



Republic of Mauritius

CUSTOMER CHARTER

PSC

and

DFSC

**Public Service Commission and
Disciplined Forces Service Commission**

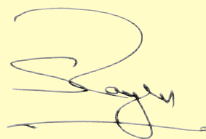


Message of the Secretary

This consolidated Customer Charter is being reviewed at a most pertinent time after ten years when it was first written under my direction. The Charter is our promise to customers to meet and even to exceed expectations by setting new targets to deliver high quality services.

The Commissions function in a specific context and have to operate in a dynamic world with constant changes taking place at an accelerated pace and against the backdrops of serious socio-economic challenges, increased competition, growing accountability and limited resources. Despite this scenario, the Commissions are performing to re-examine their existing relationship with their customers, in line with the vision of the Government, for effective and efficient service delivery.

We, at the Commissions, are therefore committed to providing our customers with the highest quality service and our staff is the driving force behind our ability to provide customers with a delightful experience.



(S. RAGEN)

SECRETARY

TABLE OF CONTENTS

	Page
Abbreviations	
Rationale.....	1
Our Philosophy.....	1
Background Information.....	1
Composition.....	2
Constitutional Mandate.....	4
Our Vision and Mission.....	6
Our Objectives and Core Values.....	6
Head of the Organisation.....	7
Our Customers.....	8
Our Scope of Service.....	8
Our Sections.....	9
A. Recruitment Section.....	9
B. Appointment/Promotion Section.....	11
C. Scheme of Service Section.....	12
D. Discipline Section.....	13
E. Direct Cases Section.....	15
F. Human Resource and Rodrigues Section.....	15

	Page
G. Disciplined Forces Section.....	16
H. Finance Section.....	19
I. Procurement Section.....	20
J. Registry Section.....	20
K. Administration Section.....	21
Grievance Procedure.....	22
Our Obligations.....	23

ABBREVIATIONS

- (i) DFSC - Disciplined Forces Service Commission
- (ii) HRMIS - Human Resource Management Information System
- (iii) PBAT - Public Bodies Appeal Tribunal
- (iv) PMS - Performance Management System
- (v) PSC - Public Service Commission

CUSTOMER CHARTER

RATIONALE

The rationale of this Customer Charter is to set out the standards that customers can expect as well as to disseminate the activities/services of the Public Service Commission and the Disciplined Forces Service Commission.

OUR PHILOSOPHY

We are responsible to provide quality services to satisfy our clients through equal and fair treatment.

BACKGROUND INFORMATION

The Public Service Commission (PSC) and the Disciplined Forces Service Commission (DFSC) share the same office and location but function according to their distinct jurisdiction.

The Public Service Commission, 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.

The Disciplined Forces Service Commission was established, by virtue of Section 90 of the Constitution, and its origin can be traced back to 1958. The DFSC has replaced the former Police Service Commission following the amendment of the Constitution (Act No.5 of 1997) which came into operation on 20 May 1997.

The PSC and DFSC are the main recruiting Constitutional bodies for the Public Service in Mauritius.

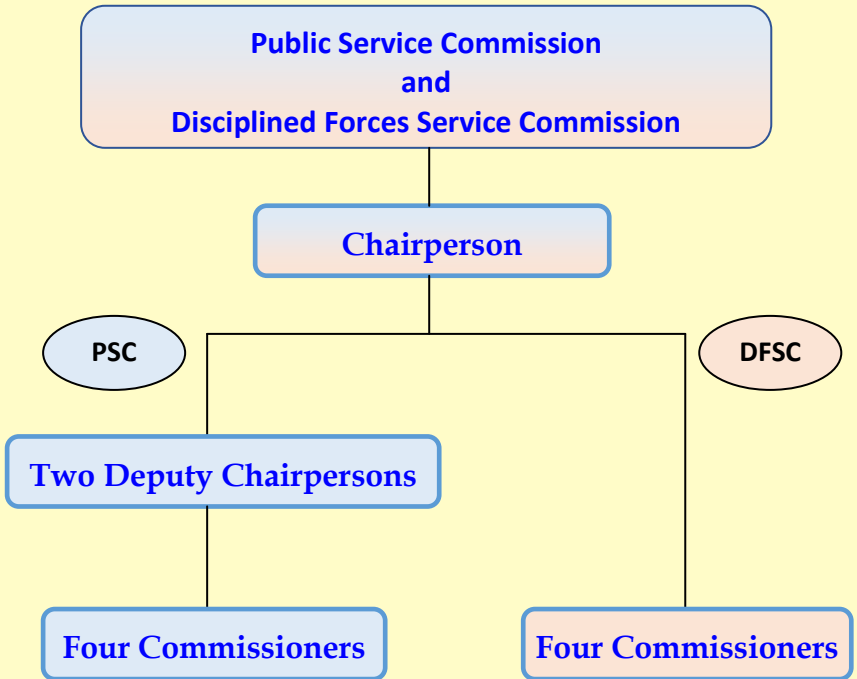
COMPOSITION

In accordance with Section 88 of the Constitution (as amended by Act No. 5 of 1997), the Public Service Commission consists of a Chairperson, two Deputy Chairpersons and four other Commissioners. All of them are appointed by the President of the Republic of Mauritius after consultation with the Prime Minister and the Leader of the Opposition.

According to Section 90(1) of the Constitution, the Disciplined Forces Service Commission consists of the Chairperson of the Public Service Commission as Chairperson and four Commissioners. All of them are appointed by the President of

Public Service Commission and Disciplined Forces Service Commission

the Republic of Mauritius after consultation with the Prime Minister and the Leader of the Opposition.



CONSTITUTIONAL MANDATE

Powers of the Public Service Commission	Powers of the Disciplined Forces Service Commission
<p>Section 89 of the Constitution vests the Public Service 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.</p> <p>Section 118(1) of the Constitution empowers the Commission to make regulations for regulating and facilitating its functions.</p>	<p>Section 91 of the Constitution, vests the Disciplined Forces Service 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.</p> <p>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</p>

Section 118(4) provides that, subject to section 91(A), the Commission shall not be subject to the direction or control of any other person or authority in the exercise of its functions.

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 in respect of members of the disciplined forces. In line with Section 111 of the Constitution, a disciplined force means -

- (a) a naval, military or air force;
- (b) the Police Force;
- (c) a fire service established by any law in force in Mauritius; or
- (d) the Mauritius Prison Service.

OUR VISION AND MISSION

The Public Service Commission and the Disciplined Forces Service Commission have the same shared vision, mission, objectives and core values as stated below:

Vision: The benchmark for integrity, equity and efficiency in a dynamic public service.

Mission: To ensure that the Republic of Mauritius has a professional and efficient Civil Service geared towards excellence.

OUR OBJECTIVES AND CORE VALUES

Objectives: To identify and appoint qualified persons with the drive, skill and attitude 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; and

To take disciplinary action with a view to maintaining ethical standards and to safeguarding public confidence in the Public Service.

Core Values:

The Commissions demonstrate effectiveness through core values like:

- Transparency
- Responsible attitude and efficiency
- Ethical attitude
- Respect for the Constitution
- Valuing people
- Integrity and independence
- Fairness and equity
- Team spirit and timeliness
- Innovativeness and improvement

HEAD OF THE ORGANISATION

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

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

OUR CUSTOMERS

The customers of PSC and DFSC include citizens, public officers, members of the disciplined forces as well as Responsible Officers of Ministries and Departments.

OUR SCOPE OF SERVICES

Our main functions relate to recruitment and cases submitted to us by Ministries/Departments pertaining to:

- Filling of vacancies
- Appointment
- Promotion
- Discipline
- Scheme or Service

OUR SECTIONS

To deliver its mandate, the Commissions' operations are facilitated by the following sections:

- a) Recruitment
- b) Appointment/Promotion
- c) Scheme of Service
- d) Discipline
- e) Direct Cases
- f) Human Resource and Rodrigues
- g) Disciplined Forces
- h) Finance
- i) Procurement
- j) Registry
- k) Administration

A. Recruitment Section

The Recruitment Section deals with matters relating to advertisements and the processing of application forms received in response to posts advertised by way of public advertisements and circular notes.

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 received are processed promptly through a computerised system.

Assessment of Candidates

The recruitment process involves all or an appropriate combination of the following procedures:

- written tests/examinations, including qualifying or competitive examinations as prescribed in the Scheme of Service;

- physical measurement tests and physical aptitude tests;
- verification of documents; and
- interviews.

B. Appointment/Promotion Section

This section deals with appointments (including substantive appointments, acting appointments and assignment of duties), promotions, confirmation of appointment, termination of appointment (otherwise than by disciplinary proceedings) and requests for delegation of power.

It scrutinises and processes submissions from Ministries and Departments in line with the provisions of the PSC Regulations, PSC Circulars and recommendations contained in the latest report of the Pay Research Bureau and other relevant circulars from other Ministries/Departments.

Delegation of Powers

The Commission is empowered to delegate certain of its powers 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 being met. Delegation of power of appointment has been given to Responsible Officers in respect of employment on contract or employment on part time or sessional basis.

C. Scheme of Service Section

This section deals with proposed Schemes of Service, which are submitted to the Commission by the Ministry of Civil Service and Administrative Reforms for agreement, as well as cases for reversions.

The section scrutinises the proposals to ensure that Schemes of Service are properly worked out and that qualifications are laid down therein with clarity and precision for the agreement of the Commission. Thereafter the prescription of the Scheme of Service is made by the Ministry of Civil Service and Administrative Reforms.

Reversions

The Commission often has to consider applications for reversion, from officers, who are not able to adapt to the duties, responsibilities or work environment of their new posts. Reversions are allowed only from a temporary post, trainee grade or studentship provided that the officer holds a substantive appointment. Applicants should give plausible reason(s) to support their application for reversions.

D. Discipline Section

This section deals with cases of discipline, scholarships, transfer, representations and delegation of power in respect of employment on contract/sessional basis and part-time employment.

The Public Service Commission has the constitutional power to exercise disciplinary control over all public officers. It is the responsibility of the Commission to exercise such powers in all fairness over each accused officer within the parameters laid down in its corresponding Regulations.

Scholarships

The procedures for the filling of vacancies in the public service is followed 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 Commissions to give prompt consideration to the matter.

Transfers

The Public Service Commission normally approves the temporary transfer of officers from one Ministry/Department where services of these officers are needed. It also entertains the request for applications from officers for permanent transfer to an organisation defined as an “approved service” provided the person holds a permanent appointment in the organisation.

E. Direct Cases Section

This section deals with retirement, advertisement, temporary transfer, pre-registration and police clearance. It examines draft advertisement submitted by Ministries/Departments (including that on the Rodrigues Establishment), requests for retirement/temporary transfer, application for pre-registration and seeks police clearance for posts delegated to Responsible Officers.

F. Human Resource and Rodrigues Section

The Human Resource Section deals with HR matters such as staffing, Training, HR proposals, applications for leave, Human Resource Management Information System (HRMIS), Electronic Attendance System and Performance Management System (PMS).

Training is provided to our staff so as to enhance skills, consolidate the knowledge base and capability with a view to achieving the goals and objectives of the Commissions.

Responsibility of the Public Service Commission for 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.

It is to be noted that posts on the Rodriguan establishment are filled by Rodriguan candidates only.

The Rodrigues Section examines recommendations from the Rodrigues Regional Assembly in respect of appointment/promotion, discipline, Scheme of Service, transfer and retirement and submits them to the Commission for consideration and approval.

G. Disciplined Forces Section

This Division also 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 for

officers of the disciplined forces. It also deals with other cases, namely transfers, reversions, scholarships, discipline and representations.

Main Responsibility

To scrutinise and process submissions from different offices of the Disciplined Forces and Departments in line with the provisions of the DFSC Regulations.

Schemes of Service

After consultation with different stakeholders, like for example representatives of the employees, trade unions and the Whitley Council, a Responsible Officer submits his request to the Ministry of Civil Service and Administrative Reforms to the effect that the Scheme of Service for a particular post needs to be amended. The latter Ministry, responsible for 'conditions of service' in the Public Service, subsequently, makes a submission to the Commission in that respect.

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 Disciplined Forces Service Commission for 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 Service Commission.

H. Finance Section

The Finance Section is an integral part of the organisation as it caters for the financial needs of the organisation as well as contributes to further the agenda of both Commissions, through the formulation of the Budget Estimates.

It ensures that there is efficient and effective service delivery in the implementation of government policies and programmes. Moreover, it sees to it that there is a sound financial management of the limited resources and the allocation thereof. Additionally, the Finance Section ascertains:

- ✓ a proper system of accountability in the organisation;
- ✓ principles, procedures and instructions are observed;
- ✓ the correct financing with all safeguards against waste and loss;
- ✓ compliance with financial rules/instructions;
- ✓ that sound financial practices are observed for the running of the organisation; and
- ✓ that each section of the organisation is provided with sufficient amenities for a sustained service delivery.

I. Procurement Section

The Procurement Section functions in accordance with the provisions laid down in the Public Procurement Act (2006), the Financial Management Manual and the Financial Kit. The section makes all acquisitions of goods and services in a fair and transparent manner.

It therefore works in harmony with international best industry practices regarding procurement and supply thus promoting economy, efficiency and accountability.

J. Registry Section

The Registry Section is the heart of the organisation and it deals mainly with all incoming mails, processes same in files and expedite these files to the right section within the least possible delay. It has a computerised system since the year 1997 and operates in a very systematic and well organised way.

The Registry Section provides a reliable, legally verifiable source of evidence for decision making, information, reference and necessary action. The effectiveness and efficiency of the

Commissions depend upon the availability of timely information held in the records kept.

K. Administration Section

The Administration Section provides support services to all units and maintains the smooth running of the activities of the organisation in general. The onus of maintenance of building, plant, equipment, cleaning services and contracts fall under the Administration Section. It processes all requests made by the internal customers in terms of procurement and repairs which are channeled through it and has to find a solution to complaints made on a daily basis.

Moreover, all mails of a general nature coming from Ministries/Departments, which require immediate attention, are directed to the Administration Section for prompt action.

GRIEVANCE PROCEDURE

- a) Aggrieved officers may appeal in writing to the Commission, against decisions of Responsible Officers to inflict upon them punishments under the Regulations.

- b) Any public officer who feels aggrieved by a decision of the Public Service Commission pertaining to an appointment exercise limited to public officers or to a disciplinary action taken against him may appeal to the Public Bodies Appeal Tribunal (PBAT). Such appeals should however be made within 21 days of the notification of the decision of the PSC.

- c) Officers aggrieved by any decision of the Public Service Commission and the Disciplined Forces Service Commission may seek redress by applying for a Judicial Review to the Supreme Court.

Cases of appeal before the PBAT/Court are processed by Appointment/Promotion, Discipline, Schemes of Service and Rodrigues Sections.

OUR OBLIGATIONS

Service Standards

The Commissions are committed to the following general service standards that customers are entitled to expect from their work and in relation to their specific services.

General Service Standards

Ministries/Departments can expect that the Commissions will:

- uphold the values and good practice in people management at work;
- provide timely, accurate, reliable, consistent and useful service;
- deliver appropriate and online services and information;
- 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;
- and uphold commitment according to the provisions in the Constitution.

What we expect from our customers

To enable us to process requests in a timely way, we make an earnest request that:

❖ Applicants:

Fill the appropriate application form accurately and submit same within the date limit set.

Candidates are encouraged to submit their application forms online through the website of PSC <http://psc.govmu.org> or through the Government's citizen portal on <http://www.govmu.org>

❖ Responsible Officers:

- submit clear, accurate, sufficient information/data and complete set of documents so as to facilitate processing of cases without delay;

- submit updated departmental staff lists not later than 31 March of every year;
- update Schemes of Service;
- work in close collaboration, understanding, trust and confidentiality; and
- submit regular feedback.

Our communication strategy

To communicate through our website, press communiqués and Annual Reports.

Advertisement

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

- (i) the appointment or promotion of serving officers; and
- (ii) by inviting applications from the public by way of public advertisements or from serving officers by way of Circular Notes.

Application Forms

PSC Form 7 and DFSC 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 and the Offices of the Mauritius High Commission/ Embassies overseas. The application forms can also be downloaded from our website link on <http://psc.govmu.org>

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

Information on Filling of Forms

For further information we invite you to consult our website where detailed information is available in the given FAQs list such as:

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

Feedback

The Commissions value suggestions on the quality of services delivered and are committed to use proposals to foster a comprehensive relationship with its customers and to ensure that its services are up-to-date and relevant.

Review of the Charter

The Commission will review its Charter every five years or earlier, if required, to ensure continued improvement and relevance, based on the changing needs of our customers and the dynamic environment.

Legal Disclaimer Notice

The Statements of Commitments in this Charter do not confer any legal rights contractual or otherwise. This Charter is published for information purposes only.

Office Hours

Monday to Friday - 08 45 hrs to 16 00 hrs

Contact Us

You may contact us as follows:

**The Secretary,
Public Service Commission and Disciplined Forces
Service Commission,
7, Louis Pasteur Street,
Forest Side.**

Phone Number : 670 9705
Fax Number : 670 3416 or 670 3417
Email Address : pdsc@govmu.org
Website : <http://psc.govmu.org>

16 June 2016

**Public Service Commission and
Disciplined Forces Service Commission,
7, Louis Pasteur Street,
Forest-Side,
Mauritius.**

DESIGNED AND PRINTED:
GOVERNMENT PRINTING DEPARTMENT
JUNE 2016