



MINISTRY OF CIVIL SERVICE AFFAIRS  
AND ADMINISTRATIVE REFORMS  
MAURITIUS

Circular Letter No. 46 of 2002  
E/62/28/01

11 November 2002

Secretary for Public Service Affairs  
Supervising Officers in Charge of Ministries/Departments

Civil Service Reforms – Meeting with Desk Officers

Please refer to this Ministry's Circular Letter No. 29 of 2002 dated 06 September 2002.

2. The ninth meeting of Desk Officers will be held on Thursday 14 November 2002 at 14 00 hrs in the Conference Room of this Ministry, Level 7, New Government Centre, Port Louis, with the following agenda:

- (a) Approval of the notes of the eighth meeting held on 19 September 2002 (copy enclosed);
- (b) Matters Arising;
- (c) A.O.B.

3. It would be appreciated if the Desk Officer of your Ministry/Department could be informed accordingly and released to attend the meeting.

4. This circular letter has also been despatched by e-mail to all Ministries/Departments.

(D. P. Ruhee)  
Secretary for Public Service Affairs

Copy to: Secretary to the Cabinet and Head of the Civil Service

**Notes of the 8<sup>th</sup> Meeting with Desk Officers for Civil Service Reforms held in the Conference Room of the Ministry of Civil Service Affairs and Administrative Reforms on Thursday 19 September 2002 at 14 00 hrs**

- Mr. D. P. Ruhee - Secretary for Public Service Affairs (Chairman)
- Mr. D. Bundhoo - Chairman, Steering Committee on Civil Service Reforms
- Mr. K. R. Mudhoo - Permanent Secretary, Ministry of Civil Service Affairs and Administrative Reforms
- Mr. M. Mahalingam - Adviser in Public Service Reforms, Ministry of Civil Service Affairs and Administrative Reforms
- Mrs. Y. Moorghen - Principal Assistant Secretary, Ministry of Civil Service Affairs and Administrative Reforms
- Desk Officers - Annex A
- Mr. D. Mungra - Higher Executive Officer, Ministry of Civil Service Affairs and Administrative Reforms (Secretary)

The Chairman welcomed all members present. He then invited Mr. D. Bundhoo, Chairman of the Steering Committee on Civil Service Reforms to address the Desk Officers.

Mr. Bundhoo spoke briefly on the role and qualities expected of public officers. He pointed out that Desk Officers had a significant role to play in the reforms process as they were the main drivers of reforms in their organisations and that they should be given support and resources to achieve what were expected of them by the Steering Committee and the Administrative Reforms Unit of the Ministry of Civil Service Affairs and Administrative Reforms.

The Chairman reported that the Ministry of Civil Service Affairs and Administrative Reforms had issued a Circular Letter to Supervising Officers of Ministries/Departments on 06 September 2002, with the following objectives:

- (i) to update the list of Desk Officers;
- (ii) to highlight the roles and responsibilities of Desk Officers;
- (iii) to enlist support and commitment of management; and
- (iv) to inform Desk Officers of the Brainstorming Session held on 29 April 2002.

He then apprised members of the following:

- (a) that the suggestions made by Desk Officers at the Brainstorming Session would be submitted to the respective five Task Forces for consideration;
- (b) the need to have regular meetings with Desk Officers for the sharing of information and to celebrate the successes of reforms initiatives underway in Ministries/Departments;
- (c) the need to give wide publicity to the successful implementation of administrative reforms in Ministries/Departments in the Newsletter published by the Ministry of Civil Service Affairs and Administrative Reforms. In this regard, the assistance of the media (Press, Radio and TV) could also be enlisted.

Mr. Mudhoo pointed out that there was a misconception about reforms that were being undertaken in the Public Service in Mauritius. He stated that the Ministry of Civil Service Affairs and Administrative Reforms being a Coordinating Ministry could only provide guidance and assist Heads of Ministries/Departments as the latter knew best the changes to be brought about in their organisations. The Ministry of Civil Service Affairs and Administrative Reforms, however, in line with its mandate, would drive reforms in respect of issues which cut across all Ministries/ Departments such as Human Resource Management, Quality Management and Training. He then suggested that Desk Officers should liaise with their Heads of Ministries/Departments to draw up a report on reforms initiatives to be implemented in their organisations with the assistance of the Ministry of Civil Service Affairs and Administrative Reforms.

The Chairman stated that he would raise the issue of top management commitment in the reforms process at the next meeting of Supervising Officers with the Secretary to the Cabinet and Head of the Civil Service.

### Announcements

The following announcements were made by the Chairman:

(a) Computerised Attendance system

The Ministry of Civil Service Affairs and Administrative Reforms would introduce in October 2002, on a pilot basis, a computerised attendance system together with the Ministry of Training, Skills Development and Productivity.

(b) **Performance Management Framework**

The Task Force on Performance Management had submitted a draft Performance Management Framework in December 2001 and the Secretary to the Cabinet and Head of the Civil Service had requested all Supervising Officers in Charge of Ministries and Departments to submit their views/suggestions to the Ministry of Civil Service Affairs and Administrative Reforms. Desk Officers were requested to liaise with their Heads of Ministries/Departments and to submit their views/suggestions thereon.

(c) **Performance Appraisal**

In the context of the introduction of a Performance Management Framework in the Civil Service, it had become primordial that the existing Confidential Report System be reviewed. A request had consequently been made to the Commonwealth Secretariat to assist the Ministry of Civil Service Affairs and Administrative Reforms in the elaboration of a new Performance Appraisal System.

(d) **Staff Suggestion Scheme**

Mr. Mahalingam, Adviser in Public Service Reforms, was finalizing the criteria for the introduction of the Staff Suggestion Scheme in the Public Service. This scheme would enable employees, at all levels, to make concrete suggestions on ways and means to bring improvements in their respective areas of work.

(e) **Civil Service Act**

A request had been made to the Commonwealth Secretariat to assist this Ministry in the drafting of the Civil Service Act. In this connection, the Hon. Prime Minister had recently raised the issue with the Secretary General of the Commonwealth.

(f) **Total Quality Management Framework**

The Task Force on Quality Management was finalizing the draft guidelines on Total Quality Management Framework in the Public Service. The document would be circulated to all Ministries/Departments once the draft has been finalised. The contribution of Desk Officers would be most useful in its implementation.

(g) ISO 9000

The Civil Service Family Protection Scheme Board had already been ISC certified and the Subramania Bharati Eye Hospital would soon be ISC certified.

(h) Customers'/Citizens' Charter

The Ministry of Civil Service Affairs and Administrative Reforms had officially launched its Customer Charter in May 2002. Ten Ministries/Departments had already drawn up their Charters and some 15 other organisations were finalizing their Charters.

Action Plan

The Chairman appealed to the Desk Officers for their personal commitment, collaboration and support towards the successful implementation of the reform initiatives, as highlighted in the Action Plan.

Observations/Suggestions from Desk Officers

(a) Sustainability of Reforms

'Reforms' was a continuous process and there was the need to maintain the momentum of reforms.

(b) Role of Desk Officers

Supervising Officers should recognise the role of Desk Officers as agents of change in their respective organisations and as such should be provided with necessary support and resources.

(c) Customer Charter

It was noted that Ministries/Departments which had already published their Customers' Charters were not acting in the spirit of the Charter. Hence, it was suggested that Customers' Charters should be affixed in conspicuous places to facilitate sharing of information, to have regular meetings with staff so that they live up to the expectations of the Charter and to set up teams or squads to visit Ministries/Departments to ensure that the principles of the Charter were being properly adhered to.

(d) Inclusion of an item for Reforms in the Budget

Suggestions were made to the effect that each Ministry/Department should have its own item "Administrative Reforms" in the Budget to ensure that the reforms at Ministry/Department level are carried out effectively and efficiently.

9. The meeting ended at 15 15 hrs.

Ministry of Civil Service Affairs and  
Administrative Reforms  
Port Louis

1 October, 2002

Civil Service Affairs and Administrative ReformsCivil Service Reforms – 8<sup>th</sup> Meeting of Desk OfficersList of Officers Present

Date: Thursday 19 September 2002

Venue: Conference Room, Civil Service Affairs and Administrative Reforms

Name	Designation	Ministry/Department
Mr. A. Zeadally	Principal Assistant Secretary	Reform Institutions Division
Mrs. I. Oree	Principal Assistant Secretary	Health and Quality of Life
Mr. N. Soobratty	Acting Principal Assistant Secretary	Industry and International Trade
Mr. S. Thylam	Deputy Chief Fire Officer	Fire Services
Miss S. Jiagoo	Deputy Registrar	Civil Status Office
Mr. V. Boodhun	Technical Manager	Central Information Systems Division
Mr. R. Chung Sam Wan	Ag. Deputy Director	National Archives
Mr. S. Kinnoo	Ag. Deputy Director	Civil Aviation
Mr. N. K. Goury	Assistant Commissioner of Prisons	Prisons
Mr. R. Gorayah	Assistant Registrar General	Registrar General's Department
Miss. N. Kalachand	Assistant Registrar of Companies	Companies Division
Mr. U. Ramdhony	Assistant Comptroller of Customs	Customs & Excise
Mr. H. Bholah	Assistant Commissioner	Value Added Tax
Mr. R. Seechurn	Assistant Commissioner	Value Added Tax
Mr. P. Ramsamy	Ag. Assistant Postmaster-General	Postal Services
Mr. L. Doorgakant	Chief Examiner of Accounts	Government Audit Office
Mr. L. G. Zephir	Chief Employment Officer	Employment Service
Mr. A. A. Peerbocus	Chief Road Transport Inspector	National Transport Authority

Mrs. N. Tranquille	Chief Inspector of Taxes	Income Tax
Mr. H. Jugroop	Chief Inspector of Police	Passport & Immigration
Mr. M. Louison	Chief Inspector of Police (Press Office)	Police
Mr. B. Dunpath	Divisional Meteorologist	Meteorological Services
Mr. I. Bahadoor	Principal Investigating Officer	Large Taxpayers Department
Mrs. F. Ho Fong	Principal and Financial Management Analyst	Management Audit Bureau
Mr. F. Lam Kee	Area Superintendent	Cane Planters and Millers and Arbitration Control Board
Mr. S. Ramdeen	Assistant Accountant-General	Treasury
Mr. J. Hurry	Ag. Principal Information Officer	Government Information Service
Mr. H. Hosanee	Secretary	Ombudsman's Office
Miss L. F. Chung Kai Suet	Ag. Principal Statistician	Central Statistical Office
Mr. A. Herkanaidu	Senior Electrical Engineer	Energy Services Division
Mr. M. Rawotteea	Senior Financial and Management Analyst	Revenue Authority
Mr. J. Curpernaick	Job Analyst	Pay Research Bureau
Mr. I. Seebaluck	Assistant Secretary	Finance
Mr. A. Pursunon	Assistant Secretary	Public Utilities
Mrs. B. F. Abdool Raman-Ahmed	Assistant Secretary	Information Technology and Telecommunications
Mr. N. Poonye	Assistant Secretary	Public Infrastructure, Land Transport and Shipping
Mrs. R. Pudaruth-Ruchaia	Assistant Secretary	Fisheries
Mrs Z. Guess	Assistant Secretary	Local Government and Rodrigues (Rodrigues Division)
Mr. K. Balgobin	Assistant Secretary	Prime Minister's Office
Mr. G. Ramrekha	Assistant Secretary	Education and Scientific Research



1.	Mrs. A. Pawan	Assistant Secretary	Social Security, National Solidarity & Senior Citizen Welfare and Reform Institutions
2.	Mr. S. Sibdoyal	Assistant Secretary	Tourism
3.	Miss. A. Soondur	Assistant Secretary	Public Infrastructure, Land Transport and Shipping
4.	Mrs. S. D. Soborun	Assistant Secretary	External Communications
5.	Mrs. C. Choo Wai Kum	Assistant Secretary	Local Government and Rodrigues (Local Government Division)
6.	Mrs. K. Kautick	Assistant Secretary	Cabinet Office, Prime Minister's Office
7.	Mr. S. Ramburuth	Assistant Secretary	Arts and Culture
8.	Mr. N. Jurawon	Assistant Secretary	Youth and Sports
9.	Mr. P. Sohun	Assistant Secretary	Training, Skills Development and Productivity
10.	Mrs. D. Ramma	Assistant Secretary	Housing and Lands
11.	Mrs. T. Khedun	Senior Government Valuer	Valuation Division
12.	Mr. G. Thakoor	Senior Personnel Officer	Local Government Service Commission
13.	Mr. Z. Bhuglah	Senior Personnel Officer	Agriculture, Food Technology and Natural Resources
14.	Mrs. Y. P. Loa Wing Fat	Senior Personnel Officer	Agriculture, Food Technology and Natural Resources
15.	Mr. D. Jannoo	Acting Senior Personnel Officer	Labour and Industrial Relations
16.	Mr. V. Vythilingum	Personnel Officer	Environment
17.	Mrs. S. Ramsaha	Establishment Officer	International Trade Division
18.	Mr. N. Rasmally	Higher Executive Officer	Attorney General's Department

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