

**Workshop on the Action Plan 2008-2010 of the Ministry  
of Civil Service and Administrative Reforms**

**Welcome Address by Mr. P. Jhugroo, Supervising Officer of  
the Ministry of Civil Service and Administrative Reforms  
on Tuesday 28 August 2007 at La Cannelle, Domaine Les  
Pailles**

**The Secretary to Cabinet and Head of the Civil Service,**

**Mr. Seeballuck**

**Senior Chief Executives**

**The Director of Pay Research Bureau**

**Colleagues Supervising Officers of Ministries/Heads of**

**Departments**

**Our Distinguished Guests, Mr. Mahalingam and**

**Dr. Rasappan, Consultants for the CI**

**Dear Participants**

**Ladies and Gentlemen,**

**It is with great pleasure that I welcome you all to this  
Workshop to brainstorm on the elaboration of the Action  
Plan 2008-2010 of the Ministry of Civil Service and  
Administrative Reforms. Your presence today shows your  
commitment as well as your concern to have a Civil  
Service that can perform better and respond to the needs  
of all stakeholders and more importantly to those of the**

**public. First of all, allow me to thank you for your valued presence in such a large number. This has a meaning and we will come to know that really by the end of this workshop.**

**As you know the vision of the Ministry of Civil Service and Administrative Reforms is to create a modern and efficient public service to achieve excellence in the delivery of public services and to ensure good governance. I have stated in the invitation letter sent to you that the first two Action Plans of this Ministry 2001-2003 and 2004-2005, respectively, have so far acted as vital roadmaps for administrative reforms in the Civil Service. The successful implementation of the strategic objectives set out in those Action Plans already constitute important milestones in the journey towards reforms. The various reforms have brought about much enthusiasm and noticeable changes including a change in the mindset among public officers for more participation in the modernization process of the Public Service.**

**Given the environment in which the Civil Service operates which is dynamic and fast changing, a new Action Plan for the Ministry of Civil Service and Administrative Reforms that will chart the way for reforms in the Civil Service for the next three years has its full importance. The New Action Plan will help review and evaluate the initiatives that emanated from the previous plans, sustain those that have impacted positively, and develop new strategies and innovative ideas to reinforce and consolidate the reforms. More importantly, the new Plan will provide a framework for the successful implementation across the public service of major and strategic reforms which are under way, namely the PMS and the PBB.**

**In so far as institutionalizing a quality culture in the public Service is concerned, it has to be reckoned that we have achieved considerable breakthrough by way of the integrated approach on Quality Management and Quality Customer Care Initiatives that will ultimately lead to a Total Quality Management System. The new Code of Ethics for Public Officers released in May 2007 sets the**

**standard of correct conduct expected of public officers based on values such as integrity, impartiality and accountability. It is also a sound basis for promoting good governance in the public service.**

**The other reforms initiatives, such as:-**

- ❖ ISO Certification for ensuring that organizations operate according to international ISO standards;**
- ❖ The Muda-Free Public Service Programme for the elimination of non value added activities;**
- ❖ The improvement of Counter/Customer Services Scheme for enhancing counter services and service delivery;**
- ❖ The publication of Citizens'/Customer Charters whereby Ministries/Departments pledge to provide services according to set standards; etc.**
- ❖ Have all contributed in re-engineering systems, processes and procedures and developing a more**

**customer-oriented approach in the delivery of public services. Similarly, launching of the Public Service Excellence Award last year has proved to be a valuable tool to recognize and reward those organizations which have excelled in adopting new and innovative approaches in their management.**

**Human Resource Development and capacity building is another key strategy for sustaining reforms and improvements in the Public Service. Training courses have been and are being organized for different target groups for both serving officers and new recruits. New management development programmes such as Project Management and Leadership and Supervision have been introduced as well as focused programmes on Customer Care and Report Writing. Training is now also available by the Open Distance Learning Mode (ODL) with the collaboration of the MCA. Around 6,000 officers have thus been trained during the last two financial years by the Ministry of Civil Service Affairs & AR.**

**Furthermore, in the context of the modernization of the Public Service, initiatives like the Computerised Registry System, the Central Personnel System and the Electronic Attendance System are being implemented. There are some technical difficulties which need to be addressed as a matter of priority. Otherwise the CRS is fully operational in over 60% of registries in the Civil Service. The CPS has been upgraded and fully tested and ready to be rolled in 16 Ministries in the first phase. Moreover, Email and Internet facilities are now provided to a larger number of officers in the wake of the E-Government Initiative.**

**As I mentioned earlier, two major and strategic reforms underway are the PMS driven by the Ministry of Civil Service & AR and the PBB led by the Ministry of Finance & Economic Development. Both these reforms are aligned to each other and aim at improving performance across the public service by optimizing on resources and achieving goals and targets against set performance**

**indicators. These reforms will no doubt have special consideration in our new Action Plan 2008-2010.**

**I wish also to point out that in the context of Programme Budgeting, the three main programmes of the Ministry of Civil Service & AR are:-**

- (a) Human Resource Management;**
- (b) Human Resource Development/Training; and**
- (c) Public Sector Reforms.**

**All the activities that come under each Programme have a bearing across the Civil Service and also impact on their activities – hence this wide consultation with Ministries/Departments on the new Action Plan.**

**The overriding aim of Government is to provide services which are accessible, timely, quality-based and cost-effective. It is only through well managed change and sound reforms that we can innovate, improve performance and build up a sustainable culture of quality and excellence in the public service. But, it is also crucial to have the contribution and unflinching support of all**

**players at every level of the organization. Today this workshop will provide you, Supervising Officers/Officers in charge and Technical Heads to voice your views and supplying on the different initiatives/actions and reforms underway across the public service, the difficulties encountered in their implementation and how best to complement such reform initiatives and consolidate them. Public Service Reform is and should be the concern of one and all and we should all have to strive hard to overcome the hurdles that impede change and reforms.**

**One great challenge facing our Public Service today is how to achieve quality service delivery, by promoting and sustaining innovation and creativity. We would wish that our new Action Plan could create the conditions that give greater importance to innovative – ideas and initiatives that would change organizational mindset and attitudes and accelerate the pace of modernization in the public service. We rely on our Consultants, Mr. Mahalingam and Mr. Rasappan with their experience in reforms in other**

**countries, to unlock this potential among our public officers.**

**Ladies and Gentlemen**

**There is no denying that the success of reform initiatives rests to a large extent on the commitment, active support and continuous involvement of top management. On behalf of the Ministry of Civil Service & AR we would like to thank Supervising Officers/Heads of Departments who have boldly embraced reforms and have improved their services. We rely on your continued support for the implementation of the new Action Plan 2008-2010. We take the opportunity to invite others to ensure that their organizations also take the path of reforms without hesitation.**

**We are confident that in the process of formulating the new Action Plan, the consultations today and in the coming days, will provide new dimensions to reforms through new, innovative and practical ideas and initiatives that will reinforce and consolidate our reform strategies for moving our Civil Service ahead. We thank you for your**

**contributions and we sincerely hope that your coming here is worthwhile and fruitful.**

**With these words, Ladies and Gentlemen, I now have the pleasure to invite Mr. Seeballuck, Secretary to Cabinet and Head of the Civil Service to make the keynote address and to officially launch the workshop.**

**Thank you.**