

Disciplined Forces Service Commission

Customer Charter

Our Customer Charter sets out the standards that customers can expect in their dealings with the Commission and from our work.

Background

The Disciplined Forces Service Commission (DFSC) is established by virtue of Section 90 of the Constitution. The DFSC has replaced the former Police Service Commission following the amendment of the Constitution by Act No.5 of 1997 and it came into operation on 20 May 1997.

Composition

In accordance with Section 90(1) of the Constitution, the Disciplined Forces Service Commission consists of the Chairman of the Public Service Commission as Chairman and four Commissioners. All of them are appointed by the President of the Republic after consultation with the Prime Minister and the Leader of the Opposition.

Staff

The Secretary of the PSC is also the Secretary of the DFSC and every member of the staff of the PSC is also a member of the staff of the DFSC.

Powers

Section 91 of the Constitution vests the Commission with powers to appoint persons to hold or act in any office in the disciplined forces (including power to confirm appointments), to exercise disciplinary control over persons holding or acting in such offices and to remove such persons from office. Section 118(1) of the Constitution empowers the Commission to make regulations for regulating and facilitating its functions and section 118(4) provides that the Commission shall not be subject to the direction or control of any other person or authority in the exercise of its functions.

The powers and responsibilities which are vested in the DFSC are limited in respect of members of the disciplined forces only as defined in Section III of the Constitution namely:

- (a) A naval, military or air force;
- (b) The police force;
- (c) A fire services established by any law in force in Mauritius; and
- (d) The Mauritius Prison Service.

The PSC and DFSC have the same vision, mission and objectives as follows:-

Our Vision:

To be the benchmark for integrity, equity and efficiency in a dynamic public service

Our Mission:

To ensure that the Republic of Mauritius has a professional and efficient civil service geared towards excellence.

Our objectives

To identify and appoint qualified persons with the drive and skill for efficient performance.

- To safeguard the impartiality and integrity of appointments and promotions in the Civil Service and to ensure that these are based on merit.
- To take disciplinary action with a view to maintaining ethical standards and to safeguarding public confidence in the service.

Our core Values

- Responsible attitude and efficiency
- Unrelenting and quality service
- Respect for the Constitution and valuing people
- Integrity and independence
- Fairness and equity
- Team spirit and timeliness
- Innovativeness and improvement

Our customers

Our customers are members of the public as well as those defined as members of disciplined forces.

Our MAIN FUNCTIONS

Our main tasks refer to cases submitted to us by the disciplined forces and pertain to:

- Recruitment

- Appointment
- Confirmation
- Promotion
- Discipline
- Scheme or Service

RECRUITMENT DIVISION

The Recruitment Division deals with matters relating to advertisements and filling of vacancies in the disciplined forces by way of selection exercises.

Main Responsibilities

- To handle the processing of applications received in response to advertisements issued to the general public or limited to officers within the public service.
- To make appropriate recommendations to the Commissions to enable them to proceed with selection exercises.

Processing of Applications

Applications are being processed promptly through a Computerised System.

Assessment of Candidates

The recruitment process involves all or a suitable combination of the following:

- a written test;
- qualifying or competitive examinations as prescribed in the scheme of service;
- physical measurement and other documentary evidence; and
- interview.

DFSC scrutiny division

This Division deals with appointments (including substantive appointments, acting appointments and assignment of duties), promotions, confirmation of appointment,

termination of appointment (otherwise than by disciplinary proceedings), retirement, schemes of service. It also deals with other cases, namely transfers, reversions, scholarships, discipline and representations.

Main responsibilities

- To scrutinize and process submissions from Ministries/Departments in line with the provisions of the DFSC Regulations.

Schemes of Service

- Schemes of service for posts in any disciplined force are also prepared and submitted to the Commission by the Ministry or Civil Service and Administrative Reforms. The latter gives general guidelines to Departments concerned for the preparation of these documents.
- The Commission ensures that schemes of service are properly worked out and that qualifications are laid down therein with clarity and precision.
- The Commission considers and gives its agreement to schemes of service.
- Schemes of service are prescribed only after the Commission has conveyed its agreement thereto.

General

As for the PSC, the DFSC also considers the following cases with regard to members of the disciplined forces:

- Transfers
- Reversions
- Scholarships

Discipline

- The Commission has the constitutional power to exercise disciplinary control over all members of the disciplined forces.
- It is the responsibility of the Commission to exercise such power in all fairness over each accused officer within the parameters laid down in its Regulations.
- However, by virtue of the provisions of Section 91(2) of the Constitution, the DFSC has delegated the powers of disciplinary control

to the respective Responsible Officers in respect of officers below a certain level.

Responsibility of the Commission – Rodrigues

- The power to appoint and promote, transfer, remove and exercise disciplinary control over officers on the establishment of the Prisons

and Fire Services departments, Rodrigues Regional Assembly rests with the Disciplined Forces Services Commission.

- Posts on the Rodriguan establishment are filled by Rodriguan candidates only.

Recruitment Exercise

- Posts are advertised for Rodriguan candidates when vacancies are reported by the Island Chief Executive.
- Applications are submitted to the DFSC are processed by the Recruitment Division.
- Interview exercises are organised in Rodrigues whenever the need arises.

Our obligations

Service Standards

The Commission is committed to the following general service standards that customers are entitled to expect from our work and in relation to its specific services.

General Service Standards

- Ministries/Departments can expect that the Commission will:
- uphold the values and good practice in people management in our work
- provide timely, accurate, reliable, consistent and useful service
- deliver appropriate services and information on line
- follow up on the nature, frequency and source of complaints, if any
- protect the right to privacy and confidentiality
- maintain high quality administrative processes

- work in collaboration and actively with Ministries /Departments
- attend to all requests / proposals / recommendations
- give sufficient information on cases being processed
- uphold commitment according to the provisions in the Constitution

Our request

To enable us to process requests in a timely fashion, we request that Responsible Officers:

- forward required data/information to process cases without delays.
- Update scheme or service and departmental staff lists.
- Avoid submitting multiple urgent requests at the same time.

Our communication strategy

- Through our website (e.g. in the FAQs list)
- to respond to queries/points raised by public [as it is neither practical nor do we have the required resources to respond individually
- to indicate the status of posts advertised
- To Responsible Officers through the normal and official channel or communication (e.g. by way or circulars)

Advertisement & Application

Vacancies in the Public Service are filled at the request of Responsible Officers of the disciplined forces. The vacancies are filled by:

- (i) the appointment or promotion or serving officers
- (ii) by inviting applications from the public by way of public advertisement or from serving officers by way of Disciplined Forces

Service Commission Circular Notes.

DFSC Form 7 can be collected from the Enquiry Counters of the Office of the Disciplined Forces Service Commission, 7, Louis Pasteur Street, Forest Side, the Ministry of Civil Service and Administrative Reforms, Ground Floor, Emmanuel Anquetil Building, Port Louis, the Chief Commissioner's Office, Port Mathurin, Rodrigues, the Offices of the Mauritius High Commission/ Embassies overseas. The application forms can also be downloaded from our website <http://psc.gov.mu>.

On-line application is also possible by connecting to our website.

For further information we invite you to consult our website where detailed information is available in the list of Frequently Asked Questions (FAQs) such as:

- Before applying
- After applying
- Regarding interview
- After interview

Office Hours:

Monday to Friday

08 45 hrs to 16 00 hrs

Feedback

The Commission actively invites and values feedback on the quality of services and is committed to using feedback to foster its relationship with its customers and to ensure its services are current and relevant.

You may contact us as follows:

The Secretary

Disciplined Forces Service Commission

7, Louis Pasteur Street, Forest Side.

Phone : 6754091/2

Fax : 670 3416/7

Website: <http://psc.gov.mu>.