Public Service Excellence Award 2008

Grand Winner: Civil Aviation Department

The team of Civil Aviation Department, Mr A. Gungah (Centre), Director of Civil Aviation Department holding the trophy in the presence of - Dr The Hon B. Hookoom (on the right side), Minister of Civil Service & Administrative Reforms and (on the left side) - Mr S.C. Seeballuck, Secretary to Cabinet and Head of Civil Service and Prof. Donald Ah-Chuen, G.O.S.K, Chairman of the Panel of Jury

The Civil Aviation Department has two main functions:
- To regulate the civil aviation activities in Mauritius; and
- To provide air traffic services within the Mauritius Flight Information Region.

As an Air Navigation Service provider, the Civil Aviation Department provides air traffic services including air traffic control within the vast oceanic airspace under its jurisdiction as allocated by International Civil Aviation Organisation (ICAO), and maintains the communication, navigation and surveillance equipment facilities according to international standards in order to support the services provided.
Mr S.C. Seeballuck, Secretary to Cabinet and Head of Civil Service handing over trophy to Mrs D. Sobarun of the Registrar General’s Department

The Registrar-General’s Department is a revenue earning cum service department which operates under the aegis of the Ministry of Finance and Economic Empowerment.

Since 2005, various reforms initiatives have been undertaken with a view to modernise its services and provide a quality service to its customers. Some notable ones are:

(i) Setting up of an Electronic Search Room
(ii) The scanning of Name Registers and “Casier Hypothecaires”
(iii) Improvement at the Counters and Waiting Area
(iv) Re-engineering of processes in the Land Registry
Leadership & Team Spirit Award 2008

Mauritius Prisons Service

Prof. Donald Ah Chuen, G.O.S.K., Chairman of the Panel of Jury handing over trophy to Mr L. Vijaynarayanan, Commissioner of Prisons, Mauritius Prisons Service

The Mauritius Prisons Service, an important stakeholder in the Criminal Justice System, is mandated to keep detainees in safe custody and endeavour towards their rehabilitation. Thus, the living conditions, health care, de-addiction, sensitization and education of substance abusers are being continually improved, training of staff has been professionalized, and detainees are being empowered through numeracy and literacy programmes to learn skills such as vegetable production, animal husbandry, welding and metal fabrication, beauty care and hairdressing.
The Department of Neurosurgery at Victoria Hospital was opened in 2002. The aim of setting up the Unit was to provide high standard emergency and elective neurosurgical care to about half of the population of the island located in the South, thus, decentralizing and avoiding overcrowding the only existing Neurosurgical Unit at SSRN Hospital. It also cuts down on the waiting list and eases rapid evaluation of patients for emergency neurosurgical treatment.
Customer Focus Award 2008

Droopnath Ramphul State College

Droopnath Ramphul State College (DRSC) is a National College situated in the north of the island with a population of about 850 students. Over the years, the school has strived for academic excellence with 100% pass rate at SC level. In 2008, it attained a performance of 97.27% at HSC level and was honoured to have one Laureate.
Special Mention 2008

Neonatal ICU, SSRN Hospital

Mrs K. Beegun, Member of Panel of Jury handing over trophy to Dr F. Soobadar, Paediatrician / Neomatologist, Neonatal ICU, SSRN Hospital

The level III Neonatal Intensive Care Unit of SSRN Hospital receives an average of 200 admissions each year. Further to catering for around 3000 deliveries, they have the responsibility to provide optimal care to any sick neonate referred to them from other hospitals, private clinics or from Rodrigues.

They have contributed to reducing the neonatal and infant mortality rate and have upheld their reputation for excellence by updating their admission criteria and treatment protocols and by the diligent follow up of their patients.
Special Mention 2008

Energy Services Division

The Energy Services Division (ESD), formerly Electrical Services Division, was created in 1981. The Division falls under the aegis of the Ministry of Renewable Energy and Public Utilities. The ESD is essentially a service provider and its customers are mainly Ministries and Departments.

It provides electrical consultancy services in respect of all Government projects, inclusive of the preparation of technical specifications and tender documents as well as the supervision of electrical works undertaken for the Government by private contractors. The services are provided in terms of operation, repair and maintenance of electrical installations, items of equipment and air conditioning facilities in Government buildings including hospitals, sports complexes, stadia, police stations, schools, colleges and fire stations among others.
The Department of Biochemistry performs within the framework of the Central Health Laboratory, which provides extensive services in the broad disciplines of pathology.

The Biochemistry Department provides a comprehensive service, including routine chemistry, endocrinology, diabetes care, oncology and therapeutic drug monitoring. It is committed to medical laboratory service, research and education. Laboratory analysis of blood and other body fluids is performed using a range of techniques requiring a high degree of technical and scientific expertise for the operation of highly sophisticated, multi-channel, analytical systems.