



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

02 May 2005

Circular Letter No. 20 of 2005
E/62/28/05

From: Senior Chief Executive, Ministry of Civil Service Affairs and Administrative Reforms
To: Supervising Officers in charge of Ministries/Departments

Civil Service Reforms – Meeting with Desk Officers

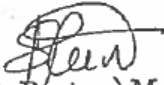
The twenty-first meeting with Desk Officers will be held on Thursday 12th May 2005 at 11 00 hrs. in the Lunch Room of the National Assembly, 3rd Floor, New Government Centre, Port Louis.

2. The Agenda will be as follows:

- (a) Approval of the notes of the twentieth meeting held on 16 March 2005 (copy enclosed);
- (b) Matters arising;
- (c) A.O.B.

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

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


(D. Bootun) Mrs
for Senior Chief Executive

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

Notes of the 20th Meeting with Desk Officers for Civil Service Reforms held in the Lunch Room of the National Assembly on Wednesday 16 March 2005 at 11 00 hrs.

Mr K. Ponnusamy	-	Senior Chief Executive, Ministry of Civil Service Affairs & Administrative Reforms.(Chairman)
Mr A.N. Oozeer	-	Permanent Secretary, Ministry of Civil Service Affairs and Administrative Reforms
Mrs Y. Moorghen	-	Principal Assistant Secretary, Ministry of Civil Service Affairs & Administrative Reforms.
Mrs D. Bootun	-	Assistant Secretary, Ministry of Civil Service Affairs & Administrative Reforms.
Desk Officers	-	Annex A
Miss K. Lochun	-	Executive Officer, Ministry of Civil Service Affairs & Administrative Reforms.(Secretary)

▪ Chairman's welcome

The Chairman welcomed all members present.

2. Approval of Notes of Meeting

The Notes of the 19th meeting held on Wednesday 19 January 2005 were approved.

Announcements

- 1.0. The Chairman informed the Committee that Mr Mudhoo has been promoted Senior Chief Executive with effect from 01 March 2005 and was posted to the Ministry of Training, Skills Development, Productivity and External Communications. He extended a special welcome to Mr Oozeer, the newly appointed Permanent Secretary, now posted to the Ministry of Civil Service Affairs and Administrative Reforms.

2.0. Matters Arising

2.1. Training Needs Analysis (TNA)

The Committee was informed that:

- (i) One of the Terms of Reference of the ITEC Experts is to formulate a training policy for the Civil Service. Ministries

and Departments had been requested to cooperate in providing inputs accordingly.

- (ii) The TNA exercise for the following Ministries was currently being carried out and was expected to be completed by March 2005:
- Ministry of Fisheries;
 - Ministry of Women's Rights, Child Development and Family Welfare;
 - Ministry of Information Technology and Telecommunications;
 - Ministry of Tourism and Leisure; and
 - Attorney General's Office.
- (iii) A One day workshop was held on 04 February 2005, as part of the TNA for Mauritius Police Force. The participants were drawn from different stakeholders namely, Police Department, Non-Governmental Organizations (NGOs) and other Ministries/Departments. The workshop was successful in eliciting suggestions to determine training requirements for Police Officers.
- (iv) The following Ministries had not yet submitted the information regarding the TNA tasks:
- Ministry of Small Entreprises, Cooperatives, Handicraft and the Informal Sector (except Cooperatives Division);
 - Ministry of Health and Quality of Life and Ministry of Agriculture, Food Technology and Natural Resources (proforma for various units not yet received).

The Chairman made an appeal to the Desk officers for the needful to be done urgently.

2.2. Electronic Attendance System (EAS)

Phase I

It was noted that under Phase I of the project, the system was being extended to all Ministries/Departments located in the New Government Centre namely, Ministry of Finance, Land Transport Division, Ministry of Foreign Affairs, International Trade & Regional Cooperation and the National Assembly. The project would hopefully be finalized by end of March, 2005.

Phase II

Under Phase II, the project would be implemented in centrally-located buildings in Port Louis. Some departments in Rodrigues were also included in Phase II.

The list of buildings and other relevant information had been worked out by the Ministry and forwarded to the Central Informatics Bureau (CIB). The officers of the CIB were working out the specifications which would be submitted to the Central Tender Board (CTB).

2.3. ISO Projects

The Committee took note that so far, thirteen organizations were ISO certified, the last one being the National Library. The Award ceremony was held at the National Library on Monday 21 February 2005.

A meeting was held on Monday 28 February 2005, under the Chairmanship of the Hon. Minister, with the MAB facilitators to take stock of progress achieved by Ministries and Departments implementing the ISO principles. In addition 36 other public sector organizations had made requests for ISO certification. The MAB facilitators will visit the organizations to determine the scope of implementation on a priority basis.

2.4. Excellent Customer Service Award and Outstanding Achievement Award

The Committee was informed that the Ministry was working in close collaboration with the Mauritian Quality Institute to bring some innovation to the two above-mentioned schemes. For this year's Award, circulars would be issued by mid-April.

2.5. Gemba Kaizen Workshops and Gemba Kaizen Symposium

The Committee noted that the Ministry was finalizing a programme for the conduct of Gemba Kaizen Workshops to be held during the months of April, May and June 2005, to cover the following Ministries:

- Ministry of Youth and Sports
- Ministry of Local Government and Solid Waste Management
- Ministry of Shipping, Rodrigues and Outer Islands
- Ministry of Fisheries (Albion Fishing Research Centre and Fisheries and Extension Centre)
- Ministry of Education and Scientific Research
- Rodrigues

- Ministry of Labour, Industrial Relations and Employment (Registry of Associations)

The Ministries concerned would be informed accordingly as soon as the dates are confirmed with the Kaizen Institute and NPCC.

The second round of 5S audits would be carried out by end of March or early April 2005 in 13 Ministries/Departments where first Audits had been effected. These Ministries/Departments had already been informed to take action on recommendations made during first audit and requested to bring necessary improvements prior to the second audit.

2.6. Performance Management

The Committee took note that following the recommendation made at paragraph 7.18 in the PRB Report 2003 for the adoption and implementation of a Performance Review Scheme as an integral part of Performance Management, a committee under the chairmanship of the former Permanent Secretary, Mr R. Mudhoo was set up to prepare an appropriate Performance Appraisal Form which could be adopted for officers of the Personnel Cadre.

A working group comprising the Ag. Director, Human Resource Management and other officers of the Personnel Cadre was constituted and following several working sessions a draft Performance Review Form was prepared.

Following the departure of Mr Mudhoo, the Committee would be chaired by Mr A.N. Oozeer, Permanent Secretary, who has been assigned the responsibility for the implementation of the project. A working session was fixed for Thursday 17 March 2005 at 09 30 hours to finalise the draft Performance Review Form.

2.7. Citizens Charter

It was noted that 17 organizations have finalized their citizens' charter. Mrs Moorghen has had some 16 individual working sessions with respective Ministries/Departments to finalise their charter. Similar working sessions will be held for 12 additional organisations.

2.8. Setting up of Reforms Unit in Ministries and Departments

The Committee noted that only two organizations, namely the Training, Skills Development and Productivity Division of the Ministry of Training, Skills Development, Productivity & External Communications and the Electoral Commissioner's Office, had submitted the composition of their respective Reforms Unit. An appeal

was made to the Desk officers for follow-up on this issue at their respective organization.

2.9. Public Sector Collaborative Research Grant Scheme

The Committee noted that the Public Sector Collaborative Research Grant Scheme was officially launched on Thursday 10 March, 2005 and a Memorandum of Understanding was also signed on the same day between the Ministry of Civil Service Affairs and Administrative Reforms and the Mauritius Research Council.

The Objective of the scheme is to build research capacity for the development and promotion of local research in areas such as Flexitime, Performance Management, Leadership, Motivation, etc.

The Scheme will provide an opportunity for public sector institutions and researchers to undertake research to bring improvements as well as breakthrough innovations to sharpen the efficiency and effectiveness of the public sector.

The scheme will enable public officers to do research either individually or collectively and allow them to link up with the network of researchers in the African region and around the world.

A circular would be issued to Ministries/Departments with a view sensitising public officers on the scheme.

The guidelines were also available at the website of the Ministry. A copy of the document was handed over to the members at the end of the meeting.

2.10. Rodrigues

▪ ISO

The Committee was informed that following a visit effected by a Mauritian delegation of high officials headed by Hon. A.S. Jeewah, Minister of Civil Service Affairs and Administrative Reforms and after consultation with the Island Chief Executive, it was decided to implement ISO principles in Rodrigues.

In this respect, ISO principles would be implemented at the Queen Elizabeth Hospital and Public Library. Two facilitators of the MAB fielded a visit in Rodrigues in February to discuss the plan and scope of the project. The facilitators would visit Rodrigues regularly till the end of the project.

Furthermore, this Ministry in collaboration with the Mauritius Standards Bureau had successfully mounted a training course in Quality Management Systems for some 25 Rodriguan public officers:

▪ Gemba Kaizen

In the context of the extension of Gemba Kaizen principles to Rodrigues, a workshop was held at the Central Administration from 02 to 04 February 2005. The workshop was carried out under the leadership of Mr H. Bhangé, Consultant from the Kaizen Institute, and it had been reported that there was lot of enthusiasm on the part of officers involved in the exercise. Another similar workshop would be organized there in the month of May.

▪ Training Needs Analysis

The Coordinator from ITEC alongwith the delegation from the Ministry of Civil Service Affairs and Administrative Reforms visited Rodrigues in January and March 2005 and participated in initial discussion with the Chief Minister and Chief Commissioner of Rodrigues Regional Assembly.

The meetings helped in determining the methodology for identifying training needs of the Rodrigues Regional Assembly.

2.11 Any other Business

(i) *Logo*

On an enquiry from one member of the floor, the Chairman stated that there was no restriction for any public sector organisation to design its own logo for display on its letter head and on its Website, although no circular letter was issued as such on the subject. The logo should be illustrative of the mission and vision of the Ministry concerned and a literature must accompany the choice of the logo. However, it should be ensured that the logo of each organization could be clearly differentiated from that of others.

(ii) *Best Anti-Corruption Framework 2005*

The Committee took note that the Independent Commission Against Corruption has instituted an award for Best Anti-Corruption Framework 2005. This competition was open to both private and public sector organizations. The Chairman invited members present to sensitise and encourage their organization to participate in the award.

(iii) *Public Service Commission*

On the issue of the review of PSC's decisions raised by the representative of the Central Statistical Office, the Chairman pointed out that the Attorney General's Office would advise the Ministry of Civil Service Affairs and Administrative Reforms accordingly if there was any need to review the existing regulations.

(iv) *Director of Audit Department*

The Chairman stated that the remarks made by the Department of Audit in his report 2003-2004 should be examined with care. Ministries and Departments should make an assessment on the improvements made to the procedures and processes and ensure that Government is obtaining value for money in respect of funds being invested in these organizations in the context of Administrative Reforms.

(v) *Review of the Compendium of Legislation*

One Desk officer wanted to know whether the Ministry had the intention to review the Compendium of Legislation. The Chairman stated that the issue would be discussed with the Ag. Director, Human Resource Management.

3. The Chairman thanked the members and closed the meeting at noon.

15 April 2005

Ministry of Civil Service Affairs
& Administrative Reforms

Ministry of Civil Service Affairs and Administrative Reforms***Civil Service Reforms – 20th Meeting of Desk Officers****Date: 16 March 2005.**Venue: Lunch Room of the National Assembly, 3rd Floor, New Government Centre*

SN.	Ministry/Department	Name	Designation
1.	Agriculture, Food Technology and Natural Resources		
2.	Arts and Culture	Mrs I. Pudaruth Ruchaia	Assistant Secretary
3.	Attorney General's Office	Mrs V. Goburdone	Establishment Officer
4.	Cane Planters, Millers Arbitration Control Board	Mr F. Lam Kee	Assistant Secretary Control Board Area Superintendent
5.	Central Informatics Bureau	Mr K. Baguant	Project Manager
6.	Central Information Systems Division	Mr V. Boodhun	Technical Manager
7.	Central Statistics Office	Mr C. K. Arianaick Mr. K. Kowlessur	Statistician Office Superintendent
8.	Civil Aviation	Mr A. Gungah	Director of Civil Aviation
9.	Civil Status Division	Mr B. Roopnarain	Deputy Registrar
10.	Commerce and Co-operatives	Mr N. Seebaluck	Establishment Officer
11.	Small Enterprise, Cooperatives, Handicraft & Informal Sector	Mr. M. Sudoollah	Senior Personnel Officer
12.	Companies Division	Miss Z. Tin Hoi	Principal Companies Officer
13.	Customs and Excise		
14.	Economic Development Division		
15.	Electoral Commissioner's Office	Mr C. Naicken	Ag. Higher Executive Officer
16.	Employment Service		
17.	Energy Services Division	Mr A.K. Herkanaidu	Senior Engineer
18.	Environment	Mr V. Vythilingum	Personnel Officer
19.	External Communications Division	Mrs K Doolhur	Higher Executive Officer-
20.	Finance and Economic Development(Finance Division)		
21.	Finance and Economic Development(Economic Dev.Division)	Mr B. Bhoobul	Executiver Officer
22.	Fire Services	Mr S. Thylam	Deputy Chief Fire Officer
23.	Foreign Affairs, International Trade and Regional Co-operation	Mrs S. Sawmynaden	Assistant Secretary
24.	Fisheries	Mrs B. Cheeneebash	Office Superintendent
25.	Government Audit Office	Mr L. Doorgakant	Chief Examiner of Accounts
26.	Government Information Service	Mr J. Hurry	Principal Information Officer
27.	Government Printing	Mr. R. Ramroo Beni	Ag. Assistant Government Printer
28.	Health and Quality of Life	Mr L. Ujoodha	Assistant Secretary
29.	Housing and Lands		
30.	Income Tax	Mrs S. Lim Kong	Assistant Commissioner
31.	Industry, Financial Services and Corporate Affairs	Mr M.D. Narain	Establishment Officer
32.	International Trade Division		

SN.	Ministry/Department	Name	Designation
	Judicial	Mr V. Koolomuth	Chief Registrar
	Labour and Industrial Relations & Employment (Employment Div.)	Mrs P. Dassaye	Assistant Secretary
	Large Taxpayer	Mr P. Ramphul	Assistant Commissioner
	Local Government and Rodrigues		
	Local Government and Solid Waste Management	Mr D. Rawojee	Assistant Secretary
	Local Government Service Commission	Mr A. Chaton	Chief Personnel Officer
	Management Audit Bureau	Mrs S. V. Ho Fong	Principal Financial and Management Analyst
	Mauritius Prisons Service	Mr K. Chitto	Officer Superintendent
	Meteorological Services		
	National Archives		
	National Development Unit	Mr R. Chung Sam Wan	Ag. Deputy Director
	National Library	Miss A. Samjawon	Assistant Secretary
	National Transport Authority	Mrs D. E. Hassea	Administrative Assistant
	Office of the President	Mr I. Jhumun	Administrative Manager
	Ombudsman's Office		
	Pay Research Bureau	Mr I. Gunnoo	Ag. Higher Executive Officer
	Permanent Arbitration Tribunal	Mr J. Curpennaick	Job Analyst
	Passport and Immigration Office	Miss W. Khodabux	Ag. Higher Executive Officer
	Police Press Office	Mr K. Appadu	Police Inspector
	Prime Minister's Office	Mr M. Louison	Press Officer
	Prisons Department	Mr R. Munisamy	Higher Executive Officer
	Public Infrastructure & Land Transport	Mr S. Gobin	Executive Officer
	Public Infrastructure & Land Transport (Land Transport Division)	Mr S.A.K. Dabeedeen	Assistant Secretary
	Public Service Commission		
	Public Utilities	Mr Y.K. Umarchan	Senior Personnel Officer
	Registrar-General	Mr R. Goorayah	Deputy Registrar General
	Revenue Authority		
	Rodrigues and Outer Islands Div.		
	Rodrigues Regional Assembly		
	Shipping & Rodrigues and Outer Islands (Shipping Div.)	Mrs D. Emrith	Ag. Executive Officer
	Social Security, National Solidarity and Senior Citizens Welfare	Miss R. Brojolall	Assistant Secretary
	Tourism		
	Training, Skills Development, Productivity & External Communications		
	Treasury	Mr S. Ramparsad	Accountant
	Valuation	Mrs T. Khedun-Sewgobing	Principal Government Valuer
	Value Added Tax	Mr R. Seechurn	Assistant Commissioner
	Women's Rights, Child Development and Family Welfare	Mrs M.L. Ng Tang Fui	Higher Executive Officer
	Youth and Sports	Mr S. Sawmynaden	Establishment Officer

Apologies

SN.	Ministry/Department	Name	Designation
1.	Labour and Industrial Relations & Employment	Mrs S. Doorgakant	Ag. Principal Assistant Secretary
2.	Information Technology & Telecommunications	Mrs B.F. Abdool Raman Ahmed	Assistant Secretary
3.	Education & Scientific Research	Mrs N. Kinoo	Assistant Secretary