

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

**Award Ceremony of MS ISO 9001:2008 Certificate
To the Fisheries Training and Extension Centre
Pointe-aux-Sables, Thursday 26 august 2010 at 10 00 am**

My colleague, Honourable **Von-Mally**, Minister of Fisheries and Rodrigues

Mr. Seebaluck, Senior Chief Executive of my Ministry

Mrs. Beeharry, Ag Permanent Secretary of the Ministry of Fisheries and Rodrigues

Mrs. Oree, Ag Permanent Secretary of my Ministry

Mr. Munbodh, Director of Fisheries

Mr. A. Venkatasami, Officer-in-Charge of FiTEC

Officials of my Ministry and the Ministry of Rodrigues & Fisheries

Representatives of Unions

Members of the Press

Ladies and Gentlemen

Good morning

I thank you all for having given me the opportunity to address you for the Award ceremony of the **MS ISO 9001:2008 Certificate** to the Fisheries Training and Extension Centre (FiTEC) of the Ministry of Fisheries and Rodrigues.

Allow me first of all to congratulate the officers of the FiTEC, who have worked as a team and succeeded in taking up the challenge of getting their organization ISO certified. They can rightly be proud of this achievement.

Ladies and Gentlemen,

The nurturing of a performance and result-oriented culture, based on quality, is crucial in bringing about an in-depth transformation of the Public Service to continually improve the delivery of public services.

By achieving the ISO Certification, FiTEC has gained a label of recognition: that of operating according to international ISO quality management standards.

FiTEC, I am informed, was set up through a grant from the Government of Japan to upgrade existing facilities for the development of off-lagoon fishing and training of fishermen. It started its activities in October 2004.

I am confident that, being ISO Certified, it will be in a more comfortable position to achieve its mandate and continue along the path of improving service delivery to its customers.

The centre is playing a significant role in the development of our local fisheries sector, by catering for the various training needs of fishermen and other stakeholders in the fishing industry. As you know, Government is keen on further developing this sector so that it becomes yet another pillar of the economy. To this end a host of relevant strategies is being put in place to judiciously tap the marine resources of the country.

I need not remind you of the key role that the public service plays in ensuring *la mise en place* of a conducive environment for civil society to thrive and prosper. In this **increasingly globalised economic system** and **the cut throat competition we have to embrace innovation** and **the capacity to adapt to a fast pace of change** is a prerequisite if we want to survive.

An efficient Public Service should be driven by a team of dedicated officers who display the highest professional standards. Public officers should accept change as an abiding philosophy and focus on added responsiveness and innovations.

My ministry is undertaking reform initiatives geared towards enabling Ministries/Departments to deliver timely and quality services within the parameter of good governance.

Our Public Officers should be **passionate** about providing high quality public service for all; take **pride** in what they do and ensure that the country is proud of its Civil Service. Public officers must also demonstrate the highest degree of **professionalism** at all levels, in every sphere of activity.

A smarter Civil Service should be characterized by **Pace**, in the wake of a rapidly changing business environment and thus provide rapid responses to the expectations and aspirations of the Mauritian population. A customer focused approach is therefore being promoted through the **'Improvement of Counter/Customer Services Scheme'**. Ministries/ Departments are provided with financial assistance to enhance their counters and the officers are trained in customer care.

Ladies and Gentlemen,

The **Public Service Excellence Award** has been instituted to recognize the achievements of those units/ departments/ministries that have successfully embarked on the road to excellence. It is also a means to encourage other such organizations to follow the steps and therefore strive to deliver with excellence.

It is good to note that, the winner of the first **Public Service Excellence Award** in 2006 the **Companies Division** was ISO Certified.

The ISO 9001:2008 is a written standard that defines the basic elements of a quality system that organizations should adopt to ensure that their services meet, or exceed, citizens' expectations. It implies that processing systems are explicitly spelt out, responsibilities for a particular task established and a timeframe set for each task.

ISO certification also provides for continual improvement by taking on board feedback and suggestions from customers. ISO Certification can hence be seen as a prerequisite to achieving organizational excellence. To provide services according to ISO standards means to operate and implement a Quality management System. As such, the adoption of **MS ISO 9001:2008** has helped considerably with the introduction of the Performance Management System, another major reform strategy being rolled out across the civil service.

Ladies and Gentlemen,

I take this opportunity to congratulate once again the FiTEC team. I welcome them to the leading group of 32 Public Sector organizations that have obtained their ISO certification and are operating as per the requirements of MS ISO 9001:2008.

I am proud and glad that my ministry has provided assistance and guidance to this end. Some 20 others are currently undergoing the ISO certification process.

We are living in an age of expanding opportunity in which rapid technological advances are changing our world at a speed and scale not witnessed since the industrial revolution. We need to actively maintain our competitive edge by anticipating future developments in the wake of unprecedented challenges and the third industrial revolution.

Training as dispensed by the FiTEC is a key factor for the knowledge-based economy we are promoting. What is leading edge today becomes conventional tomorrow. It is imperative that FiTEC, as an important component of the Civil Service, continuously re-invents itself, adapts to the changing needs of the fishing industry and responds to the needs and aspirations of its customers. This is where this ISO certification will help FiTEC in its endeavor.

Here I would like to share with you a Chinese proverb which is very much befitting to your sector and to your organization as a training institute;

“You give a man a fish you feed him for a day. You teach a man how to fish, you feed him for a lifetime.”

This still holds good, but there are new and daunting challenges in the 21st century and these are:

- first, in the modern world, new species of fish are constantly emerging in the oceans,
- second, the water currents are becoming unpredictable especially at a time when we are witnessing the phenomenon of climate change,
- and last the rival fishermen are more competitive than ever before. So we must continue to train our fishermen and others in this sector.

It is imperative therefore, that learning should be a continuous process which provides opportunities to unlearn and relearn in order to pave the way to **sustain-na--bility**.

I must point out that being ISO certified is just a start. The certification has to be maintained over time and this needs the collaboration of one and all at FiTEC and the Ministry of Fisheries and Rodrigues. I am sure that FiTEC will prove once again that it can successfully win over this new challenge!

Congratulations and Bon courage.

I thank you for your attention.