



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

13 January 2005

Circular Letter No. 04 of 2005

E/62/28/05

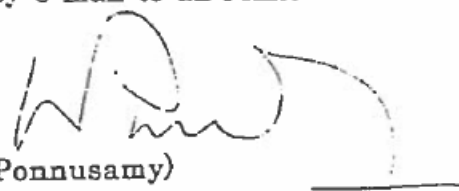
From: Senior Chief Executive, Ministry of Civil Service Affairs and Administrative Reforms

To: Supervising Officers in charge of Ministries/Departments

Civil Service Reforms – Meeting with Desk Officers

The nineteenth meeting with Desk Officers will be held on Wednesday 19th January 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 eighteenth meeting held on 05 November 2004 (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.


(K. Ponnusamy)
Senior Chief Executive

Copy to:

Secretary to Cabinet and Head of the Civil Service
Desk Officers

E/60/28/05

Notes of the 18th Meeting with Desk Officers for Civil Service Reforms held in the Lunch Room of the National Assembly on Monday 05 November 2004 at 11 00 hrs.

- Mr K. Ponnusamy - Senior Chief Executive, Ministry of Civil Service Affairs & Administrative Reforms.(Chairman)
- Mrs Y. Moorghen - Principal Assistant Secretary, Ministry of Civil Service Affairs & Administrative Reforms.
- Mr D. Mungra - Higher Executive Officer, 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 17th meeting held on Monday 30 August 2004 were approved without amendment.

3. Matters Arising

3.1 Training Needs Analysis

- The Chairman informed the Committee that the information requested by the Indian Experts in the context of the formulation of the Training Needs Analysis had flowed in from most of the Ministries and Departments.

The Committee took note that a Training Programme was organized on the issue and some of Desk Officers present had also participated in the course. Another similar course would be run for a second batch of public officers by February 2005.

The feedback on the programme was very encouraging and its course contents would be improved further.

3.2 Computerised Attendance System (Computerised Attendance System)

- The Committee took note that a circular issued on 27 September 2004 inviting Ministries/Departments to provide information pertaining to the introduction of the electronic attendance system.
- The requested information was compiled and would be forwarded to the CIB to work out the specifications for the system to be installed in the remaining organizations.

3.3 ISO Principles Awareness session

- The Committee took note that the Ministry in collaboration with the Mauritius Standards Bureau (MSB) organized an Awareness Session in MS ISO 9001:2000 on 2 September 2004 in the Lunch Room of the National Assembly for representatives of public sector organizations.

Training in ISO 9001:2000

- A comprehensive training course in Quality Management System – MS ISO 9001:2000 including Internal Audit Techniques was also conducted by the Mauritius Standards Bureau (MSB). 58 officers followed the course from September to October 2004.
- The objective of the Ministry was to constitute a pool of public officers conversant in ISO principles who would assist and facilitate organizations which are embarking on the project.

3.4 Excellent Customer Service Award and Outstanding Achievement Award

- The Committee took note that Site assessments and Interview visits had been carried out by team of Assessors comprising representatives of the Mauritian Quality Institute, the Federation of Civil Service Unions and the Government Servants' Association, in respect of the participating organizations from period 08 – 29 October 2004.
- The Grand Jury would meet during the week to examine the reports submitted by the assessors and to select the winning organizations.
- The Grand Jury would also interview public officers nominated for the Outstanding Achievement Award to select the winner in each category, namely the Outstanding Achievement Public Officer in the Ministries Departments and in the Health Sector.
- The Awards Ceremony for both awards would be held on Thursday 11 November 2004 at 14 00 hrs in Sir Harilal Vaghjee Hall in the distinguished presence of the Hon. Prime Minister. Desk officers were invited to the ceremony.

3.5. Gemba Kaizen Workshops and '5S' Certification

- The Committee took note that 21 organisations have already implemented Gemba Kaizen principles in the Public Service. Three other Gemba Kaizen Workshops would be held during period 15 – 26 November 2004, namely at the Subramania Bharati Eye Hospital, Ministry of Agriculture, Food Technology & National Resources and Ministry of Arts and Culture.
- The first '5S' Audits involved in the 5S Certification exercise was effected in respect of 14 organisations where Gemba Kaizen Workshops were carried out during the first phase of the project. The '5S' Audit were headed by Mr Bhangé from the Kaizen Institute and supported by a pool of '5S' auditors constituted across the Civil Service.

3.6. Gemba Kaizen Symposium

- The second Gemba Kaizen Symposium would be held by early next year to take stock of progress achieved in terms of Gemba Kaizen Workshops and '5S' Certification as well as to share experiences of best practices.

3.7. Performance Management

- The Committee took note that the MCSA & A.R. in collaboration with the CAPAM (CAPAM) would organize an In-country seminar for officers of the Personnel Cadre from 29 November to 03 December 2004. Workshops of two-days duration would be held for 2 batches of 45 participants. A half-day workshop targeting Supervising Officers, Technical Grades and the administration Cadre was also tentatively scheduled for 01 December 2004 in Sir Harilal Vaghjee Hall.

3.8. Citizens Charter

- The Committee took note that a meeting would be held with the Ministries/Departments concerned to finalise the draft Citizens' Charters.
- It was proposed to hold a working session as regards Public Sector organizations that were facing difficulties in preparing their draft Citizens' Charter.

3.9. Setting up of Reforms Unit in Ministries and Departments

- The Chairman re-affirmed the need to set up of Reforms Unit in the respective organizations. To this end, reference was made to the circular issued on the subject wherein the role of the Steering Committee was clearly highlighted as a mechanism to maintain communication and co-ordination from the organizations to the Administrative Reforms Units.
- As regards the restructuring under way in view of the setting up of the Mauritius Revenue Authority (MRA) and the changed status of the latter organisation, the Chairman re-assured the representative concerned that an alternative

communication network would be established to maintain the link between the Ministry of Civil Service Affairs and Administrative Reforms (MCSA) and the Mauritius Revenue Authority (MRA)

3.10. Computerisation of Registry System

The Committee took note that a meeting was held on 03 September 2004 in the context of the Computerisation of the Registry System to take stock of the problems encountered by the organizations involved in the project. These problems would be further studied and eventually referred to State Informatics Limited (SIL) for appropriate action.

3.11. Staff List 2005

The Committee took note that 57 Ministries and Departments had submitted their inputs for the preparation of the staff list and replies from 12 other organisations on the subject was still awaited.

3.12. Public Sector Research Grant Scheme

- The Committee took note that the signature ceremony of the Memorandum of Understanding with the Mauritius Research Council was re-scheduled.

4. The Chairman thanked the members and closed the meeting at 12 00 hrs.

Ministry of Civil Service Affairs
& Administrative Reforms

13 January 2005

Ministry of Civil Service Affairs and Administrative Reforms

Civil Service Reforms – 18th Meeting of Desk Officers

Date: 5th November 2004.

Venue: Lunch Room of the National Assembly, 3rd Floor, New Government Centre

Ministry/Department	Name	Designation
Agriculture, Food Technology and Natural Resources	Mrs N.Dina	Executive Officer-
Arts and Culture	Mrs I. Pudaruth Ruchaia	Assistant Secretary ~
Attorney General's Office	Mrs D. Huet	Senior Personnel Officer
Cane Planters, Millers Arbitration Control Board	Mr L.C.M Li Ting Wai	Senior Area Superintendent
Central Informatics Bureau	Mr K. Baguant	Project Manager
Central Information Systems Division		
Central Statistics Office	Mr.Y. Cassimally Mr C. K. Arianaick	Acting Principal Statistician Statistician
Civil Aviation	Mr S. Kinnoo	Ag Director of Civil Aviation
Civil Status Division		
Commerce and Co-operatives (Commerce Division)		
Commerce and Co-operatives (Cooperatives Division)	Mrs. P. Beckawoo	Assistant Secretary
Companies Division	Miss Z. Tin Hoi	Principal Companies Officer
Customs and Excise	Mr C. Burzoo	Principal Customs and Excise Officer
Economic Development Division		
Education and Scientific Research	Mrs M. Ramkhelawon	Assistant Secretary
Electoral Commissioner's Office		Principal Electoral Officer
Employment Service	Mr S. Ramsawock	Chief Employment Officer
Energy Services Division	Mr A.K. Herkanaidu	Senior Engineer
Environment	Mr V. Vythilingum	Personnel Officer
External Communications Division	Mrs K Doolhur	Higher Executive Officer-
Finance and Economic Development(Finance Division)	Mrs M. Modun	Chief Personnel Officer
Finance and Economic Development(Economic Dev.Division)		Executive Officer
Fire Services	Mr F. Peerbacus	Ag Deputy Chief Fire Officer
Foreign Affairs and Regional Co-operation		
Fisheries	Mr S. Luchmun	Senior Personnel Officer
Government Audit Office	Mr L. Doorgakant	Chief Examiner of Accounts
Government Information Service	Mr R. Latchayya	Principal Information Officer
Government Printing	Mr. S. Green	Assistant Government Printer
Health and Quality of Life	Mr A.J. Garia	Executive Officer
Housing and Lands	Mrs S. Bawamia	Ag Personnel Officer
Income Tax	Mrs S. Lim Kong	Assistant Commissioner
Industry, Financial Services and Corporate Affairs	Mrs L. Jhugroo	Executive Officer
International Trade Division	Mr. S. Ramsaha	Establishment Officer

Ministry/Department	Name	Designation
Information Technology and Telecommunications		
Judicial	Mr P. Veeraragoo	Director, Court Services
Labour and Industrial Relations & Employment	Mrs H. Khodabocus	Higher Executive Officer
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		
Management Audit Bureau	Mrs S.V. Ho Fong	Principal Financial and Management Analyst
Mauritius Prisons Service	Mr N. Naiken	Principal Prisons Welfare Officer
Meteorological Services	Mr R. Mungra	Meteorologist
National Archives	Mr R. Chung Sam Wan	Ag Deputy Director
National Development Unit	Mr P. Purthee	Assistant Secretary
National Library		
National Transport Authority	Mr I. Jhumun	Administrative Manager
Office of the President	Mr R. Appanah	Higher Executive Officer
Ombudsman's Office	Mr I. Gunnoo	Ag Higher Executive Officer
Pay Research Bureau	Mr T. Jeebodhun	Job Analyst
Permanent Arbitration Tribunal	Mr S. Desvaux	Higher Executive Officer
Passport and Immigration Office		
Police Press Office	Mr M. Louison	Police Press Officer
Prime Minister's Office	Mr R. Munisamy	Higher Executive Officer
Public Infrastructure & Land Transport		
Public Infrastructure & Land Transport(Land Transport Division)	Mr S. Gobin	Executive Officer
Public Service Commission		
Public Utilities	Mr Y.K. Umar Khan	Senior Personnel Officer
Registrar-General	Mr R. Goorayah	Deputy Registrar General
Revenue Authority	Mr S. Lalmohamed	Senior Financial & Management Analyst
Rodrigues and Outer Islands Div.		
Rodrigues Regional Assembly		
Shipping & Rodrigues and Outer Islands (Shipping Div.)		
Social Security, National Solidarity and Senior Citizens Welfare	Mrs R Brojola	Assistant Secretary
Tourism	Mr R. Kurrimbux	Acting Personnel Officer
Training, Skills Development, Productivity & External Communications	Mrs A. Mudhoo	Senior Assistant Secretary
Treasury	Mr S. Ramparsad	Accountant
Valuation	Mrs T. Khedun-Sewgobind	Senior Government Valuer
Value Added Tax	Mr R. Seechurn	Assistant Commissioner
Women's Rights, Child Development and Family Welfare	Mr I. Mohamed Hosen	Personal Officer
Youth and Sports		