



Republic of Mauritius

CUSTOMER CHARTER

OF THE

Ministry of Public Service, Administrative and Institutional Reforms

Integrity

Innovativeness

Quality

Teamwork

Timeliness

Ministry of Public Service, Administrative and Institutional Reforms
...for a professional public service committed to excellence

CONTENTS

OUR VISION	1
OUR MISSION	1
OUR CORE VALUES	1
OUR SERVICE STANDARDS	2
OUR COMMITMENTS	2

CIVIL SERVICE POLICY AND MANAGEMENT

GENERAL ADMINISTRATION	3
Budgeting	3
Accommodation	3
REGISTRY OF THE MINISTRY	3
Open Registry	3
Issue of Public Advertisements	4
Computerised Registry Sytem/Registry Procedures	4
Enquiry Counter MPSAIR	4
Security	4
Welfare Activities	4
Fleet/Transport Management	4
FINANCE	5
PROCUREMENT AND SUPPLY	5
INFORMATION TECHNOLOGY	5

ADMINISTRATIVE REFORMS

MAIN OBJECTIVES	6
PROMOTION OF GOOD GOVERNANCE	6
Code of Ethics	6
Ethics Online Corner	6
QUALITY MANAGEMENT INITIATIVES	7
ISO Certification	7
QUALITY CUSTOMER CARE INITIATIVES	7
Customer Charter	7

Improvement of Counter/Modernization of Services	7
Customer Satisfaction Survey	7
Public Service Excellence Award	8
Participation at Regional and International Awards	8
COMPUTERISATION PROJECTS	8
Electronics Attendance System	8
Computerised Registry system	8
Human Resource Management Information System	9
SUGGESTIONS	9
THE PUBLIC SECTOR BUSINESS TRANSFORMATION STRATEGY	9
The Implementation Pillars	10
THE PUBLIC SECTOR BUSINESS TRANSFORMATION BUREAU	10
MAIN OBJECTIVES OF THE PSBTB	11
THE TRANSFORMATION IMPLEMENTATION COMMITTEE	11
REPORTING AND AUTHORITY	11
COMPOSITION/MEMBERSHIP	11
THE NATIONAL PLANNING AND RESULTS COMMITTEE	11
REPORTING AND AUTHORITY	12
COMPOSITION/MEMBERSHIP	12
THE HIGH POWERED COMMITTEE	12
REPORTING AND AUTHORITY	12
COMPOSITION/MEMBERSHIP	12
MANAGEMENT INFORMATION SYSTEM	12

HUMAN RESOURCE MANAGEMENT	13
OUR CUSTOMERS	13
PERFORMANCE MANAGEMENT UNIT	13
SCHEME OF SERVICE UNIT	14
Conditions of Service Rodrigues Regional Assembly (RRA)	14
Advertisements	15
CONDITIONS OF SERVICE UNIT	15
EMPLOYMENT RELATIONS UNIT	16
Employment Relations	16
Yearly Budgetary Exercise	16
Civil Establishment Order	17
Monitoring of the Citizen Support Portal	17
Manpower Assessment Exercise	17
Uniform Allowance	17
THE GENERAL SERVICES UNIT	17
Core Services & Activities of the Unit	17
HRM CADRE UNIT	18
Recruitment/Appointment/Promotion	18
Posting/Change in Posting	18
Retirement	19
Training	19
HRMIS	19
HR POLICY UNIT	19
Recruitment/Appointment/Promotion	19
Retirement	19
Attendance/Leave/Passage Benefits	20
Performance Management System/Human Resource Management Information System (HRMIIS)	20
Training	20
OCCUPATIONAL SAFETY AND HEALTH	21
DEVELOPMENT OF A SAFETY & HEALTH CULTURE	21
VISITS TO WORK PLACES	21
OTHER ACTIVITIES	21

HUMAN RESOURCE DEVELOPMENT	22
MAIN ACTIVITIES	22
General Training	22
Award Courses	23
Focused Training	23
TECHNICAL ASSISTANCE PROGRAMMING SECTION	23
CIVIL SERVICE LIBRARY & DOCUMENTATION UNIT	23
Collection	23
Main Activities	24
Registration of Membership	24
Civil Service Library Agreement Form	24
Services	24
Member's Responsibility	24
Opening Hours	24
Suggestions and Feedback	25
CIVIL SERVICE COLLEGE, MAURITIUS	25
Vision	25
Mission	25
E-Learning System (ELS)	25
Accessing the ELS and Courses	25
Benefits of ELS	25
CONSTRUCTION OF A NEW CIVIL SERVICE COLLEGE PROJECT	26
CONTACT INFORMATION	27
IF YOU PHONE US	29
IF YOU WRITE TO US	29
IF YOU HAVE AN APPOINTMENT WITH US	29

OUR VISION

A professional public service committed to excellence.

OUR MISSION

To instill a culture of excellence by driving and facilitating transformational change and innovation in the Public Service and spearheading administrative reforms to enable the delivery of timely and quality services.

To instill a culture of excellence by:

- facilitating the continuous professional growth and development of human resources in the Public Service through training and capacity building programmes;
- supporting the creation of the necessary conditions for a conducive working environment to inspire and improve the morale of public officers;
- promoting an ethical culture and accountability in the Public Service.

OUR CORE VALUES

We practise and promote the following values: -

Integrity

We are guided by the highest standards of professional ethics.

Innovativeness

We find innovative ways of doing things.

Quality

We are results-oriented and committed to providing services of the highest quality to our customers.

Teamwork

We foster teamwork, sharing of information and resources.

Timeliness

We are responsive and strive hard to meet set target.

OUR SERVICE STANDARDS

- Provide our customers with quality service by ensuring that requests are dealt with within the 5 working day rule.
- Address the request within 5 working days or, otherwise an interim reply be provided, explaining the reason(s) thereto.

- Make use of modern technology, such as internet to facilitate access to services.
- Ensure transparency in our systems, processes and procedures.
- Make judicious use of resources based on best practice, create fiscal space and ensure value for money.
- Provide and deliver our services based on principles of good governance, fairness and equity without any discrimination regardless of race, ethnic background, religion, gender and status or otherwise.
- Improve service standards through constant feedback mechanism from our internal and external customers.

OUR COMMITMENTS

We are committed to serve our customers with utmost integrity, professionalism and diligence while maintaining the highest ethical standards and best practices in all our internal processes and procedures.

CIVIL SERVICE POLICY AND MANAGEMENT

The Civil Service Policy and Management Division is responsible for the overall monitoring of policies and projects of the Ministry. The activities of the Division consist of assisting the Secretary for Public Service in the general administration of the Ministry of Public Service, Administrative and Institutional Reforms (MPSAIR) including:

GENERAL ADMINISTRATION

BUDGETING

- Coordinating and Monitoring of Expenditure of the Ministry
- New strategic plans
- Action plans.

ACCOMMODATION

- Ensure that officers of the Ministry are properly accommodated in a conducive physical environment in line with Safety and Health legislation
- Ensure that the Office Auxiliaries are properly equipped and trained.

REGISTRY OF THE MINISTRY

OPEN REGISTRY

The Registry is the heart and lungs of the Ministry. It plays a crucial role as a dynamic center for the receipt, transmission and storage of information that is vital for the running and survival of the Organization.

The Registry has the following major functions:

- Receipt of letters, emails, fax and documents from both internal and external customers.
- Filing of letters in files for onwards transmission to Schedule Officers for processing.
- Keeping records of movement of files/documents.
- Dispatch of letters.
- Storage of files and documents and ensuring confidentiality and safekeeping of these.

Issue of Public Advertisements

Processing and Issue of Public Adverts and Internal Circulars regarding vacancies occurring in the Public Service.

Computerised Registry System/Registry Procedures

- Training of officers in different Ministries/Departments in Computerised Registry System/Registry Procedures.
- Carrying out surveys on the setting up of new Registries and Computerised Registry System.
- Dealing with Queries/Difficulties regarding the Computerised Registry System /Registries.
- Dealing with enhancements to be brought to the Computerised Registry System.

Enquiry Counter MPSAIR

Ensuring that the Enquiry Counter of the Ministry is kept updated about vacancies in the public service and that PSC Forms 7 are readily available at all times for the Public.

The Registry aims at delivering high quality service to both internal and external Customers so that the goals and objectives of the Ministry are attained.

SECURITY

- Ensuring security of office premises and safe keeping of information and documents.

WELFARE ACTIVITIES

- Coordination of welfare activities for officers of this Ministry through the MPSAIR Staff Welfare Association.
- Coordination of welfare activities for public officers through the Public Officer's Welfare Council (POWC).

FLEET/TRANSPORT MANAGEMENT

- Optimum and judicious use of vehicles and coordination of transport requirements
- Ensuring that drivers are properly equipped and trained.

FINANCE

- Prepare the budget of the Ministry.
- Monitor expenditure of the Ministry.
- Effect payments for goods, services and salaries amongst others.
- Maintain accounting records.
- Prepare Financial Returns and Other Statements.

PROCUREMENT AND SUPPLY

- In line with public procurement legislations, ensuring procurement planning with a view to achieving the maximum value for public expenditure within budget allocated
- Setting up of a Committee of Needs to monitor all requests. Scrutiny of requests while upholding the highest standard of transparency and equity
- Publication of Annual Procurement Plan on website of Ministry
- Conduct of procurement exercises for the Ministry
- Appointment of Departmental Bid Committee (DBC) and Bid Evaluation Committees (BEC)
- Determination of successful bidder and award of contract.

INFORMATION TECHNOLOGY

- Administration of MPSAIR systems (Computerised Registry System, Electronic Attendance System and Human Resource Management Information System), servers and network and ensure smooth running of these systems in Ministries/Departments.
- Configure and provide technical support on IT equipment.
- Maintain websites for MPSAIR and POWC.

ADMINISTRATIVE REFORMS

The mandate of the Administrative Reforms Division (ARD) is to develop a customer-centric, performance-oriented, and results-based culture in the public service and encourage the adoption of innovative methods to deliver quality public services.

MAIN OBJECTIVES

- Plan and design new administrative reforms initiatives for the public service
- Develop implementation strategies for administrative reforms
- Establish links with Ministries/Departments so as to facilitate administrative reforms.

We aim at achieving these objectives through the implementation of the following reforms initiatives:

PROMOTION OF GOOD GOVERNANCE

CODE OF ETHICS

The ARD promotes the adoption of an ethical conduct among public officers through the publication and sensitisation on the Code of Ethics for Public Officers. This Code of Ethics for Public Officers, which was revised and updated in November 2010, emphasises the importance of a responsible, responsive and caring Civil Service and aims at promoting effective administration and a high standard of conduct in the public service.

The overall aim is to ensure greater accountability and transparency. The Code of Ethics is available online at the website of this Ministry at <http://civilservice.govmu.org> or can be made available on request from the ARD (*contact information as per page 28*).

ETHICS ONLINE CORNER

Sensitisation on an ethical culture in the public service through the Ethics Online Corner, which has been developed in collaboration with the Independent Commission Against Corruption (ICAC) to act as a focal point on ethics. Additional information on Ethics can be viewed on the website of this Ministry at <http://civilservice.govmu.org>.

QUALITY MANAGEMENT INITIATIVES

ISO CERTIFICATION

The ARD assists Ministries/Departments to adopt ISO management principles as advocated by the International Organisation for Standardisation (ISO). The application of these ISO principles aims at improving systems and work processes in a consistent manner, help to revisit and re-engineer existing practices, streamline procedures and develop a standardised approach that will result in enhanced productivity and quality delivery.

The ARD entertains requests pertaining to core processes of organisations and provides training in ISO 9001:2015 Quality Management System to officers of the organisations.

QUALITY CUSTOMER CARE INITIATIVES

CUSTOMER CHARTER

The ARD provides assistance and guidance to Ministries/Departments for the elaboration and publication of their respective Customer Charter. The aim is to get Ministries/Departments committed to provide timely, efficient and quality public services.

Guidelines for the drafting of the Customer Charter are available online at the website of this Ministry at <http://civilservice.govmu.org> or can be made available on request from the ARD (*contact information as per page 28*).

IMPROVEMENT OF COUNTER/MODERNISATION OF SERVICES

The ARD endeavours to encourage Ministries/Departments to upgrade/modernise their Counter/Customer Services through the adoption of an integrated approach in respect of measures to be taken for a quality public service delivery.

The ARD undertakes to assess requests made under this scheme, effect site visits and make an appropriate reply to applicants *within one month* of requests being submitted.

CUSTOMER SATISFACTION SURVEY

The ARD has introduced the Customer Satisfaction Survey (CSS), a new initiative to assess, among others, the quality of services being delivered by public sector organisations. The survey is carried out with the collaboration of the Statistics Mauritius and the results published in their reports.

The ultimate aim is also to have a set of data published by Statistics Mauritius available for local and international benchmarking.

PUBLIC SERVICE EXCELLENCE AWARD

The ARD has introduced the Public Service Excellence Award (PSEA) in 2006. It aims *on an annual basis* to honour and recognise those Ministries/Departments or Units/Divisions that have successfully adopted innovative management tools and techniques to improve delivery of public services. By encouraging innovation and excellence, it promotes quality service delivery.

The Entry Form detailing guidelines for participation in the Public Service Excellence Award and the Souvenir Magazines for all editions of the Award are available online on the website of this Ministry at <http://civilservice.govmu.org>.

PARTICIPATION AT REGIONAL AND INTERNATIONAL AWARDS

The ARD also promotes participation of local Public Service organisations to bring visibility and recognition to innovative and fast moving entities at regional and international levels, such as the AAPAM, UNPAN & AAPSA awards.

COMPUTERISATION PROJECTS

ELECTRONIC ATTENDANCE SYSTEM

The Electronic Attendance System has been introduced since 2002 to replace the traditional manual attendance register. The main aim is to combat tardiness and ensure effective productivity management. The system in fact enables the availability of accurate record of the time of arrival and departure of officers and thus enables an effective control of attendance.

We attend to queries by Ministries/Departments *within two working days* except for technical issues that are addressed with the intervention of the supplier. *Contact information as per page 29.*

We further assist Ministries/Departments through training programmes. User Manual for ARMS System, ETR Guide and template for reporting problems are available on the website of the Ministry at <http://civilservice.govmu.org>.

COMPUTERISED REGISTRY SYSTEM

The Computerised Registry System (CRS), introduced since 2006, facilitates the electronic transactions covering the following activities:

- Creation of files
- Movement of files
- Acknowledge receipt and record actions
- Queries (files in movement, movement and action details by files)

- Records of incoming and outgoing mails and action taken.

We assist Ministries/Departments to address shortcomings through on-site refresher training programmes. *Contact information as per page 28.*

HUMAN RESOURCE MANAGEMENT INFORMATION SYSTEM

The implementation of the Human Resource Management Information System (HRMIS) aims at simplifying and streamlining the Human Resource Management functions and acts as a valuable tool to assist in Strategic Human Resource Planning and Management. The Basic HR and Payroll Module has already been deployed in the live instance and is presently undergoing the Parallel Run exercise. It is expected that at least the Payroll Module and the Leave Management component of the Core HR Module together with the Employee Self-Service processes inclusive of the ability to apply for certain types of leave online, would be in coming months.

Details on the project are available under the menu of the Digitalisation of Public Service on the website of the Ministry at <http://civilservice.govmu.org>.

SUGGESTIONS

The ARD welcomes suggestions for quality improvements in the Public Service and pledges to acknowledge all suggestions received *within three days*. Meaningful and sound suggestions will be retained for appropriate action and communicated to all concerned.

THE PUBLIC SECTOR BUSINESS TRANSFORMATION STRATEGY

Government has approved a Public Sector Business Transformation Strategy (PSBTS) in February 2017. Developed with the assistance of the Commonwealth Secretariat, the strategy advocates a “*whole-of-Government*” approach towards Public Sector Business Transformation which is a systematic, integrated and coordinated way to effect change in the Public Service.

The main objective of the PSBTS is to prepare and equip the Public Sector to remain efficient, resilient and responsive in order to face a complex and highly competitive global landscape by leveraging on innovative technologies, lean and smart processes and a fit-for-purpose organisational structure.

The Implementation Pillars

The PSBTS is built around Implementation Pillars grouped in 10 thematic areas which are:

- Growth and Development
- Business Transformation
- Innovation and Acceleration
- Digital Transformation
- Smart Process
- Strong Governance and Institutional Arrangements
- Performance
- Capacity Building and Capability Development
- Implementation
- Public/Customer Satisfaction: The Bottom Line.

The 10 Implementation Pillars have to guide the process of effective transformation and implementation of the PSBTS. Each Pillar has corresponding actions and/or deliverables that serve as guidelines. The Pillars are the indicators and benchmarks on which progress, performance and results will be monitored.

The bottom line is to offer superior Government services to the citizens and the business community. The end result is to bring about a positive impact on socio-economic growth and that development is at the heart of our policies, programmes, actions and activities.

THE PUBLIC SECTOR BUSINESS TRANSFORMATION BUREAU

The Public Sector Business Transformation Bureau (PSBTB), which operates under the aegis of the Ministry of Public Service, Administrative and Institutional Reforms, has been set up in line with the Public Sector Business Transformation Strategy.

The PSBTB has the ambition to be the main catalyst of Government's transformation agenda, contributing to the creation of a new model for the Mauritius Public Service aligned to a common purpose, vision, sense of belonging, behaviour and goals.

MAIN OBJECTIVES OF THE PSBTB

The main objectives of the PSBTB are:

- To drive, coordinate, evaluate and monitor the Business Transformation programmes, initiatives and processes in the Public Service.
- To strengthen institutional effectiveness, capacity and response for transformation, improvement and innovation.
- To provide guidance and support to Ministries/Departments and the Transformation Implementation Committee (TIC).
- To support the National Planning and Results Committee (NPRC).
- To work in close collaboration with the High Powered Committee (HPC).

THE TRANSFORMATION IMPLEMENTATION COMMITTEE

The Transformation Implementation Committees set up in Ministries and Departments oversee, monitor and evaluate the development and implementation of their respective Business Transformation Initiatives and Action Plan in line with the PSBTs. At present, 39 TICs have been set up in Ministries and Departments.

REPORTING AND AUTHORITY

The Transformation Implementation Committee reports to the High Powered Committee for Public Sector Business Transformation.

COMPOSITION/MEMBERSHIP

The TIC is chaired by the Supervising Officers of Ministries/Departments and has as members senior staff and as ex-officio members representatives of other Public Sector Organisations, Academia, the Private Sector, Civil Society, International Organisations and Representatives from Ministry-recognized Trade Federations and Associations.

THE NATIONAL PLANNING AND RESULTS COMMITTEE

National Planning and Results Committee (NPRC) oversees and monitors the integrated planning, resourcing and delivery of the Government's mandate, priorities, public sector business transformation and other issues of national importance, creating a joint ownership model for implementation, action and results and to develop the public sector into a continuously evolving world class Public Service. It is chaired by Secretary for Public Service.

REPORTING AND AUTHORITY

The NPRC reports to the High Powered Committee (HPC) for Public Sector Business Transformation which is under the chair of the Secretary to Cabinet and Head of the Civil Service.

COMPOSITION/MEMBERSHIP

Heads of Ministries and representation may be extended as and when required on an agenda-item basis to: Representatives from Ministries, Departments, Agencies, Implementation Committees, Parastatal Bodies, Boards, Councils and Commissions for specific issues or subject matter/technical expertise requirements.

THE HIGH POWERED COMMITTEE

The High Powered Committee (HPC) for Public Sector Business Transformation oversees the effective and timely implementation of the PSBTS by ensuring a joint ownership model for implementation, action and results and to develop and position the public sector into a continuously evolving world class Public Service. It is chaired by Secretary to Cabinet and Head of the Civil Service.

REPORTING AND AUTHORITY

The HPC reports to the Prime Minister.

COMPOSITION/MEMBERSHIP

Heads of Ministries concerned and representation may be extended as and when required on an agenda-item basis to: Representatives from Ministries, Departments, Agencies, Implementation Committees, Parastatal Bodies, Boards, Councils and Commissions for specific issues or subject matter/technical expertise requirements.

MANAGEMENT INFORMATION SYSTEM

A Management Information System has been implemented by this Ministry and it provides an online platform for all Ministries and Departments to better manage the operations of the TICs. The system is centrally hosted on the Government Online Centre (GOC) and accessible only via the Government Intranet Network System (GINS). The URL to access the system is: <https://publicservice.govmu.org/tic/Login.php>

The System aims at:

- (i) Supporting TICs in managing meetings, Action Plans and Business Transformation Initiatives;
- (ii) Setting Key Performance Indicators (KPIs) related to Public Sector Business Transformation for Ministries and Departments for proper follow up by the PSBTB;

- (iii) Constantly updating the composition of the TICs set up in Ministries and Departments;
- (iv) Enabling the PSBTB to follow up and advise on the implementation of the Business Transformation Initiatives in Ministries and Departments;
- (v) Enabling data analytics for evidence based planning;
- (vi) Generating reports for enhanced decision making; and
- (vii) Providing a useful tool for the proper conduct of the National Planning and Results Committee and the High Powered Committee meetings.

HUMAN RESOURCE MANAGEMENT

The Human Resource Management Division is responsible for all aspects of the Public Service which relate to human resource policies and strategies, the size of establishments, salaries and wages, conditions of service (such as allowances, leaves and passages), and staff relations in regards to such matters.

OUR CUSTOMERS

Our customers are Ministries/Departments, Public/Parastatal Bodies and other institutions covered by the Pay Research Bureau as well as individual officers and trade unions.

We deliver through the following service units:

- Performance Management Unit
- Scheme of Service Unit
- Conditions of Service Unit
- General Services/HRM Cadre/HR Policy Units
- Employment Relations Unit.

PERFORMANCE MANAGEMENT UNIT

The Performance Management System (PMS) has been implemented in the public service with a view to nurturing a client-focused and results-oriented culture and improving the delivery of services to the public.

The PMS Unit provides guidance and technical assistance to Ministries/Departments and other public sector organisations for the smooth implementation and sustenance of PMS.

We provide the following core services:

- Organisation of group discussions, meetings and working sessions to address issues emerging from implementation and sustenance of PMS, scheduled according to urgency of the matter, but *not exceeding one month*
- Monitoring of PMS to ensure compliance, obtain feedback and take remedial actions with respect to problem areas *on a continuous basis*. PMS Monitoring Status Report submitted *on a yearly basis*
- Regular review of documents and processes for continuous improvement of the system *on an ongoing basis*.

Details on PMS are available on the website of the Ministry at <http://civilservice.govmu.org>.

SCHEME OF SERVICE UNIT

A Scheme of Service constitutes the basis for recruitment/appointment/promotion in the Public Service. It establishes the qualifications, skills, competencies and experience required of a job holder.

It also specifies the role, responsibilities, duties, mode of recruitment/appointment, salary and, in some cases, the hours of work of the post. The Ministry of Public Service, Administrative and Institutional Reforms (MPSAIR) has the responsibility to prescribe Schemes of Service for Ministries/Departments and the Rodrigues Regional Assembly.

The Scheme of Service Unit is responsible for ensuring that –

- Schemes of Service for posts in Ministries/Departments/Rodrigues Regional Assembly are processed and submitted to the appropriate Service Commission for agreement within four months, provided all required information is made available by Line Ministries on time.
- Schemes of Service are prescribed within three days of receipt of agreement from the Service Commission.
- relevant laws, rules, regulations, policies, procedures and Pay Research Bureau (PRB) recommendations in force, are reflected in Schemes of Service in a consistent, fair and equitable manner.
- factual and concise information in respect of labour disputes on Schemes of Service is submitted to authorities concerned on time.

The Unit is also responsible for the following –

Conditions of Service Rodrigues Regional Assembly (RRA)

- All matters pertaining to Conditions of Service referred to the MPSAIR by the Rodrigues Regional Assembly are attended to in a consistent, fair and equitable manner.

Advertisements

- Vetting of public/internal advertisements of vacancies in Ministries/Departments and the Rodrigues Regional Assembly submitted to the MPSAIR by the Public Service Commission is carried out within two to three days of receipt.

Pdf version of prescribed Schemes of Service are available on the website of the Ministry at <http://civilservice.govmu.org>.

CONDITIONS OF SERVICE UNIT

Conditions of service are an important part of the compensation package of any officer. The MPSAIR is the main implementation arm of the Government and as such it should continue to facilitate and monitor the proper implementation of recommendations related thereto.

There are two Conditions of Service Unit (1 and 2) in the Ministry, and their main mandate is to formulate, inter alia, policies/guidelines/circulars pertaining to conditions of employment in the public service.

The Conditions of Service Unit 1 is responsible for ensuring:

- Examining all complex cases pertaining to salary on promotion/incremental credits/Higher Qualification Incentive within 10 working days.
- Processing of all cases relating to leave management in the service such as leave with/without pay/injury leave/maternity leave etc within 10 working days upon receipt of all relevant information.
- Advising on Pension matters/waiving of age limit/retirement cases.
- Processing and approving all cases of employment on contract within 10 working days, pending receipt of relevant document.

The Conditions of Service 2 is responsible for ensuring:

- Travelling/Car benefits:
 - Duty exemptions/official Government car
 - Travelling/Mileage allowance/Travel Grant/Commutated allowance/ Travelling Expenses by bus/Car allowance in lieu of duty exemption
 - Loans Motor Vehicle/Motorcycle/Autocycle/Bicycle
- Allowances:
 - Ad hoc allowance (for higher, additional/extraneous duties, etc.)
 - Special and Extra duty allowance
 - Meal allowance

- Out of pocket allowance
- Risk allowance
- Payment of fees (Conferences/Surveys/Workshops, etc.)

Within 10 working days from receipt of all relevant information.

Both Units ensure fairness, consistency and equity across the public service regarding:

- interpretation and implementation of rules and regulations
- formulation of policies pertaining to terms and conditions of employment in the Civil Service
- correct application of the existing rules, regulations, policies, recommendations pertaining to conditions of service of public officers.

EMPLOYMENT RELATIONS UNIT

EMPLOYMENT RELATIONS

The Unit promotes good and harmonious employment relations within the Civil Service by adopting a consensual approach through dialogue, consultation, negotiation and conciliation.

- Representations are processed with a view to settle same to the satisfaction of all parties concerned within one month, provided all relevant information/documents are obtained.
- Meetings with recognised Federations/Unions are held every three months.
- Apprehended labour disputes reported to the Conciliation Service are processed with a view to conciliate/settle same to the satisfaction of all parties concerned. Action is being initiated within one week the cases are reported, provided all relevant information/documents are obtained.

YEARLY BUDGETARY EXERCISE

Human Resource Proposals of Ministries/Departments/ Rodrigues Regional Assembly are examined and manpower requirements are determined through the HR Proposals Committee comprising the Ministry of Public Service, Administrative and Institutional Reforms and the Ministry of Finance, Economic Planning and Development in the context of the annual budgetary exercise.

A monthly monitoring of the status of vacancies funded in the Budget in respect of Ministries/Departments is carried out so as to ensure the timely filling of vacancies.

CIVIL ESTABLISHMENT ORDER

The Civil Establishment Order is updated and issued within two months after the approval of the Budget by the National Assembly.

MONITORING OF THE CITIZEN SUPPORT PORTAL

Monthly update on the status of the Complaints/General Inquiry/Suggestions received by the Ministry through the Citizen Support Portal.

MANPOWER ASSESSMENT EXERCISE

Upon request, assistance is provided to Ministries/Departments in conducting Manpower Assessment Exercise to ensure the optimum and judicious use of human resource. Action is initiated within 10 to 15 days upon such request.

UNIFORM ALLOWANCE

Request for Uniform Allowance/Personal Protective Equipment are processed and submitted for consideration and approval at the Standing Committee on Uniforms. Action is initiated within 10 to 15 days, provided all relevant information/documents are obtained.

THE GENERAL SERVICES UNIT

The Unit deals with appointment, promotion, confirmation of appointments, posting, disciplinary cases, and retirement of officers of the General Services grades on the establishment of the Ministry of Public Service, Administrative and Institutional Reforms and posted in different Ministries and Departments.

THE CORE SERVICES AND ACTIVITIES OF THE UNIT:

- (i) ensuring that staffing requirements of Ministries/Departments in respect of General Services grades are met;
- (ii) vacancies in respect of General Services grades are reported to PSC within one month after obtaining all required information/Reports/Performance Appraisal Forms/Report on Fitness for Promotion;
- (iii) offers of appointment and promotion approved by the PSC are issued within 7 working days as from date of receipt;
- (iv) vacancies in respect of General Services grades for which delegation of power has been obtained from the PSC, are filled within 3 months after obtaining the list of candidates from the Ministry of Labour, Human Resources Development and Training and the necessary clearances;

- (v) officers appointed on probation are confirmed within 15 working days subject to all relevant documents being received from Ministries/Departments concerned and officers satisfying the criteria for confirmation;
- (vi) requests for change in posting from officers of the General Services grades are acknowledged within 3 working days of request being received;
- (vii) requests for payment of adhoc allowance in lieu of responsibility allowance to officers of the General Services grades are processed within one month as from date of receipt of request;
- (viii) action for retirement on ground of age limit are initiated at least 18 months prior to the date of retirement;
- (ix) requests for retirement on ground of age/marriage from officers are processed within 7 working days subject to all relevant documents being obtained; and
- (x) disciplinary cases are processed and submitted for decision within three months, subject to all relevant particulars being obtained.

HRM CADRE UNIT

The HRM Cadre Unit deals mainly with appointment/promotion, posting/change in posting, disciplinary cases, retirement, updating of records in connection with HRMIS and training in respect of Officers of the HRM cadre posted in different Ministries/Departments.

RECRUITMENT/APPOINTMENT/PROMOTION

- (i) vacancies in respect of grades in the Human Resource Management Cadre are reported to the Public Service Commission **within one month** of occurrence after obtaining all required information/reports/Performance Appraisal Forms/ Report on Fitness for Promotion; and
- (ii) offers of appointment and promotion approved by the PSC are issued **within 7 working days** as from date of receipt.

POSTING/CHANGE IN POSTING

- (i) Posting of newly appointed/promoted HR Staff is effected on the day the officers assume duty; and
- (ii) application for change in posting from officers of the HRM Cadre are acknowledged **within 3 working days** upon receipt of request.

RETIREMENT

- (i) Action for retirement on ground of age limit are initiated **at least 18 months** prior to the date of retirement; and
- (ii) requests for retirement on ground of age/marriage from officers are processed **within 7 working days** subject to all relevant documents being obtained.

TRAINING

- (i) arrangements are made to sponsor HR officers to follow appropriate courses as part of their career development; and
- (ii) nominations for overseas training are processed **within the time frame** scheduled and in accordance with the training guidelines.

HRMIS

Updating of records and timely validation of information in respect of the HRM Cadre Staff on receipt of relevant documents.

HR POLICY UNIT

The HR Policy Unit is responsible for all HR Issues pertaining to officers of the MPSAIR from recruitment to retirement in accordance with established policies and procedures. The Unit also monitors the attendance of officers and facilitates the implementation of the Performance Management System, and the Human Resource Management Information System in the Ministry. The Unit also assists the training committee in the implementation of training /capacity building programmes for the continuous development and growth of the Human Resources.

RECRUITMENT/APPOINTMENT/PROMOTION

Processing of filling of vacancies and submission of recommendation to the Commission are processed **within one month** of occurrence after obtaining all required information/requests/Performance Appraisal Forms/Report on Fitness for Promotion. Offers of appointment and promotion approved by the Public Service Commission are issued **within seven working days** as from date of receipt. Cases of employment on contract are processed **within one month** after obtaining all relevant information/documents.

RETIREMENT

Action for retirement on ground of age limit is initiated **at least 18 months** prior to the date of retirement and all cases of retirement are processed **within a month** after obtaining all relevant information/documents.

ATTENDANCE/LEAVE/PASSAGE BENEFITS

Attendance of officers through Electronic Attendance System and updating of records for early/late arrivals are monitored on a daily basis. Applications for leave in respect of officers of the MPSAIR are examined and processed after obtaining all relevant information/documents **within seven working days** and maintenance of records of computation of passage benefits are effected **once yearly** and processing of requests for passage benefits within seven working days subject to all relevant document being obtained.

PERFORMANCE MANAGEMENT SYSTEM/HUMAN RESOURCE MANAGEMENT INFORMATION SYSTEM

The Performance Management System is implemented within the MPSAIR **as per established schedule** and records of officers are updated on HRMIS on receipt of relevant documents **within 2 days**.

TRAINING

Upon nomination for training, arrangements are made for the officers to attend training **within 2 days**.

OCCUPATIONAL SAFETY AND HEALTH

The primary objective of the Occupational Safety & Health Division is to ensure that the State, as an employer, complies with the Occupational Safety and Health Act 2005 and other related legislations. The Division also aims at promoting a safety and health culture within the public service through an effective Occupational Safety and Health Management System (OSHMS).

DEVELOPMENT OF A SAFETY AND HEALTH CULTURE

The Occupational Safety and Health Division undertakes to introduce and implement an Occupational Safety and Health Management System in workplaces **within one year** of request being made.

VISITS TO WORK PLACES

Safety and Health Officers of the Division make regular visits to places of work to ensure that public officers have a safe and healthy working environment and recommend on measures to ensure compliance with the provisions of the Occupational Safety and Health Legislations and other related laws.

OTHER ACTIVITIES

- Attend to complaints made by public officers/unions within **three working days**
- Investigate on occupational accident/injury to prevent recurrence within **three working days**
- Conduct awareness/sensitisation campaigns/training on safety and health as per calendar of activities and **as and when required**
- Issue guidelines on occupational safety and health **when the need arises**
- Advise on Personal Protective Equipment within one week from date of request
- Provide advisory service on safety and health matters **on request**
- Identify and recommend safety and health related projects for funding under the Enhancement of Work Environment Programme (EWEP)
- Recommend on measures to create a work environment conducive to enhance productivity **within one week** of site visit.

Director, Safety & Health Unit
Tel: 405 4104 Fax: 210 9508
OCCUPATIONAL SAFETY AND HEALTH
Occupational Safety and Health Division (OSHD)
Email: oshmpsair@govmu.mu
Tel: 405 4105/23, 5381/91-94, 5761-66 Fax: 208 8642

HUMAN RESOURCE DEVELOPMENT

Government is committed towards providing training to its employees to increase efficiency and effectiveness in service delivery, as well as in promoting lifelong learning in the public sector to keep public officers abreast of modern techniques of management and public administration. The Ministry of Public Service, Administrative and Institutional Reforms is responsible for training and development in the public service, the overall objective being to build up a more performing and customer-oriented service through investment in human capital. With the setting up of the Civil Service College, Mauritius (CSCM), training is being dispensed to a greater number of public officers.

MAIN ACTIVITIES

- Develop human resources, build capacity and promote better work culture;
- Ensure that the right training is given to the right employee at the right time;
- Equip public officers with the essential knowledge and skills and help to develop the right attitudes and mindset;
- Provide serving officers with international exposure in various areas of management;
- Sensitise public officers on new reforms strategies and initiatives to ensure a smooth transition towards change;
- Provide public officers with access to modern, efficient and quality library services;
- Establish the necessary infrastructure for imparting continuous training to public officers; and
- Organise the following training programmes:

(a) General Training

- Induction programmes conducted generally *within six months* following appointment/recruitment of officers in the General Services and Human Resource Management Cadre.
- Refresher courses on a needs basis *within one month* of demands.
- Sponsored courses conducted locally and abroad whereby applications are processed *within one month*.

(b) Award Courses

- Advanced Course in Effective Office Management and Supervision for Office Management Assistants.
- Advanced Secretarial Course for Confidential Secretaries.

(c) Focused Training

- Partial Sponsorship for Post Graduate Courses.

The Section also processes applications for partial sponsorships for public officers in line with the Ministry of Public Service, Administrative and Institutional Reforms Circular Letter No. 1 of 2011, dated 07 February 2011.

- Project-based courses within one month.

TECHNICAL ASSISTANCE PROGRAMMING SECTION

All nominations for overseas training/seminar/workshop/study tour offered by friendly countries and donor agencies are being processed by the Technical Assistance Programming Section with effect from 01 November 2015.

CIVIL SERVICE LIBRARY AND DOCUMENTATION UNIT

The Civil Service Library and Documentation Unit provides modern, efficient and quality library services, responsive to the needs of all employees in the public service. Any public officer can have free access to the library.

COLLECTION

- the Civil Service Library and Documentation Unit is a specialised library having a wide range of titles on management and other related subjects as well as books on law, finance, IT, among others, available for consultation/on loan to members;
- the library also caters for inspirational books by well-known authors such as Robin Sharma, Deepak Chopra, Paulo Coelho, Edward de Bono, among others;
- the library provides a wide range of magazines, professional journals (Harvard Business Review, Training Journal, and Management) so as to enhance the knowledge and skills of its users; and
- the library also provides reference materials such as reports, circulars and newspapers.

An Online Library Catalogue is available at URL: cisdapps.govmu.org/mcsa_books/ for browsing purposes only. It is also accessible through the MPSAIR Website.

MAIN ACTIVITIES

- Provide a conducive environment for reference work.
- Identify and meet the needs of library users.
- Promote and sensitise public officers on the collection of the library by posting new list of acquisitions regularly on the Ministry's website and send the list to all who possess a "govmu.org" e-mail account.
- Update library materials *at least twice a year* with new publications.

REGISTRATION OF MEMBERSHIP

Register yourself now as a member and you will have an efficient and excellent service. You need to produce the following documents with your application form:

1. National Identity Card (*Original and Photocopy*)
2. Latest Payslip (*Original and Photocopy*)
3. One recent passport-size photograph

The application for membership will be processed and the membership card will be ready *within 5 working days* from the date of submission of application.

CIVIL SERVICE LIBRARY AGREEMENT FORM

You can download the Civil Service Library Agreement Form. After having filled in the form, bring it along with the above mentioned documents for registration at our counter.

SERVICES

- We lend two books for a *period of one month* and one *periodical for two weeks*, *free of charge to registered members*.
- We provide free photocopying services for up to 10 pages of library materials/documents.
- We provide reference and reading facilities to library members.

MEMBER'S RESPONSIBILITY

We request you to:

- return borrowed materials in good condition by due date.
- provide us with your views/suggestions through the Library Feedback Form/Suggestion Register/Complaint Box.

OPENING HOURS

Between 08:45 hrs to 16:00 hrs (non stop) from Monday to Friday.

SUGGESTIONS AND FEEDBACK

We aim at continually improving our services to our clients. Your suggestions, queries and feedback may be forwarded directly to the Civil Service Library and Documentation Unit.

CIVIL SERVICE COLLEGE, MAURITIUS

The Civil Service College, Mauritius (CSCM) is incorporated as a private company with the sole shareholder being the Government of Mauritius that has been in operations since November 2015. Besides the different trainings which were sponsored by the Ministry of Public Service, Administrative and Institutional Reforms, Ministries, Departments and Parastatal Bodies have approached the College for more customized training programmes.

As an equal opportunity employer, the CSCM endeavours to attract and retain the services of high calibre employees to attain its objectives.

Vision of the Civil Service College, Mauritius

To be a Centre of Excellence in training and development to transform the public sector.

Mission of the Civil Service College, Mauritius

To enhance the competencies of public officers for service excellence through capacity building and talent development.

E-LEARNING SYSTEM

The E-learning System (ELS), initially launched by the Ministry of Public Service, Administrative and Institutional Reforms on the 17 March 2016, has been handed over to the Civil Service College, Mauritius in August 2016.

How to access the ELS and Courses

Once on the homepage, users can access courses by login with their respective username and password.

Any officer who possesses a “*govmu.org*” or “*cscm.mu*” email account is able to access the ELS website.

Additional information is available on *www.cscm.mu*.

Benefits of ELS

- Flexible
- Learner-friendly (use of audio, videos or tutorials)
- A better work and life balance (less physical and work disruption)
- An online platform to access your course material 24/7
- Learner support (through phone, e-mails, online forums)

- Self-assessment tools
- After successful completion of courses, learners obtain a certificate of achievement

CONSTRUCTION OF A NEW CIVIL SERVICE COLLEGE PROJECT

- On 27 May 2017, during the visit of the Hon. Prime Minister to India a Memorandum of Understanding (MOU) was signed between the Government of Mauritius and the Government of India (GOI) for the setting up of a Civil Service College, Mauritius indicating that the GOI would provide funds to the tune of USD 4.74M (approximately Rs 160M) for the construction of the Civil Service College.
- A plot of land of an extent of 9A13P at Le Réduit Triangle has been identified for construction of the Civil Service College.
- The CSCM is envisioned to cater for the training needs of Public Officers across all Ministries and Departments, parastatal bodies and local authorities, as well as to serve as a centre of excellence in public administration in the region.
- The College is expected to develop into a world class centre of excellence in Public Sector management and governance and to provide the institutional framework for human resource development in the Public Sector, through institutional training, in-situ training and lifelong learning, in order to develop knowledge, skills and attitudes necessary for excellence in the public service.
- The College would further develop a training policy for the Government of Mauritius which would include institutional induction training and professional training, distance learning, continuous learning and mid-career training for public officials at inflection points in their careers. It would also develop into a think tank and research centre for governance and policy related issues.
- The College aims at world-class infrastructure with state-of-the-art teaching aids, as well as a world class library on governance, public policy, politics, public administration and management.

CONTACT INFORMATION

The Ministry of Public Service, Administrative and Institutional Reforms may be contacted by calling in person at the address below or by letter, phone or e-mail.

Any correspondence should be addressed to:

The Secretary for Public Service
Ministry of Public Service, Administrative and Institutional Reforms
Level 11, SICOM Building 2
Corner Chevreau & Rev Jean Lebrun Streets
Port Louis, Republic of Mauritius

Other contact details:

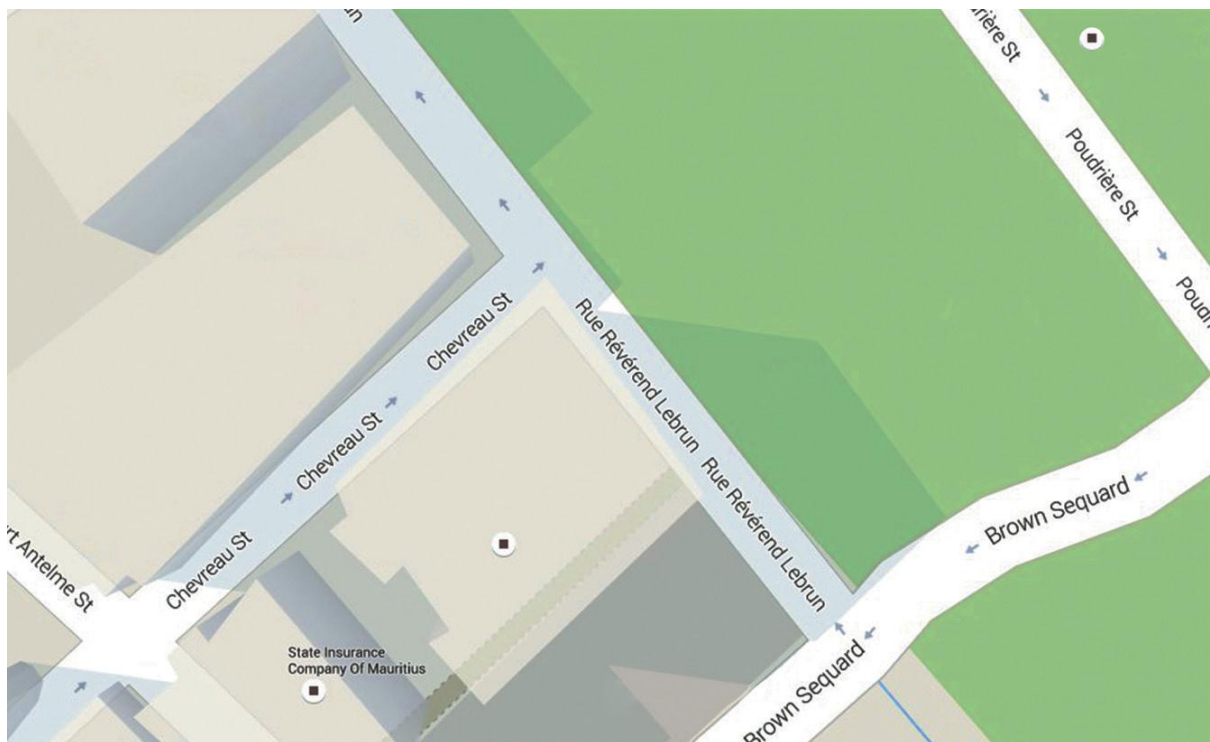
Tel: PABX (230) 405 4100-02

Fax: (230) 212 4160

Email: civser@govmu.org

Website: <http://civilservice.govmu.org>

LOCATION MAP



CONTACT INFORMATION

Minister

Tel: 405 5774, 212 0135

Fax: 211 2114

Secretary for Public Service

Tel: 405 4125

Fax: 212 9528

Deputy Permanent Secretary

Tel: 405 5411 Fax: 212 4168

Assistant Permanent Secretary

Tel: 405 5776 Fax: 211 2734

Tel: 405 5413 Fax: 212 4198

Tel: 405 5397 Fax: 212 4168

Director, Human Resource Management

Tel: 405 4141-42 Fax: 212 4226

Director, Safety & Health Unit

Tel: 405 4104 Fax: 210 8667

Assistant Director, Public Sector Business Transformation Bureau

Tel: 405 5433 Fax: 211 2734

CIVIL SERVICE POLICY AND MANAGEMENT

Open Registry

Tel: 405 5435 Fax: 212 4160

Confidential Registry

Tel: 405 5364 Fax: 212 4160

General Administration

Tel: 405 4107/08, 5387-90 Fax: 208 7857

Finance

Tel: 405 4109, 5379-80/82-86 Fax: 210 7425

Procurement and Supply

Tel: 405 5395, 5401/28/31, 4106 Fax: 212 4191

Information Technology Unit

Tel: 405 4114, 405 5377/78 Fax: 212 4160

ADMINISTRATIVE REFORMS

Assistant Permanent Secretary

Tel: 405 5776 Fax: 212 4160

Administrative Reforms Division (ARD)

Tel: 405 5786-87, 405 5792 Fax: 212 4160

Email: mcsa-arud@govmu.org

Computerisation Registry System (CRS)

Tel: 405 4100, 5789, 5449 Fax: 211 5047

PUBLIC SECTOR BUSINESS TRANSFORMATION BUREAU

Tel: 405 5433 Fax: 211 2734

Email: psbtb@govmu.org

HUMAN RESOURCE MANAGEMENT

Performance Management System (PMS)

Tel: 405 4111/46/49/50/51, 5796-98 Fax: 211 2734

Scheme of Service Unit

Tel: 405 4127/28/31, 5326-40, 5402 Fax: 212 4160

Conditions of Service Unit

Tel: 405 4135/36, 5310-18 Fax: 212 4160

Tel: 405 4133/47, 5319-24 Fax: 212 4160

Employment Relations Unit

Tel: 405 4126/29/45, 5784, 5768 Fax: 208 7639/212 4160

General Services Unit

Tel: 405 4139/40, 5341-51, 5399, 5403 Fax: 212 4160

HR Cadre Unit

Tel: 405 4143, 5300-03, 5407 Fax: 212 4160

HR Policy Unit

Tel: 405 4134/44, 5305-09, 5397/98 Fax: 212 4160

Human Resource Management Information System (HRMIS)

Tel: 405 4772, 5370-76, 5405/06/09/34, 5458 Fax: 212 4160

Electronic Attendance System (EAS) Unit

Tel: 405 5783/91, 5451 Fax: 212 4160

Email: eas@govmu.org

OCCUPATIONAL SAFETY AND HEALTH

Occupational Safety and Health Division (OSHD)

Tel: 405 4105/23, 5381/91-94, 5761-66 Fax: 208 8642

HUMAN RESOURCE DEVELOPMENT

Assistant Permanent Secretary

Tel: 405 5397 Fax: 212 4168

Tel: 405 5412-20/27 Fax: 212 4168

Technical Assistance Programming Section (TAPS)

Tel: 405 5400, 5421/5423-26/5429/30 Fax: 212 4124

Civil Service Library and Documentation Unit

Tel: 405 5454 Fax: 208 7594

IF YOU PHONE US

- we will do our best to answer your calls *within three rings*
- our staff will be courteous and identify themselves by name/section
- we will ensure that you are provided with the correct information.

IF YOU WRITE TO US

- we will acknowledge your letters *within three days* of receipt
- our letters will be clear and easy to understand
- our replies will indicate the reasons for our decisions.

IF YOU HAVE AN APPOINTMENT WITH US

- we will ensure that the appropriate officer receives you *within 10 minutes*
- we will answer your queries on the spot, but if we cannot, we will let you know why and when you can expect a reply.

LEGAL DISCALIMER NOTICE

The statements of commitments in this Charter do not confer any legal rights contractual or otherwise. This Charter is published for information purposes only.