

We undertake to leave no stone unturned in bringing to justice drunken drivers and condemning non-observance of speed on public road. The aim is to reduce the rate of road fatalities and render our road safer to the population at large. We have adopted a ZERO tolerance approach.

In this Unit, we believe in achievement and continuous improvement through innovation and changes in our service delivery and constant exposure of our personnel to the latest knowledge and skills.



# Entomology Division

## Ministry of Agro Industry and Food Security

**T**he Entomology Division is presently involved in the eradication of a notorious fruit fly species, '*Bactrocera dorsalis*'. This pest is known to cause damage to fruits such as mango, guava, peach, citrus, and papaya, among others, and vegetables like tomato, cucumber, pumpkin, squash, chilly, bittergourd etc.

The eradication programme involves: (i) application of protein bait sprays under the leaves of fruit trees in backyards, along roads and orchards; (ii) mass trapping of males through placement of plywood blocks impregnated with a lure and insecticide; (iii) collection and disposal of fallen fruits; and (iv) sensitisation of the public. As a result of the eradication programme, there has been a very good harvest of mangoes in the 2016/2017 season. Ripe and delicious mango fruits were sold in markets and along the roadsides.

Honey bees are the main pollinators of fruits and vegetables. Two bee reserve zones, namely at Bras d'Eau and Les Salines have been created. Fruit trees, eucalyptus and '*campêche*' have been planted. A Bill is being drafted in order to proclaim the two bee reserve zones. Selected beekeepers have been trained on organic honey production.

In order to protect consumers from eating fruits and vegetables contaminated with pesticides, a draft Pesticides Bill has been prepared and submitted to the Ministry.



# Fire Safety Division, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

**T**he Fire Safety Division, ISO 9001:2008 certified, operates under the aegis of Mauritius Fire and Rescue Service. The mission of the Mauritius Fire And Rescue Service is to make the Republic of Mauritius a safe place for all its citizens and visitors by minimising the risks of life loss, property destruction and environmental damage by fire and other emergency threats. Strategic measures include the enforcement of fire legislations, fire safety education, and the provision of prompt and efficient fire and rescue services.

Aims of the Fire Safety Division are to:

- Enhance community fire safety culture within communities so as to be proactive by reducing emergency alarm call
- Issue fire certificates and fire clearances within a specified time
- Issue transport permit for LPG cylinder/bulk carriers
- Ensure renewal of all Certificates of Registration (Bulk Depot, Underground Tank, for Spraying Room, LPG above 500 Kg, Calcium Carbide and Inflammable Stores) prior end of financial year
- Decentralise activities of the main Fire Safety Division to Operation Division for timely service delivery
- Conform with legislation whilst performing fire prevention duties
- Deal promptly with complaints received through hotline 154.

The main office of the Fire Safety Division is located at 36, Deschartres Street, Port Louis. Previously, any person in need of a fire clearance, a fire certificate or a certificate of registration had to attend the main office to do all formalities.

The following initiatives have been taken to improve customer service delivery and in **'doing ordinary things extraordinarily well'**:

- Applications for any fire clearance/fire certificate can be submitted. The application forms are available on the website of the Mauritius Fire and Rescue Service



- Applications can also be submitted at any of the ten fire stations around the island and IT facilities have been put at the disposal of the applicant for this purpose. However, applicant should have an email address. In the absence of an email address, applicant will be assisted by officers to fill in a hard copy and dispatch same to the Fire Safety Division for necessary action
- One officer is permanently posted at mybiz office to provide necessary information to those willing to start up a business/trade
- A new work process has been adopted so as to deal with all incoming applications for fire clearance/fire certificate within a delay of less than five working days
- A new fire hazard reporting system having a hotline 154 on a 24-hour basis has been put at the disposal of the public to report any fire safety hazard. Thus, the hazard report is registered and remedial actions are taken as soon as possible.

# Flacq Fire Station, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

Over the past years, the Mauritius Fire and Rescue Service (MFRS) has been undergoing significant change to meet national objectives of improving safety through reduction of fire incidence and its destructive consequences and improvement of organisational efficiency.

The Flacq Fire Station continues to strive relentlessly for excellence in all sectors of our engagement to make the Republic of Mauritius a safe place to live, work and visit anytime and anywhere.

The mission of the MFRS is to make the Republic of Mauritius a safe place for all its citizens by minimising the risks of life loss, property destruction and environmental damage by fire and other emergency threats through enforcement of fire legislations, fire prevention education, and the provision of prompt and efficient fire and rescue services.

The main focus of the MFRS is to promote better awareness and understanding among the public on the wide range of fire prevention works and emergency response services it provides to ensure the safety of our citizens. Fire prevention includes enforcement of fire protection measures in buildings, licensing of premises, fire safety education and community fire prevention work. Besides extinguishing fires, the MFRS responds to a wide range of emergencies to rescue people involved in road traffic collisions or trapped under collapsed structures, to deal with flooding incidents, and reduce the risk from chemical spillages and other disasters.

Having in mind the concept of innovation and reduction of the dangers of fire and other emergency threats, the staff of Flacq Fire Station work with great dedication to meet the objective of the Government of Mauritius in its endeavour to make Mauritius safer.



# Flacq Haemodialysis Unit, Flacq Hospital

Ministry of Health and Quality of Life

**T**he Flacq Haemodialysis Unit, operational since August 2003 and situated at Riche Mare, is an annex of Flacq Hospital. It is equipped with 28 dialysis machines and offers its services from 07.00 am till late at night. It caters for around 200 patients from 42 villages in the districts of Flacq and Moka and is closed on Sundays. However, emergency services are offered round the clock.

Driven by our core values and guided by strong principles, our Vision, Mission and Values are more than a collection of words and ideas. They are the driving force behind our progress as a team. The healthcare environment is becoming increasingly complex and rapidly evolving, forcing the development of new systems of care faster than ever before. Therefore, nurses at the Unit have turned to different behaviours to ensure personal and organisational success. As nurses, we help improve the health and quality of life of individuals (through dialysis treatment), families (through health education in relation to chronic kidney disease) and communities (through awareness campaigns and blood donations).

The Public Excellence Service Award has allowed us to grow in our profession. We firmly believe that 'Excellence' involves caring in action consistently meeting and managing patients' expectations.

***In this life we cannot do great things.***

***We can only do small things with great love.***

**Blessed Mother Theresa**



# Forensic Science Laboratory

## Ministry of Defence and Rodrigues

**T**he Forensic Science Laboratory (FSL) operates under the aegis of the Ministry of Defence and Rodrigues as an autonomous body. It provides objective scientific evidence to support a broad range of expertise which assists, inter alia, the Mauritian Police Force in the investigation of crime; the prosecuting authorities in deciding whether or not a charge should be brought; and the Courts in determining if the necessary legal standard of proof has been met. The FSL also services other agencies and regional States.

The Laboratory is a model of continual improvement and modernisation in the public sector. In this highly technological era, FSL has succeeded to be at par with developed countries in forensic analysis. The Laboratory is equipped with the latest cutting edge technologies for sample analysis. However, all these high technological equipment would be useless without proper professional handling. Therefore, an endless learning culture has been developed to strengthen the pool of forensic experts available at the Laboratory.

In order to maintain this high standard, a third stratagem is in place at the FSL. The Laboratory is accredited by The Mauritius Accreditation Service (MAURITAS) and meets all requirements of ISO/IEC 17025:2005 demonstrating technical competence and operation of a laboratory Quality Management System (QMS). Furthermore, the level of analytical services provided by the FSL meets all international norms for testing and calibration laboratories.

These approaches are the driving force that incites the Laboratory to "*do ordinary things extraordinarily well*".





# Forest Side Fire Station, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

**O**ur vision at the Mauritius Fire and Rescue Service (MFRS) is to render the Republic of Mauritius safe from any danger and provide humanitarian service. As for our mission, it is to minimise the effect of devastation by fire to inhabitants, economic operators and the country on the whole. By doing so, we aim to enhance sustainable development.

There are several safety campaigns undertaken by the MFRS. For example, sensitising public on matters of fire safety at home, factories, road traffic collision or any place of work. Measures are taken to eliminate the risk of all types that is fire, flood, landslide and cyclone. Recommendations are officially made to institutions concerned for provision of fire extinguishers, installation of fire alarm and equipment for fire suppression system.

Nowadays, when one speaks of safety aspect, people also request firefighters to eliminate wasp problem, bees threat, removal of grass-snake (*couleuvre*) from houses and rescuing cat trapped on top of coconut tree. Requests are met with a high sense of approachability and eco-friendly measures adopted.

This implies a sense of direction. Tremendous task ahead requires teamwork supported by logistic available. All requests are met to the satisfaction of the public, hence our action is customer-oriented.

Any alert firefighter will make his way to a sinister zone to save life and then take whatever action deemed necessary to combat fires and other disasters so as to render the zone safe.



# Foster Care Section, Child Development Unit

Ministry of Gender Equality, Child Development and Family Welfare

**A**s per the "*Parens Patriae*" concept, the State has the obligation to ensure parental role whenever parents fail to do so and this role is ensured by the Child Development Unit (CDU) through its alternative care programme comprising, amongst others, a Foster Care System.

The CDU is mandated with the responsibility to intervene in cases of children who are victims of physical, sexual, emotional and psychological abuses, as well as neglect. As a measure of last resort, the child victims are also removed from their family environment, under a court order, to be placed in Residential Care Institutions, if they are seen to fear in site of violence threat. As at February 2017, there were approximately a total of 533 children in places of safety islandwide.

In the case of children who cannot go back to families after a period of more than three months, arrangement for foster care for a substitute familial environment is provided.

In this sense, through the Foster Care System, which exists since 2002, children removed from their family environment, under a Court Order and placed in institutions, are given the chance to evolve in a conducive substitute family environment, in accordance with the Child Protection Act under Foster Care Regulations 2002.

Since the implementation of the Foster Care Programme, a total of 153 children have been placed with foster parents. Out of these, 50 children have been adopted by their foster parents.

In order to equip prospective foster families with the necessary knowledge, as well as parenting and coping skills to better understand the different developmental stages of a child, they are provided with ongoing training.

The Foster Care Section has recently moved to the National Women Development Centre at Phoenix where the environment is more conducive. Facilities in terms of a reception desk, private cabin offices, parking area and child-friendly corner for parental visit are available.



Furthermore, officers working in the Foster Care Section have recently followed courses organised by the Civil Service College, Mauritius, to sharpen and develop their communication and customer service skills.

The Ministry has also benefited from the services of international consultants to determine ways and means to professionalise the Foster Care System in Mauritius.

The Public Service Excellence Award is indeed an opportunity to review the present system of work and bring further improvements on the road towards excellence.

# Gastroenterology Department, SSRN Hospital

## Ministry of Health and Quality of Life

**T**he Gastroenterology Department of SSRN Hospital was set up to mainly provide endoscopic procedures such as gastroscopy, colonoscopy and ERCP to patients. The Department performs more than 5 000 procedures each year.

### MISSION

Its mission is to be one of the most advanced centres in the region and offer seamless, integrated, complete gastrointestinal care ranging from comprehensive preventive checks to major interventional procedures.

### VISION

The Department's vision is to:

- Be a centre of excellence for endoscopy in the Indian Ocean region
- Provide the best possible endoscopic service to all Mauritians thereby helping to develop the sub-speciality of gastroenterology
- Be a teaching centre for the next generation of endoscopists.

By participating in the Public Service Excellence Award, the Department has adopted strategic action plans which provide the staff a clear sense of direction in their work. The Department has also formulated and implemented quality policies which have enabled it to be eco-friendly and achieve excellence. The employees adopt the code of ethics for nurses and doctors respectively so that there is enhanced teamwork in the Department.

A customer charter has also been affixed within the reach of our customers so that their rights are not deprived.



# Goodlands Child Protection Service, Child Development Unit

Ministry of Gender Equality, Child Development and Family Welfare

**T**he Child Development Unit has the mandate, amongst others, to investigate and respond to cases of children who are at risk of harm, and/or are victims of different types of abuse be it physical, sexual, emotional or psychological as well as neglect. The CDU operates through six outstations, on a 24-hour basis, and a hotline is available for reporting of cases. For the year 2016, a total of 5 904 new cases have been reported to the CDU.

The Child Protection Services (CPS) of Goodlands was set up with a view to ensuring proximity service to the inhabitants of the north region.

In the recent years, the recruitment of additional staff has enabled better service delivery to the public.

Stock-taking of the existing system through SWOT analysis is a regular feature, along with experiential learning. It is a way to ensure that the environment remains conducive for the child clients, the accompanying adults, as well as for officers, in terms of officers for the protection service, and representatives of stakeholders.

The CPS is manned by a multi-disciplinary team consisting of a social worker, a psychologist, a police officer and a care worker.

The spirit of innovation has materialised through a series of initiatives, namely:

- Implementation of the Child Protection Register, which is a key computerisation project devised to record and address cases of children in distress reported with increased efficiency
- Elaboration of a Service Blueprint for the CDU, involving the review of the procedures to raise the standard of services provided
- Setting-up of a High Powered Working Together Committee to ensure continuum of care to children in need of same
- Development of environment-friendly concepts, which are being promoted and implemented gradually, in line with being on the "Go-Green".



Officers are empowered through regular on the job training and capacity building for their own professional development and according to measurable preset variables.

The Public Service Excellence Award (PSEA) is an excellent opportunity providing for a benchmark to upgrade services being offered and to stimulate for incentives to identify areas for improvement. This ensures that the CPS avails of the latest work techniques and approaches, which are more effective and efficient, whilst ensuring that service is child-friendly and in a go-green, sustainable environment.

# Grand Bay National Coast Guard

## Mauritius Police Force

**N**ational Coast Guard North comprising Grand Bay, Trou aux Biches, Grand Gaube, Poudre D'Or and Flat Island is responsible for the policing of the 75 km of coastline from Balaclava to Roches Noires and the northern islets. Its main operations consist in ensuring safety, security and environmental stewardship of our nation waters as follows:

- (i) Protect those on the sea:
  - Daily safety & security patrol in the lagoon and on the beaches
  - Search & Rescue capabilities to mariners and operators
  - Sensitisation campaign/community policing forum with skippers, fishermen, school children on safety and security at sea
  - Placing of buoys at passes for safe navigation.
- (ii) Protect the Nation from threats derived by the sea:
  - Patrolling the north-western and north-eastern territorial waters using the two Fast Interceptor Boat of Grand Bay NCG to prevent illegal drug trafficking
  - Monitoring all sea-borne activities using the Coastal Surveillance Radar System of Grand Gaube NCG.
- (iii) Protect the sea itself:
  - Daily patrol, regular crack down and joint operation with Police Helicopter Squadron and Fisheries protection Service against illegal fishing in the lagoon and Fishing Reserve of the North
  - Providing logistics support and assistance to the Mauritius Marine Conservation Society (MMCS) and Ministry of Fisheries (MOF) for turtle nestling at Flat Island and other islets
  - Checking and boarding of pleasure crafts against sea pollution.

Most of the activities of a sea-going organisation are not visible to the general public. Recognition and acknowledgment are part of the appreciation derived by our personnel by participating in the PSEA to do the additional step from ordinary routine duties to extraordinary performance like: (i) introduction of portable sign boards for jelly fish alert



on public beaches, (ii) informative board of strong current at Ilot Gabriel, (iii) project of slipway for easy access to the beach at Pereybere for physically challenged persons, and (iv) accommodation of personnel of MMCS and MOF on NCG craft to Flat Island, thus indicating a high sense of commitment by one and all.

# Grand Bois Police Station, Mauritius Police Force

## Mauritius Police Force

### “Moving from Perfection to Excellence”

As a law enforcement officer, the fundamental duty of a Police Officer is to serve mankind, safeguard lives and property, protect innocent against deception, weak against oppression or intimidation and peaceful against violence or disorder and respect the Constitutional rights of all men to liberty, equality and justice.

Grand Bois Police Station is situated in the southern part of the Island. The Division of Grand Bois has a population of about 15 000 inhabitants coming from all walks of life and different religions, political, social and ethnic backgrounds. Grand Bois Police Station has been certified MS ISO 9001:2008.

The Commissioner of Police has set the strategic aims and objectives which all the Police Officers need to abide by.

Grand Bois Police Station strives for:

- Improving quality of life
- Enhancing service delivery
- Increasing speed of intervention
- Honing investigation techniques and detection skills
- Combating trafficking and use of illegal drugs.

Our Strategic Gains:

- Increased public confidence in the Police
- Higher willingness of victims to report crimes
- Lower complaint rates
- Improved service delivery
- Effective investigation and prosecution of crimes.



Participation in the Public Service Excellence Award offers the opportunity to showcase the Grand Bois Police Station and its staff's excellent system, effective work and services towards the public. The Station makes optimum use of its resources in order to respond effectively to public requests within the least possible delay and in a simple way. As such, *"doing ordinary things extraordinarily well"*, leads to perfection and satisfaction of all.

# Haemodialysis Unit, SSRN Hospital

## Ministry of Health and Quality of Life

**T**he Haemodialysis Unit (HDU), located next to the SSRN Hospital, offers dialysis service to patients from the northern areas of Mauritius. We are a team of 22 officers, including a nephrologist attached to the SSRN Hospital. We provide all aspects of dialysis treatment to 200 patients in the HDU and its 25 dialysis stations. We also monitor the dialysis care (especially for quality of treatment and management of renal anaemia) of another 109 patients in private dialysis units at the Grand Bay City Clinic and AURAM.

The Unit believes in enlightened leadership engaged not only in giving orders but also in delegating responsibilities, in acting as a role model and in continuous training of staff. Empowerment of all our team members improves motivation and work satisfaction which are necessary to provide a service of excellent quality to our patients. Audit, complaint procedures, patient education and development of clinical protocols are all evidence of our focus and mission to put our patients first.

We operate with very limited resources and this is how we adopted our motto, inspired by JW Gardner, "*Excellence is doing ordinary things extraordinarily well*". Are there things that are more ordinary than hand washing, patient transport and rubbish disposal? Hand hygiene is very simple but too easily neglected. Poor practice causes serious infections and ultimately leads to increased morbidity and mortality for patients and increased hospitalisation cost for the country. Our team members display strict adherence to protocols to provide a service of international standard. Provision of transport to a bedridden patient must be based on patient and carer needs. Alternatively, organising the dialysis session for an economically active patient's convenience may appear trivial. However, our patient surveys show that they value ordinary things like transport and dialysis times as high as medical and nursing care.



Our attention to detail extends to the inevitable abundant wastes generated by the HDU. Proper management of clinical wastes is imperative not only for the control of infections and public safety but also for ecological considerations. We, therefore, practise extensive recycling.

Once again, we want to put patients first and hope they are happy. We want them to consider the HDU their second home.

# Haemodialysis Unit, Dr A. G. Jeetoo Hospital

Ministry of Health and Quality of Life

**T**he Haemodialysis Unit of Dr A.G Jeetoo Hospital had, prior to 2013, only 17 dialysis machines and could cater for a limited number of patients. In February 2013, the Unit was shifted from its previous rented premises to the new building of Dr A.G Jeetoo Hospital where to this day it functions to a full capacity with 21 haemodialysis machines.

Due to working for extended hours, till midnight six days per week, we are able to cater for over 150 patients needing dialysis.

Since 2014, extra services like peritoneal dialysis, renal transplant work up, counselling and follow up, renal biopsy, renal out-patient consultations, a tighter control of treatment given to patients under dialysis in private satellite centres, in house insertion of haemodialysis catheters are offered.

By the end of 2017, we expect that 25 more haemodialysis machines will be installed in a new building, thus enabling the Unit to cater for more than 300 patients needing dialysis. Working in close contact with the patients, we are able to know their particular morbid conditions and the complications that might arise. This greatly improves the quality and promptness of the treatment given.





# Hydrographic Unit

## Ministry of Housing and Lands

**A**lmost every human activity that takes place on or under the sea requires knowledge of hydrography of the area i.e. knowledge of the shape and nature of the seafloor, its characteristics and hazards. The National Hydrographic Services, inter alia, supports safe and efficient navigation, fosters national maritime development, helps to safeguard life and property at sea, facilitates the protection of the marine environment and ensures the management and sustainable development of the national maritime zones. The task of developing hydrographic services in Mauritius was undertaken with the setting up of a Hydrographic Unit in 2013 at the Ministry of Housing and Lands.

Through innovation and resourcefulness, the Unit has optimally utilised limited resources to develop capacity to carry out surveys of areas critical for shipping, underwater search operations, surveys of lagoons for supporting economic/tourism-related activities, streamlining of procedures for collation and reporting of navigational dangers and providing hydrographic support for scientific research and disaster management. Apart from the mainland Mauritius, the Unit has also carried out surveys in Agalega Island and is well on its way to provide hydrographic support to Rodrigues Island.

The efforts in the hydrographic domain have been supplemented through MoU with India. As a result, seven internationally recognised navigational charts covering harbours and oceanic areas have been published by the National Hydrographic Office. Seven more charts covering additional marine areas have been approved for production in the near future.

Besides coastal surveys, concrete steps are being taken to develop deep sea survey capability in collaboration with other stakeholders. Efforts are also under way to integrate local maritime safety information infrastructure with internationally recognised NAVAREA procedures.

Participation in Public Service Excellence Award has given us the opportunity to evaluate our work and emphasise the provision of high quality products and services to mariners, stakeholders and public.



# L'Escalier Social Welfare Centre

Ministry of Gender Equality, Child Development and Family Welfare

One of the greatest merits of the Public Service Excellence Award is that it boosts departments to re-engineer their services and activities in line with that philosophy. The L'Escalier Social Welfare Centre had set the benchmark very high in 2016.

Among its best achievements are:

1. First phase: extension of the Centre with the construction of two separate halls and second phase: construction of an enlarged hall with double capacity to be used as a fund-raising hire hall for weddings and anniversaries etc and also to increase revenue of the Centre substantially.
2. A family monument to reinforce family values in L'Escalier and neighbouring villages.
3. Tribute to persons with disabilities in celebrating the World Disability Day.
4. Pioneering 'Tente Vacoas' making in the South.
5. Revival of 'Tente Vacoas' by distributing 50 Pandanus plants (Vacoas) in the village. This ordinary project has three important dimensions:
  - Economic empowerment of unemployed women
  - Protection of the environment following abolition of plastic bags
  - Revival of an old skill which is disappearing.
6. Introduction of an antique and vintage photos corner to pay tribute to ancestors but primarily to support a scientifically proven therapy against Alzheimer.
7. Replacement of exotic plants by native and endemic plants in yard of Centre.



8. Massive investments in the lifting of the premises of the Centre.
9. Particular attention paid to the underprivileged through distribution of bedsheets, towels and foodstuffs.
10. Door to door survey to identify undeclared children.

Our deepest gratitude to Public Service Excellence Award for creating an environment conducive to excellence, good governance, teamwork, innovations, proactivity and other management values.

# La Rosa Social Welfare Centre

Ministry of Gender Equality, Child Development and Family Welfare

**T**he La Rosa Social Welfare Centre (SWC) is one of the 57 SWCs of the Social Welfare Division under the aegis of the Ministry of Gender Equality, Child Development and Family Welfare. It is situated in the southern part of the island in the district of Grand Port. Particular emphasis is laid on social empowerment of people irrespective of age, sex, religion or ethnic group through sensitisation, education and training/skills development, income generating activities, community outreach programmes and social works.

Furthermore, the La Rosa SWC is equipped with an endemic garden, a volleyball playground, an open air theatre, a children's playground and a rain harvester. A community model kitchen garden has also been set up to encourage the local community to engage in activities in line with food security/environmental practices and thus the Centre participated in the kitchen garden and the Greener and Smarter SWC competitions in year 2016. With an ever-changing dynamic perspective, Social Welfare Centres are called upon to take into account need-based activities and use of technology for efficient service delivery.

The Centre organised community games to engage all age groups in sports and leisure activities thereby bridging the gap between families and communities. It also launched a drama/artistic club for people to provide a platform for people in these specific areas and organised activities in line with civic values for better social cohesion.

Thus, participation in the Public Service Excellence Award 2016 has led to positive changes in both mindset and practices within our specific work context.



# La Tour Koenig Police Station

## Mauritius Police Force

**L**a Tour Koenig Police Station is entrusted with the responsibility of policing and maintaining law and order in the region of La Tour Koenig and its peripheries. The recent years have witnessed a transformation in the way La Tour Koenig Police (LTK Police) go about their policing business.

In fact, besides embracing a plethora of innovative policing and management concepts while at the same time roping in the support of the community, the LTK Police have been able to also reinvent themselves into a professional, proactive, community and service-oriented unit.

The success of LTK Police in their quest for enhanced professionalism was recognised during the Public Service Excellence Award 2015, where the formation won the '*Special Jury Award*' and the '*Customer-Oriented Award*'. This experience has been as a catalyst for yet greater achievements towards service excellence and the well-being of the community in La Tour Koenig.

The spirit of innovation which animates LTK Police is further evidenced by the new strategic, operational, community/environmentally-friendly initiatives they embarked upon lately. These include the implementation of risks management approaches to various aspects of policing, and the '*Rainwater Harvesting Project*' which also supports their police/community '*Mini Orchard Project*'.



# Mahebourg Fire Station, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

**M**ahebourg Fire Station was founded in the seventies. The Station is visible to the public and tourists from the village market and is easily accessible. It receives visitors such as the public and tourists who take souvenir photos and enquire about the mode of operations.

The main objective of the Fire Station is to provide good customer service to the citizens. Risk assessment is carried out in private and public buildings in order to minimise fire risks.

The firefighters carry out fire safety awareness campaigns for the general public by delivering lectures. These include demonstration in the use of fire extinguishers.

An annual action plan is devised to sensitise the citizens to fire safety, road accidents and natural calamities. Humanitarian services are also rendered.

The Mauritius Fire and Rescue Service has benefited a lot by participating in the Public Service Excellence Award. It has shown the Department a clear sense of direction by enhancing teamwork. It has also provided an excellent service to the citizens. Eco-friendly measures such as e-mails instead of paper and more sunlight in lieu of electricity are used.

The Mauritius Fire and Rescue Service looks forward to a republic free from dangers of fire and other emergency threats.



# Main Control Room, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

**T**he 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, and dispatching the appropriate appliances, equipment and personnel to deal with emergency incidents.

The MCR is located on the 6<sup>th</sup> floor of the Mauritius Fire and Rescue Service Headquarters at Meem Building, 14, Deschartres Street, Port Louis. It operates 24 hours a day/7 days a week/365 days a year.

Officers at the MCR are the first line of contact of members of the public requesting assistance when dialing hotline 115.

MCR staff are responsible for the immediate mobilisation of crews and fire appliances together with any specialist equipment that is required.

The MCR must be able to function well under pressure and work as part of a close-knit team. It must be able to react quickly, think fast and take and relay instructions accurately and promptly.

Many of the calls received at the MCR are life-threatening emergencies, whilst others are less serious but still frightening or upsetting to the people involved.

The MCR is also required to maintain comprehensive data relating to current incidents, resources deployment availability of personnel and other fire and rescue resources.

It acts as a central link between the headquarters and Fire Stations/ Units, crews, officers and other staff.

The life of a MCR operator is a busy and very demanding one, but also varied and immensely satisfying. When he goes home after every tour of duty, he knows he has helped people and made a real difference in the community.



Our participation in the PSEA 2016 has immensely contributed to upgrade the functioning of our Unit to better serve the community. We provide the special effort to ensure our customers, most of whom call us from a distress situation, get the right, prompt assistance by our responding Fire and Rescue Team on incident site, and immediate relief by our safety advice when they call us.

***"Excellence is a continuous process and not an accident"***

**Dr. A.P.J. Abdul Kalam**

# Maritime Air Squadron, National Coast Guard

## Mauritius Police Force

Since its inception, the Maritime Air Squadron (MAS) has flown more than 17 000 accident-free flying hours. With the induction of the new Dornier aircraft (the fourth aircraft in its fleet) in 2016, the Squadron enhanced its surveillance capability over the vast Exclusive Economic Zone. The MAS team consists of 65 officers under Commander Sunil Joy Chungath.

With an airstrip made of compacted corals, limited navigation aids and sole dependence on each resident of Agalega for preparation of the air strip, the flight to Agalega has become more of an ordinary mission for reasons varying from casualty/medical evacuation, ferry of VIPs, technicians for radio, telephone, teams for infrastructure development, corpse, election duty ballot papers, emergency food items to school children.

On approval of a mission, with a notice period ranging from a few hours to days, the aircrew team files the flight plan, studies the 'en route' weather and plans the requirement of fuel based on the payload. The technicians prepare the aircraft in terms of fueling both at Plaisance as well as at Agalega, seating, loading of stretcher, payload and passengers. The administrative team contacts the passengers for their medical requirements, inflight meals and explains to each passenger his/her immigration and other administrative requirements. The combined effort of the entire team ensured excellence of extraordinary success in each of the 40 missions to Agalega in 2016.



# Mauritius Maritime Training Academy

Ministry of Ocean Economy, Marine Resources, Fisheries, Shipping

**S**ince its inception in 2007, the Mauritius Maritime Training Academy (MMTA) has become a centre of excellence for the provision of high quality training for, among others, seafarers and port workers in the changing volatile maritime environment. All innovative courses conducted at the MMTA are based on International Maritime Organisation (IMO) Convention.

To meet the challenges of employment generation in the maritime sector, the MMTA has adopted a strategic approach to conduct all courses on weekdays, week-ends and evenings for its customers. The number of customers has increased from 200 to 1 458 to date. The MMTA is committed to realise the government vision 2030 to train 1 200 students a year.

Being a centre of innovation, the MMTA has re-focused, re-engineered and re-adapted itself to meet the growing needs of the 21<sup>st</sup> century skills in the maritime domain. It has made available modern facilities for its customers: state-of-the-art auditorium to accommodate 200 customers, five classrooms, a documentation centre, two workshops and a conference room. The internal customers interact regularly with top management by bringing new ideas, creativity and innovation in provision of excellent customer services. This has enabled the MMTA to keep the wheel of team spirit revolving round the clock.

The MMTA is on the white list of the IMO, which means our certificates and customers enjoy worldwide recognition for the quality training provided. Regular audit is conducted by the Maritime Training Committee (MTC) and the IMO in order to ensure that our customers get excellent services. The MMTA has modern facilities to communicate with its customers: suggestion box, email, telephone and the use of innovative ICT training services.

With its limited resources, the MMTA is nonetheless continuously growing and increasing the number of students on the basis of the quality, creativity, innovation and excellence in customer services.





# Mauritius Meteorological Service

## Prime Minister's Office

**T**he Mauritius Meteorological Services (MMS) is a government institution falling under the Ministry of Social Security, National Solidarity, and Environment and Sustainable Development. It operates on a 24/7-basis and is responsible for providing timely and accurate weather information and meteorological products for the general welfare of the citizens of the Republic (including Rodrigues, Agalega and St Brandon).

In compliance with World Meteorological Organisation regulations for the sharing of meteorological observation, meteorological data and information are transmitted in a timely manner on the Global Telecommunications Systems (GTS). The data are up to standard as the institution is ISO 9001:2008 certified (R087) and is currently transiting to MS ISO 9001: 2015.

In addition to the above, the MMS has a dedicated team of officers qualified in their respective fields who are working on roster/shift and normal office hours' duty to comply with the requirements of International Civil Aviation Organisation (ICAO) and safety for mariners at sea through Global Maritime Distress and Safety System (GMDSS).

Updated weather forecasts and latest weather information are displayed on the website of the MMS. In addition, a probabilistic forecast of seven days is displayed on the homepage which is updated daily. The near real time data being provided on our website for temperature, rainfall satellite pictures, etc. are another means of showing the openness of the Mauritius Meteorological Services towards the Agricultural community, tourists and even the public at large. Meteorological data are forwarded regularly to disaster managers at the National Disaster Risk Reduction Management Centre (NDRRMC). At national level, the MMS contributes to the socio-economic development of the Republic of Mauritius.

Rainwater harvesting has already been implemented in the Outer Island meteorological stations of Rodrigues, St Brandon and Agalega, and soon at the main office. Electricity and water are used sparingly as our staff who serve the Outer Islands are used to maximise efficiency and this increases effectiveness.



Forecasts, warnings and other products are being customised to be user-friendly and geared towards e-business.

The Aeronautical Meteorological Stations at Sir Seewoosagur International Airport and Sir Gaetan Duval Airport, Rodrigues provide meteorological information for take-off and landing as per standards required by International Regulations.

The services provided to outside customers through guided tours are monitored by senior officers to maintain quality and level of output.

Unity brings strength, thus the pyramidal structure of management is becoming a rather hybrid system as it is adopting strategies of a lateral structure.

# Mauritius Prison Service

## Ministry of Defence and Rodrigues

**T**he Mauritius Prison Service (MPS) envisions a safer Mauritius through best correctional practice. The MPS was the Grand Winner of the Public Service Excellence Award 2013 edition. Since then, the staff of the MPS have been motivated in their quest for excellence in service delivery.

Taking into consideration the different constraints and challenges that the MPS is currently facing, the role of Prisons Officers is also evolving from a traditional turnkey to a more extended one. Prisoners are constantly being motivated to participate in constructive activities of rehabilitative and market value.

The MPS is undergoing processes of transition and reform that demand new knowledge, skills and leadership abilities in order to meet upcoming challenges and opportunities. The main focus of the MPS is to reduce the rate of re-imprisonment and move prisons away from 'warehousing' prisoners to a 'correctional model'.

The MPS recognises that it cannot alone rehabilitate prisoners. There is a need to enlist the collaboration of organisations within the civil society. The MPS adopts a forward-looking model of imprisonment that identifies and recognises the diverse needs of prisoners and the community. This model is based on the premise that while imprisonment serves as a punishment for crime, it also provides an opportunity to maximise a prisoner's potential to reintegrate society. It has also proved to be an efficient means to offset the rising imprisonment costs.



# National Archives Department

## Ministry of Arts and Culture

**T**he National Archives Department of Mauritius is a public body which operates under the aegis of the Ministry of Arts and Culture. As the official custodian of documentary heritage, it houses the collective memory of the nation's history which dates back to the early 18<sup>th</sup> century. The holdings of the National Archives Department consist of about 150 000 volumes of documents in either manuscripts or printed formats kept in its repositories. The national collection includes records of French and British administration of the island, notarial deeds dating back to 1724, copies of maps and plans, stamps, currency notes and coins, minutes of proceedings of municipalities and district councils, lithographs, portraits, photographs, seals and private papers, civil status and census reports and reference library materials.

### **Mission**

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

### **Vision**

The vision of the National Archives Department is to meet the challenges of the 21<sup>st</sup> century, both as preserver and provider of information, in line with modern concepts and technologies.

### **Objectives**

Its objectives are to:

- Preserve the collective memory of the nation
- Promote an awareness of this collective memory for the purpose of research
- Produce and publish documentary materials for educational purposes and for the public at large
- Release after a given period official records for public research
- Provide an effective and efficient customer service to users.

The National Archives Department is a service-oriented organisation. Its vision is to digitise the national collection (records) and ensure a larger dissemination of information through internet.

Today, the National Archives Department provides an Electronic Archives System which enables many users to consult records online (eco-friendly). Presently it has 530 000 scanned pages on our website. In the future it expects to scan, index and upload around six millions scan pages altogether in ten phases. Conservation and preservation of unique records are prime concern of the organisation. This is achieved with simple tools and techniques. Lots of records are constantly conserved and preserved in adequate environment.

To increase the visibility of the National Archives Department, a series of activities have been organised.

Every year the National Archives Department welcomes students of the secondary colleges for an Archives Week. It is an initiative to valorise the importance of a National Archives Department and showcase the key historical records of our nation through guided tour to various sections and services available to our esteem visitors. In 2016, our institutions received the visit of 11 colleges and several NGO's.

Visits to and coaching for the benefit of seven public institutions were organised with emphasis on how to resolve the problem of space with good record keeping, appraisal and practices. The Public Records Appraisal Committee has, during the year 2016, dealt with 21 organisations in terms of record appraisal. To mark the bicentenary of the National Archives, an essay competition was organised for students of H.S.C and Universities with topic "*Role and significance of an Archives in a modern era*". For students of Form 1 to 3, a quiz competition was held on the theme "*History of Mauritius*".

An exhibition on the development of the National Archives was presented in Paris Unesco, in Rodrigues and in several municipalities and district councils. The National Archives Department has also collaborated on various activities with organisations such as Mauritius Museum

## National Archives Department (contd.)

Council, Aapravasi Ghat Trust Fund (AGTF) and schools in the mounting of exhibitions. Two sets of records namely the French Occupation of Mauritius and the Indentured Immigration have been inscribed by UNESCO on the memory of the World International Register.

Last year, a training workshop was organised grouping 91 officers from different public bodies, including two officers from Rodrigues, on archives administration, records management and preservation and conservation.

A new Customer Charter has been published to provide customers with fresh information about our various services.

Participation in Public Service Excellence Award is indeed an occasion for an institution to perform well. It is a motivating factor and has inspired many staff to achieve higher productivity in the delivery of service. The National Archives Department has improved in various spheres of its activities whether toward its internal or external customers. A new dynamic imbued the staff together with a conducive environment and a new mindset. Four areas of operation have emerged with extraordinary performance, namely the service delivery, restoration of paper activities, binding operations and above all digitisation of records.



# National Coast Guard Headquarters

## Mauritius Police Force

**T**he National Coast Guard (NCG) is a specialised branch of the Mauritius Police Force (MPF) set up in 1988. By virtue of the NCG Act 1988, it provides, inter alia, maritime safety and security of our vast Mauritian waters which extends over 2.3 million sq. km. The NCG Headquarters (NCG HQ) is an ISO certified unit of the NCG located at Port Louis. It is responsible for providing 24x7 services to mariners at sea, members of the public and all NCG field units.

The NCG HQ, through its Operations Room is also the Maritime Rescue Coordinating Centre (MRCC) for entire Mauritius, wherein it is responsible for co-ordinating all search and rescue operations occurring at sea in the entire Mauritius region which spans to approximate 4.9 million sq. km. In 2016, the NCG HQ Ops Room has rendered successful assistance to 180 ships in distress at sea and provided useful maritime related information to about 19 000 operators and other members of public. In its continual effort to provide a high quality and timely service delivery, in 2016 certain initiatives were undertaken wherein the internet capabilities of the MRCC have been upgraded by the use of fibre optic cable.

The NCG fully endorses the motto '*prevention is better than cure*' and in this context, it has in 2016 taken an initiative beyond its charter and conducted a training on navigational hazard and awareness for over 100 fishermen and pleasure crafts operators, to enable the latter to adopt safe practices at sea. In the same line in July 2016, seventeen Police scouts were trained on professional underwater diving, with the aim to inspire young citizens to take on a career at sea in the NCG.

The NCG HQ, as a complaint organisation, has also institutionalised among all its subunits, a culture of eco-friendly environment. Amongst other initiatives/measures taken, by the NCG HQ: (a) transformed its office spaces into a paperless environment by implementing a computerised Personnel Data Record (PDR) System, an e-Archiving System and shift to digitalisation of information in 2016 (b) this initiative has led to the reduction of paper usage by 20%, cleaned public beaches and



(c) enabled 100% effective monitoring of its personnel performance within NCG based on in-house IT resources. NCG HQ is fully committed to ensure security of Mauritian waters and safety of mariners through optimal utilisation of its available resources and achieving MUCH MORE WITH MUCH LESS.

The participation of NCG HQ in the Public Service Excellence Awards has contributed immensely in ensuring management by objective and creating an environment in which both our internal and external customers can blossom, develop self-esteem and nurture a culture of service focused on needs materialisation.

# No. 1 Patrol Vessel Squadron, National Coast Guard

## Mauritius Police Force

**T**he Squadron No. 1 Patrol Vessels (No. 1 PVS), which is based at Quay 'B', inside Port Louis harbour, is the seagoing platform of National Coast Guard. It comprises different categories of ship which are major assets of the Mauritius Police Force. The ships which operate as the backbone of the Squadron are under the charge of the Squadron Commander No. 1 PVS and are namely:

SI	Name of Ship	Type	Area of Operation
(a)	CGS Barracuda	OPV	Third layer of defence including Agalega, Rodrigues & St Brandon.
(b)	CGS Guardian	SDB	Third layer of defence including St Brandon & Rodrigues.
(c)	CGS Victory	FAC	Third layer of defence including St Brandon, Rodrigues & Agalega.
(d)	CGS Observer	IPV	Second layer of defence (Coastal area of Mauritius).
(e)	CGS Retriever	IPV	Second layer of defence (Coastal area of Mauritius).
(f)	CGS Rescuer	IPV	Second layer of defence (Coastal area of Mauritius).

In addition, the Squadron comprises the Harbour Security NCG Post which functions under the aegis of the Squadron Commander No. 1 PVS.

The roles and responsibilities of the Squadron No. 1 PVS in relation to maritime security and service to the nation have indeed been boosted with the acquisition of highly expensive and sophisticated assets. In the modern era of policing, the NCG is aware that failure to deliver is prone to loss of trust and legitimacy amidst stakeholders. Hence, moving from traditional to modern mode of policing has catalysed the NCG to innovate and enhance service delivery



The Squadron No. 1 PVS has adopted measures to better service delivery and the concepts are constantly monitored so as to allow room for innovation. Being a customer-centric organisation, we have diversified into environmentally-friendly approaches, training and capacity building of our personnel and in the hunt for technology to promote service delivery to our stakeholders.

The Squadron No. 1 PVS humbly believes it has been doing ordinary things extraordinarily well and that the increased number of hours of patrol dedicated by the Squadron for maritime safety and security during 2016 bears testimony of its capabilities and Mauritius as a seagoing nation. The shift expected through the Blue Economy can only benefit the National Coast Guard and the Squadron No. 1 PVS to continuously revise and reset maritime strategies.

# Non-Communicable Diseases and Health Promotion Unit

## Ministry of Health and Quality of Life

**N**on Communicable Diseases (NCDs), particularly diabetes and hypertension, have emerged as leading causes of morbidity, disability, premature deaths and human suffering in Mauritius.

The NCD and Health Promotion Unit, under the aegis of the Ministry of Health and Quality of Life, has re-engineered a wider range of health promotion programmes in the struggle against non-communicable diseases and their causative factors to enhance the health status of the population through the '*Prevention Nationale Pour Maladies Non Transmissibles Programme*'. The main objective of the programmes is to improve the quality of life of the population through screening for NCDs and promotion of healthy lifestyle.

With the view to making Mauritius a physically active and healthy nation and also to reducing the prevalence of NCDs, aggressive campaign for the practice of physical activity is continuously being emphasised. About 100 Health Clubs/Fitness Centers and six Health Tracks have been set up. In addition, five Outdoor Gyms (Green Space) have been set up to encourage the community to practise physical activity.

A new concept, the Mauritius Diabetes Risk Score, has been developed and introduced by which persons at high risk of developing diabetes are screened. This is followed by another new concept, the HbA1c blood test, which is done on the spot to diagnose diabetes and which does not require a person to fast or attend a health institution another day for a fasting blood glucose test. These new concepts have considerably facilitated the early detection of diabetes and prevention of its complications.

There is a dedicated team at the Unit and works are performed taking into consideration customer orientation. Given the fact that our team participated in the previous Public Service Excellence Award, capacity building has been boosted which has resulted in improved output and better outcome.



# Occupational Safety and Health Division

## Ministry of Civil Service and Administrative Reforms

**T**he Division, set up since 1999, has the primary objective to ensure that the State, as an employer and represented by the Ministry of Civil Service and Administrative Reforms, complies with the Occupational Safety and Health Act 2005 and other related legislations.

The Division's mission is to guide and assist all Ministries/Departments in complying with the provisions of safety legislations in promoting a safety culture in the Civil Service through the establishment of a Safety and Health Management System. In so doing it aims at insuring an environment free of hazards as far as practicable and facilitating modernisation of offices to improve and enhance the work environment for public officers.

With a view to creating a work environment conducive to enhance productivity and to ensure a proximity service, Safety and Health Officers/Senior Safety and Health Officers have been posted in all Ministries/Departments. Their activities consist in attending to complaints by public officers/unions, investigating on occupational accident/injury to prevent recurrence, conducting awareness/sensitisation campaigns/training on safety and health, issuing of guidelines on occupational safety and health, advising on personal protective equipment and providing online advisory service on safety and health matters.

Furthermore, the Division has the responsibility to identify and recommend safety and health related projects under the Enhancement of Work Environment Programme (EWEP) with a view to improving the standard of safety and health in the Civil Service.





# Piton Fire Station, Mauritius Fire and Rescue Service

Ministry of Local Government and Outer Islands

**O**ur 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 assists other regions of the country. The Station is responsible for ensuring and promoting confidence in the general public within and outside its topography. The public has the full support of the Station and benefits from an effective disaster system as well as an essential emergency response service.

The Station's prime mission is to protect and reduce losses of life and property; minimise damage to the environment due to fires, hazardous materials, natural disasters, and other emergencies caused by acts of man and nature. Its role is also 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.

***'A spark neglected makes a mighty fire'***

**Robert Herrick**



# Police Research and Development Unit

## Mauritius Police Force

**P**olicing nowadays changes more in a year than it changed in a decade a generation ago. Police departments worldwide are devising innovative strategies to address complex policing problems and new ways to communicate with their communities. The Mauritius Police Force is no exception and has in this breath set up in April 2015 the Police Research & Development Unit (PRDU).

The multifaceted Unit, situated at Police headquarters, is a focal point for research and analysis to move towards greater efficiency and enhanced service delivery. The PRDU acts as the driving force to implement the organisation's strategy with a view to achieving its long-term vision: *'Quality Service with Pride & Care'*.

Research and development have brought about a new wind of change so that the Mauritius Police Force can evolve into a modern, efficient, effective and accountable organisation. The PRDU acts as a catalyst and plays an integral role for enhancing service delivery, promoting best practices, ensuring learning and sustainable development.

The participation of the PRDU in the Public Excellence Award 2016 has not only enabled the Unit to bring forward the different innovations but also provided it the opportunity to dig deeper in other fields such as eco-friendly measures.



# Port Louis Child Protection Service, Child Development Unit

Ministry of Gender Equality, Child Development and Family Welfare

**T**he Child Development Unit (CDU) has the mandate, amongst others, to investigate and respond to cases of children who are at risk of harm, and/or are victims of different types of abuse be it physical, sexual, emotional, psychological, as well as neglect. The CDU operates through six outstations, on a 24-hour basis, and a hotline is available for reporting of cases. For the year 2016, a total of 5 904 new cases were reported to the CDU.

Launched in 2014, the Child Protection Services (CPS) of Port Louis has been set up with a view to ensuring proximity service to the inhabitants of the region of Port Louis.

In the recent years, the recruitment of additional staff has enabled better service delivery to the public.

Stock-taking of the existing system through SWOT analysis is a regular feature, along with experiential learning. It is a way to ensure that the environment remains conducive for the child clients, the accompanying adults, as well as for officers, in terms of officers for the protection service, and representatives of stakeholders.

The CPS is manned by a multidisciplinary team comprising a social worker, a psychologist, a police officer and a care worker.

The spirit of innovation has materialised through a set of initiatives, namely:

- Implementation of the Child Protection Register, which is a key computerisation project devised to record and address cases of children in distress reported with increased efficiency
- Elaboration of a Service Blueprint for the CDU, involving the review of the procedures to raise the standard of services provided
- Setting-up of a High Powered Working Together Committee to ensure continuum of care to children in need of same
- Development of environment-friendly concepts, which are being promoted and implemented gradually, in line with "Go Green Concept".



Officers are empowered through regular on the job training and capacity building, for their own professional development according to measurable preset variables.

The Public Service Excellence Award (PSEA) is an excellent opportunity providing for a benchmark to upgrade services being offered and stimulate for incentives to identify areas for improvement. This ensures that the CPS avails of the latest work techniques and approaches, which are more effective and efficient, whilst ensuring service is child-friendly, in a go-green, sustainable environment.

# Port Louis Fire Station, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

**T**he mission of the Mauritius Fire And Rescue Service is to make the Republic of Mauritius a safe place for all its citizens and visitors by minimising the risks of life loss, property destruction and environmental damage by fire and other emergency threats. The strategy consists in the enforcement of fire legislations, provision of prompt and efficient fire and rescue service and fire prevention, education, fire safety awareness at school, private and public premises.

The fire service has been undergoing significant changes to meet national objectives of improving safety through reduction of fire occurrences. Moreover, the Station has strengthened its resources in terms of recruitment of male and female firefighters, creation of a Specialised Rescue Unit (rope rescue, high angle rescue, hazardous materials) to provide quality service.

The MFRS firmly believes in the concept 'Doing ordinary things extraordinarily well' with regard to fire safety advice, awareness campaign and other risk assessment to assure a safe place, work and visit anytime and anywhere or otherwise it would aggravate the situation.

The Public Service Excellence Award has been beneficial to the Station as it has contributed towards good communication network and motivated firefighters to better performance and excellent service to the population.

Firefighting and rescue operations have to be very dynamic in order to keep up with new challenges. It requires the building up of teamwork to maintain the momentum.



# Poudre D'Or Police Station

## Mauritius Police Force

**P**oudre D'or Police Station is located in the northern coastal region of Mauritius. It has a population of about seven thousand inhabitants and covers an area of about 14.5km<sup>2</sup>. The main activity and source of income of the inhabitants is fishing. The village is also known for its public beach and Paul et Virginie Monument as well as an ancient specialised hospital in treating tuberculosis.

The Station has a strength of thirty-eight dedicated police officers. The idea of participating in the Public Service Excellence Award has been taken positively and we have adopted a coordinated approach with all ranks in order to provide a quality service to our customers.

With the help of the Divisional Commander and other stakeholders, we have renovated the Station and provided for new amenities so as to create a better working environment. The yard has also been embellished. We have tried to bring an innovation by catering for a corner known as a '*d-stress*' room in order to cater for victims of domestic violence and victims of sexual offence.

There is no doubt that our inner customers are motivated to achieve excellence by doing ordinary things extraordinarily well, thanks to the initiative of the Ministry of Civil Service and Administrative Reforms to organise the competition for the benefit of the public.



# Quatre Bornes Fire Station, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

The Quatre Bornes Fire Station is manned by a crew of fifty-seven staff, comprising forty-seven Fire Fighters, Five Sub Officers, Four Station Officers and one Senior Station Officer working on a shift system and offering a 24/7 service throughout the year.

The Station covers a vast area ranging from Quatre Bornes to Le Pouce Mountain, Ripailles, Nouvelle Decouverte, Alma, Phoenix round about, lower part of Vacoas, Bassin, Palma, Bambous, Beau Bassin, Paille, Montagne Ory and part of Les Guibies. Under the umbrella of the Station, there are namely educational institutions, residential and high-rise commercial buildings Police Station, hospital, private clinics, district courts and kilometres of motorway.

The Station reviews, on constant basis, its strategic plan and objective in terms of logistic training of its personnel so as to give efficient and effective service to the population during emergencies such as flooding, landslide, gas leakage, spilled flammable liquid, aircraft crash, fire and rescue operations and any other hazard. To meet these objectives, special units are being set up for example: A 'Special Operation Division' with specialist in rescue and first aid, 'Swift Water Rescue Unit' and a 'Hazard Team' which are all in line with innovation and improvement. These specialised units with firefighting crew will eventually enhance the level of performance and moreover give the public in need more confidence with regard to safety.

The organisation strongly believes that prevention is better than cure. Hence much emphasis is being put island and region wide to deliver talks and lectures on fire safety and fire prevention to the inhabitants of all age groups, especially students and young people. The aim is to make them more fire conscious and eventually reduce the number of loss of lives and other material damages and at the same time promote a culture of strong fire awareness among our citizens.

The Station has also embarked on a number of little jobs of non-emergency aspect such as providing fresh water to schools, hospitals and other institutions, giving support to SAMU and other medical units



in the handling of sick and handicapped person especially those living on upper floors. The Station gives its support to police and other stake holders. When requested, our staff contribute and participate in social activities in view of promoting team building, enhancing friendship and respect. It also organises, inter alia, recreational, sport, football tournament, indoor games, outing, wedding parade sending off ceremony for those who proceed on retirement. Exceptionally, our participation in the Public Service Excellence Award is a challenging event which contributes much in teamwork and team building.

# Registration, Public Relations and Hotline Unit

## Ministry of Business, Enterprise and Cooperatives

**T**he Registration, Public Relations and Hotline Unit is the first point of contact for any group of at least five promoters seeking registration to operate as a cooperative society. It is also responsible, through its hotline, to receive complaints relating to cooperatives. The Unit is accordingly contributing significantly towards the Ministry's vision for the best possible legal and institutional framework conducive to the development of diversified, competitive and innovative cooperatives for the benefit of their members.

Following the enactment of a new Cooperatives Act in November 2016, the Unit henceforth processes an application for registration of a society within three days, compared to fourteen days previously. Likewise, any complaint received is forwarded to the relevant unit to ensure that remedial action thereon is taken within ten days at latest.

The quality service being offered to the public, in general, by the Unit is evidenced by the results of the Mystery Shopping exercise carried out by the Ministry of Civil Service and Administrative Reforms in 2016 whereby the Unit was rated amongst the highest, if not the highest. There is also evidence of its effective and courteous communication with customers, its willingness to provide relevant information and assist promoters for registration as well as its efficiency in handling complaints.

The officers of the Unit, in whatsoever circumstance, always greet their customers with a smile. They also pledge for a continued high standard service to cooperatives.



# Rivière du Rempart Area Health Centre

## Ministry of Health and Quality of Life

**T**he Rivière du Rempart Area Health Centre was inaugurated by the former Prime Minister, The Right Honourable Sir Anerood Jugnauth, GCSK, KCMG, QC on the 29<sup>th</sup> December 1986. It is an institution by excellence which dedicates itself towards serving the inhabitants of the village and those of its vicinity with professionalism, integrity and diligence.

At the Centre, a fostered team spirit strives for delivery of excellent quality performance alongside remarkable health care delivery in order to achieve customer satisfaction with strategic planning process.

Participation in the Public Service Excellence Award has undoubtedly enriched the existing team, giving a rightful sense of direction. A remarkable customer-centric motto is entitled in the attitudes and attributes of the staff within the Centre to serve the society irrespective of sex, gender, ethnicity, race and sexual orientation. Serving with motivation, dedication, and last but not the least humility, is a must along with more eco-friendly measures adopted to avoid wastage and promote sustainable development.

We, at the Centre, promise to *"Act like facilitators for achievements to happen"* as famously quoted by the former Honourable Prime Minister: *"As a nation, we need to be ambitious and believe in ourselves"* as per his vision 2030 Need To Change And Innovation





# Roche Bois Social Welfare Centre

Ministry of Gender Equality, Child Development and Family Welfare

**R**oche Bois is a sub-urban area in Port Louis located near the Mer Rouge Freeport. It falls among the 24 Village Council areas categorised as under privileged and carries characteristics symptomatic to poverty.

Social ills such as alcoholism, drug abuse, juvenile prostitution, street violence and child labour are very common. However, some organisations namely, "MPRB" "Mouvement pour le Progrès de Roche Bois", "Forces Vives de Roche Bois", and others are working for a better life for the inhabitants.

The Roche Bois Social Welfare Centre (SWC), under the aegis of the Ministry of Gender Equality, Child Development & Family Welfare, is the focal point of the locality whereby the inhabitants are exposed to an array of activities for various target groups such as: children, youth, women and senior citizens. The Centre is operational since more than four decades.

The activities are organised in consultation with the Roche Bois Social Welfare Committee which acts as an advisory body for grass root level of intervention. The Roche Bois Social Welfare Committee comprises eighteen members, who are all inhabitants of Roche Bois and are very much socially involved in the uplifting of the community.

A variety of activities are organised in fields such as recreational, sport/games, cultural, education, informative, health programmes, philanthropic and empowerment amongst others. With these activities, the Social Welfare Centre is playing an important role as an agent of social change, social control and social development.

Although the locality of Roche Bois has been tagged with a bleak history including episodes of social unrest in the past, the Roche Bois Social Welfare Centre has played a key role in guiding the inhabitants towards a safe and healthy living environment which has yielded its fruits.

Some activities currently held at Centre: kickboxing (youth), table tennis (youth), carrom, domino, lotto. (youth and elderly), "Jeux de Société" (youth and elderly), crochet course/fancy jewellery (ladies),



cookery course "*cuisines mauricienne et chinoise*" (ladies), physical activity - professional coach (Ladies), literacy activities - alphabetisation «*Ecole des Valeurs*» (Ladies), Zumba (Ladies), «*cours de catéchiste*» - bible knowledge (community), «*foire artisanale*» (community), retro dance courses (community), mass «*La Messe*» (community), vaccination for children (children), spiritual activity - prayer (community), hire of hall very demanding for: engagement ceremony, holy communion, birthday, wedding etc (extension to the Centre), seminars on various themes - drugs, NCD, gender etc, visits to elderly home, "*Ecole de Musique*" traditionnelle.

Participated in:

- Civic Action Team "*Mouvement Social pour un Environnement Meilleur pour L'Avenir*" - 2002
- Kitchen Garden Competition 2016 - Third prize - Regional Level
- Smarter and Greener SWC 2016 - Special Jury Prize.

# Rose Belle Regional Cooperative Centre

## Ministry of Business, Enterprise and Cooperatives

**T**he Rose Belle Regional Cooperative Centre (RCC) is a unit of the Cooperatives Division under the aegis of the Ministry of Business Enterprise and Cooperatives. It has maintained its ISO certification since 15<sup>th</sup> September 2008. A new Cooperative Act was voted at the National Assembly on November 2016 to make cooperatives more business-friendly, and more professional with the creation of a Cooperative Audit Unit.

Participation in the Public Service Excellence Award has greatly helped the RCC to improve its quality standards. It has also boosted up team spirit, increased timely service delivery, enhanced working environment and created a more enlightened leadership.

The main projects of the RCC are to:

- Set up more credit unions in the poverty regions of Grand Port in line with the recommendation of Truth and Justice Commission. Credit Unions have proved to inculcate the habit of savings and provide short term finance at concessionary rates to their members in times of dire needs. Setting up of credit unions helps people at the lower level of the society to achieve greater social mobility
- Encourage cooperative societies to participate in the green energy scheme for cooperatives under the CEB Small Scale Distributed Generation Scheme
- Empower women through creation of more cooperative societies
- Give more visibility to Fishermen Cooperative Societies in the region of Grand Port with the organisation of events such as "Festival du Poisson" and mass in connection with opening of net fishing season.



# Saint Aubin Fire Station, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

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

The MFRS has undergone significant changes to meet national objectives of improving safety through reduction of fire incidence and destructive consequences and improvement of organisational efficiency. The Saint Aubin Fire Station thus continues to strive relentlessly for excellence in all sectors of its engagement to make Mauritius a safe place to live, work and visit anytime and anywhere.

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

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

The innovation and practical application of "*Maurice Ile Durable*" at Saint Aubin Fire Station by the fire crews have shown clear achievements and results. This "Go Green Concept" shows the direction that we are heading for and has the support of the Fire and Rescue Service Department.

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



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

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

# Sir Leckraz Teelock State Secondary School

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

**I**t has become customary for Sir Leckraz Teelock (SLT) SSS to participate in the Public Service Excellence Award's annual editions. We have till now been rewarded for our constant effort as a team to add value, and bring in innovation, in the way that we deliver service to our clients. Our school organisation was one of the semi-finalists in the Commonwealth Association for Public Administration and Management (CAPAM) Award 2016 where we represented Mauritius amongst stalwarts like Singapore, Malaysia and India.

The school administration has also put up its application to the All Africa Public Sector Innovation Award (AAPSIA) 2016 where we are still awaiting results. For this year, we have the privilege to present our school to the PSEA 2016 Award Committee as a center of '*excellence - doing ordinary things extraordinarily well*' to meet up with the evaluation criteria of this year's theme.

Indeed at SLT SSS, our team has built capacity to stand out as a showcase for other State schools, especially in the times of the National Nine-Year Continuous Basic Educational reform agenda. In particular, we have demonstrated with confidence that we have successfully integrated ICT in our daily routines. For that purpose, our school is a Microsoft Showcase School, and for the second consecutive year, one of our colleague educators represented Mauritius in the prestigious Microsoft Global Educator Forum.

Our school is also proud to blaze the trail for others to follow as we enrich our curriculum to include a series of project-based learning activities to impact positively on the overall development of our students. Our institution also harbours a series of customer-focused initiatives where the aim is to be friendly and resourceful to our satisfied clients. The SLT SSS also presents a strong working culture where the staff come together with an amazing '*esprit de corps*'. We want to be known as a flat organisation where leadership is, and is felt to be, distributed. What probably demarcates us from other schools is our focus on quality upon which we effectively use a set of new indicators to



benchmark our progress. Our team is hopeful of this year's edition after we won the two last editions of the PSEA in the categories of '*Leadership and Team spirit*' in 2014 and '*Efficiency and Effectiveness*' in 2015. In the meantime, our team has walked an extra furlong in the way we do ordinary things extraordinarily well.

# Solid Waste Management Division (Environment and Sustainable Development)

Ministry of Social Security, National Solidarity, and Environment and Sustainable Development

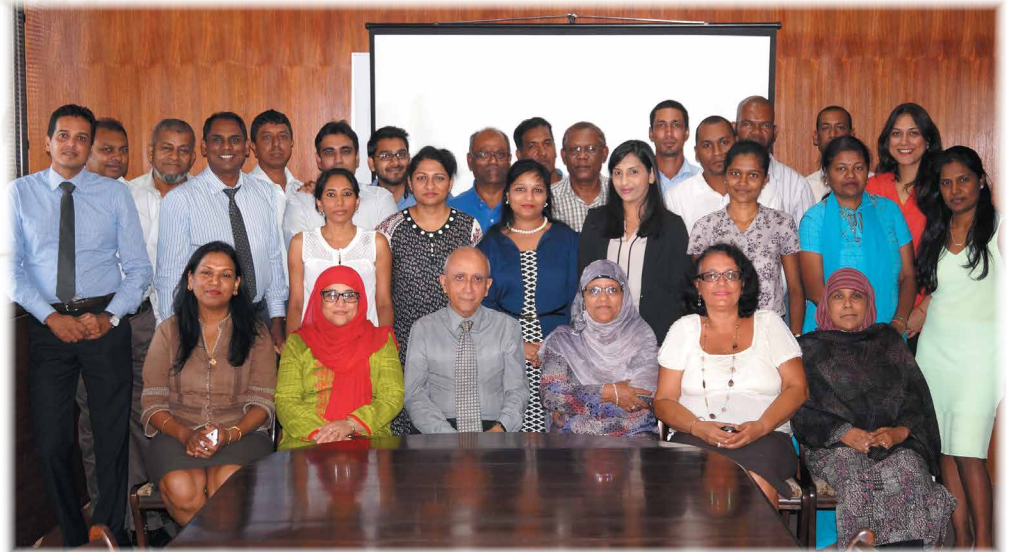
**M**auritius generates about 1 200 tonnes of waste daily for a population of 1.3 million. Government spends some Rs1.6 billion annually on waste management.

The Solid Waste Management Division, with a workforce of 41 officers, is responsible for the formulation and implementation of policies and projects relating to the protection of environment and public health. The Division's operational activities are directed essentially through a proper management of solid and hazardous waste system which comprises the Mare Chicose Sanitary Landfill and five transfer stations located across the country.

Management of projects in the field of solid waste on a small island State is very challenging. As at now, numerous projects implemented by the Division have been successful.

The construction of a hazardous waste storage facility to ensure the safe management of such wastes and the partnership with the private sector (Mauritius Chamber of Commerce and Industry) to come up with an electric and electronic waste management system are some examples of the innovative approach that the Division has taken.

The teamwork and collaboration among staff constitute an important asset at the level of the Division. They have no doubt contributed to increased morale among employees, thus creating ownership in the projects they are working on. The staff are always willing to take up additional responsibility without hesitation and come forward with novel innovative ideas. The focus is to create a good working environment among employees of the Division and work towards the objectives of the Charter, thus making services customer-friendly.



# Surinam Social Welfare Centre

## Ministry of Gender Equality, Child Development and Family Welfare

### **M**otivation: Gateway to Success

The Public Service Excellence Award has engineered unprecedented lifting of the Public Service by creating an environment conducive for excellence. Last year, for its first participation in PSEA 2015, Surinam SWC was shortlisted among 16 best departments in Mauritius.

The first Social Welfare Centre of Surinam, a rented building, was inaugurated on 16 February 1948. The Social Welfare Division was officially launched on 15 April 1948 by late Dr Kisoosing Hazareeing to alleviate poverty and empower the rural population, particularly after Second World War which was characterised by extreme poverty, even in Britain. The Welfare State in Mauritius was born during that period. The Social Welfare Division pioneered statutory social work in Mauritius.

The foundation stone of the actual Surinam SWC was laid on 28 May 1949. The Centre was operational in December 1950.

The Centre proudly pioneered the following:

- First women's association in the south, second in Mauritius
- First open air theatre in Social Welfare Centres in Mauritius
- First lawn tennis court in Social Welfare Centres of Mauritius
- Pioneered hire of tubular frames for salle verte in replacement of Bamboo Salleverte in 1984. Hiring of tubular frames are still a major source of revenue to Social Welfare Centres of Mauritius
- It has one of the oldest and still active literary clubs in Mauritius. The Surinam National Friendship and Literary Circle was founded in 1967.

The three major contributions of Surinam SWC at regional and national levels are:

1. Setting up of the Southern Handicapped Welfare Association in 1984. It was founded by the Welfare Officer and a volunteer and visually impaired social worker named Deodass Herkanaidu. Today, the Association is a respected

specialised school in the south with a subcentre in Plaine Magnien and a boutique at Mahebourg.

2. In late eighties, Surinam SWC pioneered camping for senior citizens and visit to Rodrigues. This inspired the Officer to suggest the creation of a recreation centre. This fundamental contribution is officially recorded in minutes book of the Senior Citizens Council in 1989. Today, Mauritius has three recreation centres for senior citizens. In a memorandum addressed to the Prime Minister and Minister of Finance and Economic Development, Surinam SWC will propose a recreation centre for disabled and a specialised unit of care for the bedridden and senior citizens living alone.
3. Surinam SWC pioneered the first Empowerment cum Embroidery Centre in Mauritius. The jewel on the crown is the economic empowerment of women above the age of 70 to produce top quality products at this age.

Surinam SWC has a privileged ranking in all Social Welfare Centres in Mauritius, namely:

- National runner-up in Greener and Smarter Mauritius Competition 2016
- National winner in kitchen garden 2015
- National winner of Women Centre in 2017. The Women Centre is in a small office in the Empowerment Centre of Surinam.

The Surinam SWC has six gardens in one acre of land, unique in Mauritius:

- Kitchen garden
- Fruit garden
- Flower garden
- Endemic/native plant garden
- Medicinal plants garden

## Surinam Social Welfare Centre (contd.)

- Rock garden (a '*grande rivière*' in Social Welfare Centres of Mauritius).

The masterpiece of 2016 is the stone monument in memory of fishermen lost at sea coupled with a first showcase of antiques in Social Welfare Centres of Mauritius.

Warmest thanks and gratitude to the Public Service Excellence Award.



# Tamarin Fire Station, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

**T**amarin Fire Station, located in a coastal village of the District of Black River, was inaugurated in October 2013.

Further to the change in legislation ACT 2013 of Mauritius Fire & Rescue Service, the role has shifted from firefighting agency to that of a fully fledged rescue service. However in this context Tamarin Fire Station has acquired new equipment like the stabilising equipment for road traffic collision, multi-purpose rescue saw and hydraulic power rescue tool (existed).

In addition to fire fighting and rescue service provided, we are also engaged in providing special assistance like fire coverage in hotels and in public gathering events as well as assistance to personnel of SAMU in handling of a casualty when needed.

The main objective of the setting up this Fire Station is to provide a rapid and a proximity service to the inhabitants of the western coastal area from Bambous to Baie Du Cap. It also enables the promotion of fire safety awareness among members of the general public, members of governmental and non-governmental organisations through our programme that is, fire safety lecture, fire clearance and fire certificate application, regular fire extinguisher inspection in government organisation, simulation exercise i.e flooding, tsunami, landslide with other stakeholders (Police, SAMU, Ministry of Environment, Black River District Council and the National Disaster Risk Reduction Management) and visit at fire station for educational purpose.

Available resources at Tamarin Fire Station: Appliances/Personnel

- Tamarin Fire Station is resourced with a Fire Truck fully equipped with fire fighting and rescue gears and a water tank capacity of 4 500 lts and 60 lts of foam concentrate, used in case of fire involving flammable liquid
- Newly acquired a semi urban firefighting vehicle of capacity of 4 000 lts of water and equipped with rescue and first aid kit

- Two utility double cabs equipped with road traffic collision tools and equipment
- Tamarin Fire Station offers a 24/7-basis service and has personnel of 49 officers working on shift system
- One Senior Station Officer who performs day duty is in charge of the good running of the Station in terms of resources and personnel.

### **Our Policy: High Quality Service**

Our policy is to provide a high quality service to our customers and meet the requirements of our mission. The purpose of our organisation is to enforce the relevant laws relating to fire prevention duties and services.

### **Job Satisfaction**

To sum up, job satisfaction is one such issue in an organisation which is researched worldwide due to its impact on employees' performance at work and the overall efficiency and effectiveness of a whole organisation. It is described as a pleasurable, positive emotional state resulting from the appraisal of one's job or job experiences.

It is recalled that the personnel of Tamarin Fire Station were exposed to 320 fire incidents and attended 153 special assistances eg rescue, pumping operation after heavy rainfall and fire coverage. They also participated in four outdoor simulation exercises (tsunami, flash flood, torrential rain and landslide). The Station delivered, among others, lectures on fire safety awareness during sensitisation campaigns.



## Tamarin Fire Station, Mauritius Fire and Rescue Service (contd.)



# Training Division, Coromandel Fire Station, Mauritius Fire and Rescue Service

## Ministry of Local Government and Outer Islands

**T**he Training Division is the core unit of the Mauritius Fire and Rescue Service (MFRS). Situated at Coromandel, we are the doorstep whereby new recruits are enrolled, developed and trained with the right knowledge, skills and attitude to be competent fully fledged operational firefighters to fulfil the mission and vision of the MFRS. Moreover, we ensure that the latest technologies in relation to firefighting are implemented at station level as we have the responsibility for delivering:

- Operational, management and skills training
- Health and career development
- Learning support.

Apart from making the MFRS a learning organisation, we continuously improve in efficiency and performance by setting standards and providing all fire officers with tools like critical thinking, technical, operational, organisational and personal skills. The aim is to effectively deliver fire safety training, talks and seminars throughout the island and in all functions and activities undertaken by MFRS to make the Republic of Mauritius safe. In addition, we implement a fitness and wellness programme to enhance long term employee health and reduce overall benefit costs. We also equip targeted participants and the youth with adequate knowledge and skills in fire safety education so that they can act as the ambassadors of the MFRS. We further devise standard operating procedures and guidelines to safely handle equipment and intervene during fire emergencies, natural disaster incidents, road traffic collisions and any other rescue operations.

The Training Division has gone a step ahead in terms of innovation as mandated by the MFRS Act 2013 and has set up a Special Operation Division with specialised units, namely Aerial Firefighting & Rescue Unit, Swift Water Rescue Unit and this year, Hazmat Unit.

All of the above are being achieved through training and development of the MFRS personnel with passion, which is contributing not only towards a healthy and safe working environment but also targeting towards a



more effective and efficient service delivery to achieve the Government Vision 2030.

**“When planning for a year, plant corn. When planning for a decade, plant trees. When planning for life, train and educate people.”**

**Chinese Proverb**

# Triolet Mediclinic

## Ministry of Health and Quality of Life

**I**n Nov 2013, the Triolet Mediclinic, a two-storey modern building, opens its door to cater for the health status of more than 175 000 inhabitants from some fifteen surrounding villages. The services are provided seven days a week as from 8 am to 10 pm, except for Tuesdays and Wednesdays when we are on duty as from 6.45 am for blood collection sessions.

Some forty employees work at the TMC, in addition to the visiting officers from other institutions. Together, they take into their hands the well-being of customers who are the patients and their relatives. The health workers are determined to meet the health needs of the customers. Most of the patients are given treatment and care at TMC itself, but those who need specialised or further treatments are referred to hospital. The plus points of the Mediclinic are that it offers all the primary health services under one roof. Besides, it has got a mini laboratory, radiography services (x-ray) and dental services, among others.

Apart from the daily routine consultations, treatment, nursing care and dispensing of drugs at the pharmacy, we also run a voluntary rapid testing and counselling for HIV/AIDS screening. As for women, we have screening for breast and cervical collar cancers. Moreover, there are weekly visits of specialist doctors that is gynecologist, pediatrician and diabetologist. There are also other units for non-communicable disease, Community-Based Rehabilitation, Family Planning, Maternal and Child Health and Vaccination operating under the same roof. In addition to all the above activities, foot care, Electro Cardiography (ECG) and health promotion form part of our daily menu. Needless to say, our dedicated staff are always there for rendering the patient's visit at the TMC worthwhile.

Thus, we are on the way of "*doing ordinary things extraordinarily well*".



# Trou aux Biches Community Health Centre

## Ministry of Health and Quality of Life

**T**he Trou aux Biches Community Health Centre started its activities in August 2012.

Some fifty to seventy-five patients attend the Centre daily while about 500 patients suffering from non-communicable diseases like diabetes, hypertension and cardiac problems attend on specific time.

Consultations take place everyday from 09 00 hrs to 12 00 hrs, except on Tuesdays when they start from 1 pm to 4 pm. Patients suffering from minor health problems are attended to and in case of urgency, patients are referred to hospital.

Two signboards indicating the various activities carried out have been fixed in front of the Centre and in the waiting room which is equipped with a TV set, wall-fixed ventilators and bucket chairs. A sign board has also been fixed indicating that priorities are given to children, pregnant women and old patients with disabilities.

The dressing room is well equipped with sterile material to meet the standard needed. Suturing for minor cuts/incision and drainage of small abscesses are also carried out.

New plastic crates for stocking of drugs have been introduced in the Centre's pharmacy. Drugs are now being displayed properly. A notice board has been fixed to monitor the expiry dates of drugs.

There are separate toilets for male and female patients and a special one has been designed for the physically handicapped patients.

The cherry on the cake of this wonderful CHC is the daily visit of tourists for minor health issues, very often for the removal of sea urchins in their feet. This is a task that the nurses do with the admiration of the visitors who are bewildered and amazed that such expert service provided is free.



# Vacoas Child Protection Service, Child Development Unit

Ministry of Gender Equality, Child Development and Family Welfare

**T**he Child Development Unit (CDU) has the mandate, amongst others, to investigate and respond to cases of children who are at risk of harm, and/or are victims of different types of abuse be it physical, sexual, emotional or psychological as well as neglect. The CDU operates through six outstations on a 24-hour basis, and a hotline is available for reporting of cases. For the year 2016, a total of 5 904 new cases were reported to the CDU.

Launched in 2013, the Child Protection Services (CPS) of Vacoas is a prototype in terms of service delivery in child-friendly concept. It has been set up with a view to ensuring proximity service to the inhabitants of the region of Plaine Wilhems.

In the recent years, the recruitment of additional staff has enabled better service delivery to the public.

Stock-taking of the existing system through SWOT analysis is a regular feature, along with experiential learning. It is a way to ensure that the environment remains conducive for the child clients, accompanying adults as well as for officers of the protection service, and representatives of stakeholders.

The CPS is manned by a multi-disciplinary team consisting of a social worker, a psychologist, a police officer and a care worker.

The spirit of innovation has materialised through a series of initiatives, namely:

- (i) Implementation of the Child Protection Register, which is a key computerisation project devised to record and address cases of children in distress reported with increased efficiency;
- (ii) Elaboration of a Service Blueprint for the CDU, involving the review of the procedures to raise the standard of services provided;
- (iii) Setting up of a High-Powered Working Together Committee to ensure continuum of care to children in need of same; and



- (iv) Development of environment-friendly concepts, which are being promoted and implemented gradually, in line with being on the "Go Green".

Officers are empowered through regular on the job training and capacity building for their professional development according to measurable preset variables.

The Public Service Excellence Award (PSEA) is an excellent opportunity providing for a benchmark to upgrade services being offered and stimulate incentives to identify areas for improvement. This ensures that the CPS avails of the latest work techniques and approaches which are more effective and efficient, whilst ensuring that service is child-friendly and in a go-green, sustainable environment.





**Ministry of Civil Service and Administrative Reforms**

# **Public Service Excellence Award 2016**

**Regional and International Awards**

# Regional and International Awards

Organisations participating in the Public Service Excellence Award are also 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 10<sup>th</sup> AAPAM Award 2017 for Innovative Management, the following three organisations submitted their entries:

- Sir Leckraz Teeluck State Secondary School
- Entomology Division, Agricultural Services
- The National Assembly.

## • All Africa Public Sector Innovation Awards (AAPSIA)

The AAPSIA are the first continental Africa-wide Awards that celebrate innovation in the public sector. They aim 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 8<sup>th</sup> African Union Conference of Ministers of Public/Civil Service held in Brazzaville, Republic of Congo, on 25 July 2013.

For the year 2016, the following three organisations participated in the AAPSIA:

- Corporate and Business Registration Department
- Sir Leckraz Teeluck State Secondary School
- Sir Abdool Razack Mohamed State Secondary School



## • 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 of citizens, communities and nations.

The CAPAM International Innovations Award includes 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 were semi-finalists for the CAPAM International Innovations Award 2016.

## • United Nations Public Service Awards (UNPSA)

The UNPSA are the most prestigious international recognition of excellence in the public service since 2007. They reward 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 Awards aim 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 23<sup>rd</sup> of June.

For the year 2011/2012, the 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 participation, out of which the Corporate and Business Registration Department and the Mauritius Prison Service had received positive reviews up to the second round of evaluation.

For the UNPSA 2017, one organisation participated to the Award, namely, the Open University of Mauritius.

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**Our special thanks** to the **Administrative Reforms Division** comprising the following officers: Mrs J. Bhugoo, Mr C. Manancourt, Mrs M. Bijloll, Miss S. Ramdin, Mrs V. Kutwaroo, Mrs H. Purseed, Mrs V. Veeramootoo, Mr P. Moraghen, Miss A. Seebooa, Mrs A. Hurry, Mrs P. Komkoon and Mrs A. Sarju for extending their valuable assistance and support to the editorial team.

We would also like to thank Ms Taryn G. Knubley, the Ag. Government Printer, and her team for their precious help and support in the publication of this magazine.

*Disclaimer: The articles published in the magazine reflect solely the views and opinions of the authors and may not necessarily be those of the Ministry.*



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