

**Address by Hon. Ashit Kumar Gungah,  
Minister of Civil Service and Administrative Reforms**

**Award Ceremony of MS ISO 9001:2008 Certificate  
to the Flight Clearance Office, Civil Aviation Department,  
SSR International Airport, Plaisance,  
Monday 07 February 2011 at 11 00 am**

Mr Seebaluck, Senior Chief Executive of my Ministry

Mr Goondeeah, Ag Permanent Secretary, External  
Communications Division, Prime Minister's Office

Mr Gungah, Director, Civil Aviation

Mr Ramful, Director, Mauritius Standards Bureau

Members of the Press

Ladies and Gentlemen

Good morning.

I feel the immense pleasure to be in your midst this morning for  
the ceremony to mark the Award of the **MS ISO 9001:2008**

**Certificate** to the Flight Clearance Office of the Civil Aviation Department.

Allow me at the very outset to congratulate all the officers of the Civil Aviation Department and particularly those of the Flight Clearance Office, who have worked as a team to implement this laudable project. They have indeed succeeded in taking up the challenge of getting the office ISO certified. They can rightly be proud of this achievement.

**Ladies and Gentlemen,**

The ISO Certification of the Flight Clearance Office can be considered as a label of recognition: that of operating according to international ISO quality management standards. These standards, in fact, define the fundamental elements of a quality system for organizations to ensure that their services not only meet customer's expectations but excel service delivery.

I need not emphasise the importance of the Civil Aviation Department in regulating air-traffic in Mauritius and particularly the Flight Clearance Office.

A safe and secure civil aviation airspace is a prerequisite for the sustainable development of the pillars of our economy, especially our tourism industry, ICT and financial services sectors and trade. The Civil Aviation Department has played a significant role in contributing towards the development of the country. I look forward that it continues to fulfill its role over the coming years.

Another important aspect of the Civil Aviation activities is safety and security. Security issues know no borders and can impact on the economy and the society at many levels; individuals, groups and organisations alike. The result of being complacent on security issues can be catastrophic, whether in loss of life, serious harms and national security, just to name a few.

I have no doubt that ISO offers solutions to address security gaps by both anticipating and managing eventual threats. Here I am referring particularly to the ISO standards for Risk Management that helps organisations to deal with uncertainties and managing security challenges.

**Ladies and Gentlemen,**

Since I assumed office, as Minister of Civil Service and Administrative Reforms some seven months back, I have expressed my vision to transform the Civil Service into a smarter Civil Service.

A **Smarter Civil Service** is all about a Civil Service where public officers are fully committed to:-

First, placing customers at the heart of everything they do;

Second, being more creative, innovative and prepared to take managed risks;

Third, building partnerships with other stakeholders in order to enhance productivity and achieve efficiency gains;

Fourth, being flexible and adapt to new priorities and challenges; and

Last, adhering to the enduring Civil Service Values.

One of the means to build a **Smarter Civil Service** is, no doubt, through such reforms projects as the ISO.

Building a smarter Civil Service also requires that we refrain from doing business as usual.

The nurturing of a performance and result-oriented culture, based on quality, is crucial in bringing about the in-depth transformation of the Civil Service. My Ministry has been spearheading a series of reforms initiatives to this end. It is widely acknowledged that any high performing civil service should be guided by proper ethical values and operate within well defined parameters for good governance to prevail. My Ministry has come up with a **Code of Ethics for Public Officers** to provide the necessary framework.

Furthermore, I am glad that my ministry has provided assistance and guidance in achieving the ISO Certification. As at date, 34 organisations are ISO Certified.

I strongly believe that provided with the appropriate work environment, public officers will rise to higher heights. My Ministry will, for the first time, be pursuing **enhancement of the work environment** so that public officers are provided with a conducive environment to perform.

### **Ladies and Gentlemen**

It is of prime importance that public officers, all across the service be continually trained and kept abreast of latest developments so that we become a resilient civil service. To this end, my Ministry is currently pursuing its utmost to set up a **Civil Service College**. As you may be aware, two weeks ago, a team from the Civil Service College Singapore, sponsored by the Commonwealth Secretariat, was here to assist us in this respect.

Before ending, let me express my confidence that, with this ISO Certificate, the Flight Clearance Office will be in a better position to achieve its vision, that is, **“to be recognized as the best regulator of civil aviation and the best provider of air navigation services in the region”**. It has embarked upon the

path of excellence with renewed confidence and must ensure continuous improvement in its service delivery.

The stakeholders as customers of the Civil Aviation Department can rely on the ISO and its international standards to provide and share solutions for making the world a better and safer place to live as for ensuring sustainable development.

The ISO certification is a testimony of your team engaged in building the future of the Civil Aviation Department as an efficient performing organisation.

Let me end by sharing an African proverb which says, I quote:

**“Tomorrow belongs to the people who prepare for it today.”**

End quote.

**I reiterate my congratulations to you all.**

**I thank you for your attention.**