

Public 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 Public Service Commission (PSC) by virtue of Section 88 of the Constitution, was established under the Public Service Commission Ordinance No. 23 of 1953 and came into operation on 11 May 1955.

Composition

In accordance with Section 88 of the Constitution, (as amended by Act No. 5 of 1997), the Public Service Commission consists of a Chairman, two Deputy Chairpersons 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.

Regulation 3 of the Public Service Commission Regulations provides for the appointment of a Secretary and such other staff as authorized.

Powers

Section 89 of the Constitution vests the Commission with powers to appoint persons to hold or act in any offices in the Public Service, 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.

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 Ministries / Departments.

Our MAIN FUNCTIONS

Our main tasks refer to cases submitted to us by the Ministries/Departments and pertain to:

- Recruitment
- Appointment
- Promotion
- Discipline
- Scheme or Service

RECRUITMENT DIVISION

The Recruitment Division deals with matters relating to advertisements and filling of vacancies in the Public Service 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.

Scrutiny Division A

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 and requests for delegation of power.

Main responsibilities

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

Schemes of Service

- Schemes of service are prepared and submitted to the Commission by the Ministry of Civil Service and Administrative Reforms which gives general guidelines to Ministries / Departments 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.

Delegation of Powers

The Commission is empowered to delegate certain powers to its Commissioners or to any public officer, under well-defined conditions.

- The delegation of power of appointment/promotion in grades falling in the workmen's classes is normally granted to Responsible Officers at their request.
- The power to make grade-to-grade promotion in some higher level posts has been delegated to Responsible Officers subject to specific conditions.
- Delegation of power of appointment to Responsible Officers in respect of short term employment on contract or employment on part time or sessional basis.

Scrutiny Division B

This Division deals with transfers, reversions, scholarship, discipline, representations and court cases.

Main Responsibilities

To examine recommendations from Ministries/Departments to ensure that they are in line with the procedures laid down in the PSC Regulations and PSC Circulars.

Transfers

The Commission normally approves applications from offices for permanent transfer to organizations defined as an approved service provided they hold a permanent appointment in the organization.

Reversions

The Commission often has to consider applications for reversion from officers who are not able to adopt to the duties, responsibilities or work environment of their new posts.

Reversions are allowed only from a temporary post, trainee grade or studentship to a substantive post held by the officers concerned.

Applicants should give plausible reasons in support of their application for reversion.

Scholarships

To follow the same procedures for the filling of vacancies in the public service where it is desired to select an officer for a scholarship or a special course of training which is designated to fit him for a higher office or which may enhance his qualifications for promotion.

Responsible Officers should ensure that the procedures laid down in the Regulations and instructions in relevant circulars are strictly adhered to so as to enable the Commission to give prompt consideration to the matter.

Discipline

- The Commission has the constitutional power to exercise disciplinary control over all public officers.
- 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.

Responsibility of the Commission – Rodrigues

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

Regional Assembly rests with the Public Service 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 PSC are processed by the Recruitment Division.
- Interview exercises are organized 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 Ministries/Departments:

- forward sufficient data/information to process cases without delays.
- Update scheme of 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 of communication (e.g. by way or circulars)

Advertisement & Application

Vacancies in the Public Service are filled at the request of Responsible Officers of Ministries/Departments. The vacancies are filled by:

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

Commission Circular Notes.

PSC Form 7 can be collected from the Enquiry Counters of the Public 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>.