

**ADDRESS BY HONOURABLE A.K. GUNGAH, MINISTER  
OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS  
ON THE OCCASION OF THE LAUNCHING CEREMONY  
OF THE INDUCTION COURSE FOR TEMPORARY  
OFFICE CARE ATTENDANTS ON 07 OCTOBER, 2010  
AT 09:00 HOURS AT FOOKS HOUSE.**

**Mr. Seebaluck, Senior Chief Executive of my Ministry**

**Mrs Oree, Ag Permanent Secretary**

**Officers of my Ministry**

**Representatives of Trade Unions**

**Resource Persons**

**Dear Participants,**

**I am pleased to be in this room this morning to launch  
the Induction Course for Temporary Office Care  
Attendants.**

**To start with, I would like to congratulate all the participants for your appointment as Temporary Office Care Attendants.**

**The public sector is a new experience for most of you. We believe that it is imperative for us to mount an Induction Course for every batch of newly appointed or newly promoted public servants. It is necessary that you are properly inducted so that you can easily adapt to the work culture of your respective organizations.**

**An Induction Course has all its importance and we have made it a must to discuss and finalize this programme in consultation with the Government Office Attendant Union.**

**The programme will give you an insight of what it is to be a responsible and dedicated public servant, what your duties and responsibilities are and what work behavior is best fitted for your workplace.**

**I would like to share with you my vision of the civil service and I have no doubt that you would help to achieve this vision. I have been saying to my senior officers that I dream of a professional civil service, efficient in its work and dedicated to its mission to serve the public.**

**As Office Care Attendants, you have an important role to play because most of the time you will be the first person in your organization whom the user will meet. It is your duty to be well groomed, courteous and above all provide precise and correct information to guide the visitors.**

**During this Induction programme you will have an opportunity to meet your colleagues who are posted in other Ministries and Departments. This will enable you to share your new work experiences and ideas about your organization and your work. Above all it will help you to create a network.**

**It would be pretentious to say that just this 2-day Induction Course would make you perfect Office Care Attendants. This course is just the beginning. This course aims to:**

- (i) sensitize you, the participants on your new roles and functions and responsibilities;**
- (ii) help develop in you a positive attitude and right mindset to enable you to perform your tasks with a customer-oriented approach**
- (iii) enhance your knowledge of government set-up and communication skills for the provision of quality services**

**Moreover, as you are new in the service, I would expect you to take this opportunity to talk to the resource persons who are experienced officers with a sound knowledge of the public sector. I am sure they will answer your questions with pleasure and provide you with the information you need.**

**Our Prime Minister keeps on saying that Mauritius depends on its human resources to maintain its trend of development. As public servants you can contribute enormously towards the development of your country. It is high time that we stop hearing the same type of complaints on the radio or in the public. The citizens have a right to a just, fair and equitable service. The public is more than ever aware of their rights and demand quality services. You have joined the service with a clean slate and I hope you will uphold the reputation of your different organizations.**

**Our environment keeps on changing, technology is developing at an incredible speed, the needs and expectations of our customers are fast changing with each passing day. In this highly competitive environment, we cannot lag behind change. We have to anticipate change and prepare ourselves to face the new challenges.**

**Training and staff development is and will remain one of our core activities with a view to constantly upgrade and develop the skills of our people for a better public service and help them adapt painlessly to change.**

**I am happy that my Ministry has a whole division dedicated to training. It is a relatively small unit with a limited budget. But we are doing our best to impart the right training to the right person. I am told that my Ministry also assists other Ministries in the field of training to ensure the development of our human resources for the whole of the civil service.**

**I believe all of you have been motivated to join the service because you want to serve the public and you have the legitimate ambition to aim at higher jobs. Many of you will surely upgrade your qualification to increase your chances in the competition. Your sacrifices will pay some day.**

**However, there are still many things to be learnt because learning is a never ending process. I am sure you will derive the maximum from those two days.**

**Before ending I congratulate you again and I wish you all the best in your new job and hope you will fulfill your duties and shoulder your responsibilities with dignity and perform to the best of your capabilities to achieve the goals set by your respective organizations.**

**I now have the pleasure to declare this course open.**

**Thank you for your attention.**