



S.L.O

MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

25 February 2005

Circular Letter No. 08 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 twentieth meeting with Desk Officers will be held on Wednesday 16th March 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 nineteenth meeting held on 19 January 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 19th Meeting with Desk Officers for Civil Service Reforms held in the Lunch Room of the National Assembly on Wednesday 19 January 2005 at 11 00 hrs.

- Mr K. Ponnusamy - Senior Chief Executive, Ministry of Civil Service Affairs & Administrative Reforms.(Chairman)
- Mr R. Mudhoo - 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 18th meeting held on Monday 05 November 2004 were approved.

3. **Matters Arising**

3.1 **Training Needs Analysis**

- Mr Dixit thanked the Ministries for their support in sending the necessary input to enable the conduct of the Training Needs Analysis exercise. He then read out a list of the remaining organizations which had yet submitted the requested information as follows:-
- (a) Ministry of Arts and Culture (Head Office, Nelson Mandela Centre for African Culture, Board of Film Censors, Mauritius Institute, National Museum, National Heritage Trust Fund).

- (b) Attorney General's Office (Office of the Director of Public Prosecutions).
 - (c) Ministry of Education & Scientific Research (Communications Unit, Career Guidance Service, Scholarship Sections, Infrastructure Unit, UNESCO).
 - (d) Ministry of Foreign Affairs, International Trade & Regional Co-operation.
 - (e) Ministry of Finance & Economic Development. Fiscal Investigations Department, Tax Training School. Treasury, Income Tax Department.
 - (f) Ministry of Health & Quality of Life.
 - (g) Ministry of Housing & Lands.
 - (h) Ministry of Industry, Financial Services & Corporate Affairs. (Industry Division, Business Information Unit, Monitoring Unit, Evaluation Unit, Financial Services Division, Financial Services Promotion Authority & Financial Intelligence Unit).
- The Committee took note that:
 - (i) The TNA Exercise was completed in respect of the following Ministries/Departments:-
 - (a) Ministry of Civil Service Affairs and Administrative Reforms.
 - (b) Ministry of Infrastructure & Land Transport.
 - (c) Ministry of Commerce and Cooperatives.
 - (d) Ministry of Training, Skills Development, Productivity & External Communications.
 - (e) Ministry of Labour, Industrial Relations & Employment
 - (f) Ministry of Youth & Sports
 - (g) Prime Minister's office.
 - (ii) Two set of training of trainers programmes were already organized to give greater impetus to the TNA exercise. The second programme which was currently on, was due to be completed by the end of the week. At least one officer from each public sector organization was embarked on the programme to ensure proper dissemination of information in this regard.
 - (iii) Ministries/Departments have been requested to appoint a Co-ordinating TNA Team to facilitate liaison with the ITEC Experts.
 - The Desk officers were requested to prepare a note highlighting the areas of concern in relation to their organization, to get it formally approved by the Departmental head and submit same to the Ministry of Civil Service Affairs and Administrative Reforms by Monday 31 January 2005.

3.2 Computerised Attendance System (CAS)

A working session was held with the Central Informatics Bureau with regard to the formulation of an Implementation strategy for the remaining Ministries/Departments.

3.3. ISO Principles Awareness session

The Committee took note that the National Library had successfully completed its Initial Assessment and would soon be ISO certified. Other public sector organizations were implementing ISO principles and some have also made a request for certification. In line with the Ministry's objective to give greater impetus to the ISO project, a meeting was held with the Director of the Management Audit Bureau for the early designation of MAB facilitators to assist in the execution of the new projects.

As testimony of their belief and commitment to the ISO principles, public sector organizations that are already ISO certified, had formed the Mauritius Public Sector Quality Association. The official launching of the Association was scheduled on 19 January 2005 at Labourdonnais Waterfront Hotel.

3.4. Excellent Customer Service Award and Outstanding Achievement Award

It was noted with satisfaction that the Excellent Customer Service Award 2004 had gained momentum. It was the intention of the Ministry to give a broader dimension to the Outstanding Achievement Award which relates to the individual performance of Public Officers at their place of work.

The Desk Officers were requested to submit their ideas and suggestions to Mrs Y. Moorghen with a view to add an innovative touch to future editions of these Awards.

3.5. Gemba Kaizen Workshops and Gemba Kaizen Symposium

A programme for the conduct of Gemba Kaizen Workshops was being worked out in collaboration with the National Productivity and Competitiveness Council to cover the remaining Ministries. The Ministries concerned would be informed accordingly of the date of the workshop. In the context of the extension of administrative reforms initiatives to Rodrigues, a Gemba Kaizen Workshop would be held at the Central Administration during period 02 – 04 February 2005.

The Ministry was finalizing a date for the holding of the Gemba Kaizen Symposium 2005 in consultation with the Kaizen Institute.

3.6. Performance Management

The Ministry of Civil Service Affairs and Administrative Reforms, in collaboration with the Commonwealth Association of Public Administration and Management (CAPAM) organized a five-day In-Country Senior Executive Seminar, from 29 November to 03 December 2004 to sensitise Public Officers at different levels in the Civil Service on the aims, importance and challenges of the adoption of an Integrated Performance Management System within Public Sector Reforms context. Messrs Denis Ives and Art Daniels from CAPAM were the main resource persons of the seminar. The Seminar targetted Supervising

Officers, Permanent Secretaries, Heads of Departments and Principal Assistant Secretaries on as well as Personnel Officers.

The main objective of the seminar was to develop the skills and competencies of the officers of the Personnel Cadre who will assist in the implementation of the new Performance Review System. The recommendations of the different groups will be taken into consideration in the finalization of the guidelines and the Performance Review Form for the Personnel Cadre.

3.7. Citizens' Charter

Individual working sessions were held with a few organizations that were finalizing the draft charters. The Committee emphasized on the need for each organization to get its draft charter ready as the latter document was crucial to enable them to measure performance and was particularly relevant in the context of the Performance Management Framework to be put in place soon. A list of the organizations having a Citizens Charter would be circulated at the next meeting.

3.8. Setting up of Reforms Unit in Ministries and Departments

The Chairman requested Desk Officers to ensure that action was initiated on the circular issued on the subject. The Desk Officers would report development at the next meeting.

3.9. Public Sector Research Grant Scheme

In the context of the Public Sector Collaborative Research Grant Scheme a Memorandum of Understanding would be signed shortly between the Ministry of Civil Service Affairs and Administrative Reforms and the Mauritius Research Council. The Chairman invited Desk Officers to disseminate information to officers in their organization with regard to the possibility for them to embark on this Research Scheme. The Ministries and Departments would formally be informed about the Scheme.

3.10. Any Other Business

- The Committee took note that the Ministry of Civil Service Affairs and Administrative Reforms had won the first prize in the Website Competition organized by the Ministry of Information Technology and Telecommunications.
- The Training Unit of the Ministry was awarded the National Quality Award for the Public Sector.
- The launching of the Award Courses for Higher Executive Officers, Executive Officer, and Confidential Secretaries was held on 17 January 2005.

- The logo of the Ministry was also officially launched.
 - The Public Officer's Welfare Council had scheduled to launch its Action Plan on 26 January 2005.
4. The Chairman thanked the members and closed the meeting at 12 15 hrs.

**Ministry of Civil Service Affairs
& Administrative Reforms**

07 February 2005

Ministry of Civil Service Affairs and Administrative Reforms

Civil Service Reforms – 19th Meeting of Desk Officers

Date: 19 January 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	Mrs G.Callychurn	Assistant Secretary
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
5.	Central Informatics Bureau	Mr K. Baguant	Project Manager
6.	Central Information Systems Division		
7.	Central Statistics Office	Mr.V. Boodhun Mr C. K. Arianaick	Technical Manager Statistician
8.	Civil Aviation	Mr S. Kinnoo	Deputy Director of Civil Aviation
9.	Civil Status Division	Mr M.S. Kistnamah	Principal Civil Status Officer
10.	Commerce and Co-operatives (Commerce Division)	Mrs K. Hisaindee	Executive Officer
11.	Commerce and Co-operatives (Cooperatives Division)	Mrs. P. Beekawoo	Assistant Secretary
12.	Companies Division	Miss Z. Tin Hoi	Principal Companies Officer
13.	Customs and Excise	Mr U. Ramdhony	Principal Customs and Excise Officer
14.	Economic Development Division		
15.	Education and Scientific Research	Mrs N. Kinoo	Assistant Secretary
16.	Electoral Commissioner's Office	Mr S. Awatur	Principal Electoral Officer
17.	Employment Service	Mr S. Ramsawock	Chief Employment Officer
18.	Energy Services Division	Mr A.K. Herkanaidu	Senior Engineer
19.	Environment	Mr S. Li Ching Mee	Senior Personnel Officer
20.	External Communications Division	Mrs K Doolhur	Higher Executive Officer-
21.	Finance and Economic Development(Finance Division)	Mr N. Gajadhur Mrs M. Modun	Assistant Secretary Chief Personnel Officer
22.	Finance and Economic Development(Economic Dev.Division)	Mr B. Bhoobul	Executive Officer
23.	Fire Services	Mr S. Thylam	Deputy Chief Fire Officer
24.	Foreign Affairs and Regional Co-operation	Mrs S. Samynaden	Assistant Secretary
25.	Fisheries	Mrs B. Cheeneebash	Office Superintendent
26.	Government Audit Office	Mr L. Doorgakant	Chief Examiner of Accounts
27.	Government Information Service	Mr J. Hurry	Principal Information Officer
28.	Government Printing	Mr. S. Green	Assistant Government Printer
29.	Health and Quality of Life	Mr A.J. Garia	Executive Officer
30.	Housing and Lands	Mrs S. Bawamia	Ag Personnel Officer
31.	Income Tax	Mrs S. Lim Kong	Assistant Commissioner
32.	Industry, Financial Services and Corporate Affairs	Mr Y. Mamode Casim	Personnel Officer
33.	International Trade Division	Mr. S. Ramsaha	Establishment Officer

S/N.	Ministry/Department	Name	Designation
34.	Information Technology and Telecommunications	Mrs B.F. Abdool Raman Ahmed	Assistant Secretary
35.	Judicial	Mr V. Koolomuth	Chief Registrar
36.	Labour and Industrial Relations & Employment	Mrs S. Doorgakant Mrs P. Dassaye	Ag. Principal Assistant Secretary Assistant Secretary
37.	Large Taxpayer	Mr G. Ramkissoon	Tax Investigator
38.	Local Government and Rodrigues		
39.	Local Government and Solid Waste Management	Mr D. Rawojee	Assistant Secretary
40.	Local Government Service Commission	Mr G. Thakoor	Senior Personnel Officer
41.	Management Audit Bureau	Mrs S.V. Ho Fong	Principal Financial and Management Analyst
42.	Mauritius Prisons Service	Mr N. Naiken	Principal Prisons Welfare Officer
43.	Meteorological Services	Mr R. Mungra	Meteorologist
44.	National Archives	Mr R. Chung Sam Wan	Ag Deputy Director
45.	National Development Unit	Miss A. Samjawon	Assistant Secretary
46.	National Library	Mrs D.E. Hassea	Administrative Assistant
47.	National Transport Authority	Mr I. Jhumun	Administrative Manager
48.	Office of the President	Mrs N. Sobhee	Establishment Officer
49.	Ombudsman's Office	Mr I. Gunnoo	Ag Higher Executive Officer
50.	Pay Research Bureau	Mr J. Curpennaick	Job Analyst
51.	Permanent Arbitration Tribunal	Miss W. Khodabux	Ag. Higher Executive Officer
52.	Passport and Immigration Office		
53.	Police Press Office	Mr K. Appadu	Police Inspector
54.	Prime Minister's Office	Mr R. Munisamy	Higher Executive Officer
55.	Prisons Department	Mrs M. Bayaram	Superintendent of Prisons
56.	Public Infrastructure & Land Transport	Mr S. Gobin	Executive Officer
57.	Public Infrastructure & Land Transport(Land Transport Division)	Mr G. Bundhooa	Assistant Secretary
58.	Public Service Commission	Mrs R. Peermamode	Office Superintendent
59.	Public Utilities	Mr Y.K. Umakhan	Senior Personnel Officer
60.	Registrar-General	Mr R. Goorayah	Deputy Registrar General
61.	Revenue Authority		
62.	Rodrigues and Outer Islands Div.		
63.	Rodrigues Regional Assembly		
64.	Shipping & Rodrigues and Outer Islands (Shipping Div.)	Mrs Emrith	Ag. Executive Officer
65.	Social Security, National Solidarity and Senior Citizens Welfare	Mrs R Brojolall	Assistant Secretary
66.	Tourism	Mr R. Kurrimbux	Acting Personnel Officer
67.	Training, Skills Development, Productivity & External Communications	Mr P. Pirthee	Assistant Secretary
68.	Treasury	Mr S. Ramdeen	Assistant Account General
69.	Valuation	Mrs T. Khedun-Sewgobind	Principal Government Valuer
70.	Value Added Tax	Mr R. Seechurn	Assistant Commissioner
71.	Women's Rights, Child Development and Family Welfare	Mrs M.L. Ng Tang Fui	Higher Executive Officer
72.	Youth and Sports	Mrs S. Sawmynaden	Establishment Officer