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**MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS**

02 December 2003

Circular Letter No. 44 of 2003
E/62/28/05

From: Secretary for Public Service Affairs

To: Supervising Officers in charge of Ministries/Departments

Civil Service Reforms – Meeting with Desk Officers

The fourteenth meeting with Desk Officers will be held on Tuesday 09 December 2003 at 1330 hrs. in the Lunch Room of the National Assembly, New Government Centre, Port Louis, with the following agenda:

- (a) Approval of the notes of the thirteenth meeting held on 09 July 2003 (copy enclosed);
 - (b) Matters arising;
 - (c) A.O.B.
2. It would be appreciated if the Desk Officers of your Ministry/Department could be informed and released to attend the meeting.
3. This circular letter has also been despatched by e-mail to all Ministries/Departments.

(R. Mudhoo)
for Secretary for Public Service Affairs

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

Administrative Reforms Unit, 7th Floor, New Government Centre, Port Louis. Tel. (230) 201 1434, (230) 201 3485 – Fax (230) 212 9528 E-mail:

SN.	Ministry/Department	Name	Designation
61.	Social Security, National Solidarity and Senior Citizens Welfare	-	-
62.	Tourism	-	-
63.	Training, Skills Development, Employment and Productivity	Mrs A. Mudhoo	Assistant Secretary
64.	"	Mr S.F. Vydelingum	Assistant Secretary
65.	Treasury	Mr S. Ramdeen	Ag. Deputy Accountant General
66.	Valuation	Mr S. Dulthumun	Chief Valuation Technician
67.	Value Added Tax	Mr H. Bholah	Assistant Commissioner
68.	Value Added Tax	Mr R. Seechurn	Assistant Commissioner
69.	Women's Rights, Child Development and Family Welfare	Mrs N. Clémentine	Office Superintendent
70.	Youth and Sports	Mr N. Jurawon	Assistant Secretary

S/N	Ministry/Department	Name	Designation
1.	Industry and International Trade (International Trade Div.)	Mr S. Ramsaha	Establishment Officer
2.	Information Technology and Telecommunications	-	-
3.	Judicial	Mr P. Veeraragoo	Director, Court Services
4.	Labour and Industrial Relations	Mr D. Jannoo	Senior Personnel Officer
5.	Large Taxpayer	Mr P. Ramphul	Assistant Commissioner
6.	Local Government and Rodrigues	-	-
7.	Local Government and Rodrigues	Mrs J. Lam	Higher Executive Officer
8.	Local Government and Rodrigues (Rodrigues Division)	-	-
9.	Local Government and Rodrigues (National Development Unit)	Mr P. Pirthee	Assistant Secretary
10.	Local Government Service Commission	Mr B. Padaruth	Assistant Secretary
11.	Management Audit Bureau	Mrs S.Y. Ho Fong	Principal Financial and Management Analyst
12.	Mauritius Prisons Service	Mrs M. Bayaram	Superintendent of Prisons
13.	Meteorological Services	Mr B. Dunpath	Divisional Meteorologist
14.	National Archives	Mr R. Chung Sam Wan	Acting Deputy Director
15.	National Transport Authority	Mr T.E.K. Loeng Lin	Acting Chief Road Transport Inspector
16.	Office of the President	Mr R. Appanah	Higher Executive Officer
17.	Ombudsman's Office	Mr I. Gunnoo	Executive Officer
18.	Pay Research Bureau	Mr T. Jeebodhun	Job Analyst
19.	Permanent Arbitration Tribunal	Mr J.R. Boodhna	Secretary/Registrar
20.	Passport and Immigration Office	Mr P. Moher	Assistant Superintendent of Police
21.	Passport and Immigration Office	Mr K. Appadu	Police Inspector
22.	Police	Mr M. Louison	Police Press Officer
23.	Prime Minister's Office	Mr R. Munisamy	Higher Executive Officer
24.	Public Infrastructure, Land Transport and Shipping	Mr N. Poonye	Assistant Secretary
25.	Public Infrastructure, Land Transport and Shipping (Land Transport Division)	Mr T. Dunpath	Personnel Officer
26.	Public Utilities	Mr K. Lotun	Senior Personnel Officer
27.	Registrar-General	Mrs I. Seesurrin	Deputy Registrar General
28.	Revenue Authority	Mr S. Lallmahomed	Senior Financial and Management Analyst
29.	Rodrigues Regional Assembly	Mrs M.C. Grandcourt	Assistant Island Secretary
30.	Rodrigues Regional Assembly	Mrs J. Yeung	Head, Human Resource Centre

Ministry of Civil Service Affairs and Administrative Reforms

Civil Service Reforms – 13th Meeting of Desk Officers

Date: 09th July 2003.

Venue: Conference Room, Ministry of Civil Service Affairs and Administrative Reforms

SN.	Ministry/Department	Name	Designation
1.	Agriculture, Food Technology and Natural Resources	Miss J. Ramrup	Office Superintendent
2.	Arts and Culture	Mr S. Ramlallah	Assistant Secretary
3.	Attorney General's Office	Mrs S.D. Huet	Senior Personnel Officer
4.	Cane Planters, Millers Arbitration Control Board	Mr L.C.M Li Ting Wai	Senior Area Superintendent
5.	Central Informatics Bureau	Mr P. Ramnial	Project Manager
6.	Central Information Systems Division	-	-
7.	Central Statistics Office	Miss L. F Cheung Kai Suet	Ag. Deputy Director
8.	Civil Aviation	-	-
9.	Civil Status Division	Mr R. Bundhoo	Principal Civil Status Officer
10.	Commerce and Co-operatives (Commerce Division)	Mrs N. Seebaluck Miss B. Khoyratty	Establishment Officer Higher Executive Officer
11.	Companies Division	Mrs I. Gundhooa	Senior Companies Officer
12.	Customs and Excise	Mr C. Burzoo	Principal Customs and Excise Officer
13.	Economic Development, Financial Services and Corporate Affairs	Mr W. Elahee-Doomun	Economist
14.	Education and Scientific Research	Mr G. Ramrekha	Assistant Secretary
15.	Electoral Commissioner's Office	-	-
16.	Employment Service	Mr A. Golamgouss	Chief Employment Officer
17.	Energy Services Division	Mr A. Herkanaidu	Senior Engineer
18.	Environment	Mr V. Vythilingum	Personnel Officer
19.	External Communications	Mr S.S. Sukhari	Executive Officer
20.	Finance	Mr I. Seebaluck	Assistant Secretary
21.	Fire Services	Mr S. Thylam	Deputy Chief Fire Officer
22.	Foreign Affairs and Regional Co-operation	Mr J.D.P Labonne	Assistant Secretary
23.	Fisheries	Mr S.Y. Munbodh	Assistant Secretary
24.	Government Audit Office	-	-
25.	Government Information Service	-	-
26.	Government Printing	Mr S. Green	Assistant Government Printer
27.	Health and Quality of Life	Mrs M Mudaliar	Principal Assistant Secretary
28.	Housing and Lands	Mrs K. Balluck	Higher Executive Officer
29.	Income Tax	Mrs S. Lim Kong	Assistant Commissioner
30.	Industry and International Trade	Mrs Y.Mamode Cassim	Personnel Officer

Copies of the presentation were circulated.

6. COMMENTS FROM DESK OFFICERS
6.1 ISO Standards

Mr Veeraragoo requested the assistance of the Ministry of Civil Service Affairs and Administrative Reforms for the implementation of ISO standards at the Judicial Department.

6.1.2 Mrs Moorghen informed the Committee that the assistance of the Management Audit Bureau had already been sought in that respect.

6.2 Rodrigues

Mrs Yeung and Mrs Grandcourt informed the Committee of the following reforms initiatives in Rodrigues:

- Proposed implementation of ISO standards at the Central Administration.
- Some 200 officers had benefitted from the ICT course.
- Setting up of a professional Documentation Unit related to the development of Rodrigues.
- A public service library had been set up in Rodrigues with the assistance of the Ministry of Civil Service Affairs and Administrative Reforms and would be soon inaugurated.

6.3 PRB Report – Attendance

6.3.1 Mr Lotun drew the attention of the Committee that the recommendation of the Pay Research Bureau as regards lateness of public officers would encourage officers to make an abuse of the system and suggested that the Ministry of Civil Service Affairs and Administrative Reforms should further study the issue prior to implementation.

6.3.2 Mr Ruhee pointed out that the PRB made general recommendations and that Responsible Officers were empowered to initiate disciplinary actions against any Public Officer in case of abuse.

7. The meeting ended at 11.30 hrs.

Ministry of Civil Service Affairs and
Administrative Reforms
Port Louis

15 October, 2003

3.1.5 Counter Service Awards Scheme

The Ministry of Civil Service Affairs and Administrative Reforms had introduced, in collaboration with the Mauritian Quality Institute (MQI), as from this year, a Counter Service Awards Scheme in the Public Service to reward Ministries/Departments which had excelled in Customer Services. A total of 9 prizes would be awarded. The grand prize for Excellent Counter Service Award would be Rs 100,000/- and specific awards would be given to the Police Department and the Health Sector.

- Copies of the Circular letter dated 01 July 2003 inviting Ministries/ Departments to submit their entries in the Awards Scheme were circulated.
- A Launching Ceremony of the scheme by the Rt. Hon. Prime Minister and the Hon. Minister of Civil Service Affairs and Administrative Reforms would be held in the Sir Harilal Vaghjee Hall on 21 July 2003.
- A meeting with representatives of Ministries/Departments to report progress on Counter Services projects that had been implemented in their respective organisations would be held on 15 July 2003 in the Conference Room of this Ministry.

3.1.6 Financial Management

With a view to promote good governance, transparency, accountability, and effective management of financial practices in the Public Service, the Ministry of Civil Service Affairs and Administrative Reforms would organise a series of workshops for Senior Public Officers on Financial Management and Corporate Governance. The first one would be held on Saturday 12 July 2003 at the Labourdonnais Waterfront Hotel.

4 PAY RESEARCH BUREAU REPORT 2003

- 4.1 Copies of the extracts from PRB report 2003 highlighting the recommendations on Performance Review Scheme, Management Review Exercise and Reforms in the Public Service were circulated.

Mr Mudhoo pointed out that there were two kinds of reform initiatives, namely reforms that cut across the whole Civil Service which were driven by the Ministry of Civil Service Affairs and Administrative Reforms and reforms proper to Ministries/Departments such as at the Ministries of Health and Quality of Life and Education and Scientific Research. He added that the Report is on Performance and the guidelines on the Performance Management Framework would be published to inculcate a culture of performance and discipline in the Public Service. Performance review would be introduced on a pilot basis as from next year.

The Secretary to the Cabinet and Head of the Civil Service would chair a meeting to decide on the implementation of Para. 11 of the PRB Report relating to the setting-up of Reforms Unit in Ministries/Departments.

5. RECORDS MANAGEMENT

- 5.1 Mr Chung Sam Wan, Acting Deputy Director of Archives made a presentation (2nd part) on Records and Archives. He explained inter-alia the role of the Archives Department and the legislations concerning the disposal of non-current public records.

E/60/28/05

Notes of the 13th Meeting with Desk Officers for Civil Service Reforms held in the Conference Room of the Ministry of Civil Service Affairs and Administrative Reforms on Wednesday 09 July 2003 at 10.00 hrs.

Mr D.P. Ruhee	-	Secretary for Public Service Affairs (<u>Chairman</u>)
Mr R. Mudhoo	-	Permanent Secretary, 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 (<u>Secretary</u>)

1. The Chairman, welcomed all members present and extended a special welcome to Mrs J. Yeung and Mrs M.C. Grandcourt of the Rodrigues Regional Assembly.

2. APPROVAL OF NOTES OF MEETING

- 2.1 The notes of the 12th meeting held on 30 April 2003 were approved.

3. MATTERS ARISING

- 3.1 Announcements made by Chairman

- 3.1.1 Computerised Attendance System (CAS)

- A circular letter would be issued to all Ministries/Departments concerning guidelines for the introduction of the CAS in the Public Service.
- Ministries/Departments willing to introduce the CAS in their organisation could seek advice and specifications from the Central Informatics Bureau (CIB).
- Ministries/Departments which had the necessary funds for implementation of the CAS could go ahead with their project, subject to clearances from CIB.

- 3.1.2 Training Needs Analysis (TNA)

The TNA workshop originally fixed for 5-7 August 2003 would be re-scheduled as the launching of the ICT week would be held on 05 August 2003.

- 3.1.3 Staff Suggestion Scheme (SSS)

The Staff Suggestion Scheme had been implemented in the Public Service. Posters and pamphlets had been issued to Ministries/Departments to sensitize Public Officers on the guidelines of the scheme. However, the response had been poor. Desk Officers were requested to encourage Public Officers in their respective organisation to submit their suggestions for the improvement of Public Services.

- 3.1.4 ISO 9000

The National Environmental Laboratory of the Ministry of Environment was the eighth public organisation to be ISO certified by the Mauritius Standards Bureau. An Award Ceremony was held on 05 June, 2003 at the Auditorium Octave Wiehe of the University of Mauritius.