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# President's Meeting with Director General and Directors

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Minutes of meeting held on the 12 July 2018 at 2:00 pm  
Venue: STC Conference Centre

## 1. Opening

The Chief Secretary and Head of Public Service delivered opening remarks and the President addressed the meeting. He went over some of the actions that had been undertaken as a result of concerns raised in the last meeting such as consideration to review the salary grid, the restructuring of Cabinet Office. He also thanked members for their belief in the principles of good governance, transparency and accountability. The President reiterated the need for members to understand what is happening in Government. He explained the role of Ministries vis a vis agencies. He noted the importance of putting in place relevant policies, collaborating in sharing of ideas from staff and in ensuring private input and gender balance in Board composition.

The President informed of the need to fine tune communication within organisations, between organisations and with the public.

The President mentioned the Business Summit as a way to communicate with all stakeholders in the bid to overcome the challenge of evolving as we remain attentive to the economy. He explained that the private sector is the engine of economic growth so there is a need for the right environment for them to operate in. Delays, lack of communication must be addressed and resolved in order to grow and distribute wealth. In order to receive resources for the different sectors there is a need to ensure the economic sector can work. Government is the facilitator hence the need to revisit the steps and procedures to make things easy for the private sector. Service delivery is key. Emphasis has been placed on framework and now the time has come to look at the content of the delivery.

## 2. Communication and service Delivery

- 2.1. Members explained that attitude of staff was affecting service delivery negatively. Lack of communication is also affecting service delivery. Members felt there is a need to instil accountability and responsibility in staff.
- 2.2. Members noted that the 13<sup>th</sup> Month salary was not leading to improvement in performance. They proposed a performance appraisal related remuneration. To this the President advised that the 13<sup>th</sup> month salary is in law hence an entitlement. Unless there is national consensus to change it, it cannot be changed. The right attitude of staff is need from the beginning.
- 2.3. The President advised that people are given opportunities to change through education and support, however the PSO must be used in taking decisions. He explained that situations need to be addressed rather than simply transferring staff. Training and support is key in addressing service delivery and attitude change. Leadership is about knowing your staff, listening to them and getting the best out of them. Plans and targets must be given to staff. They must be engaged to understand the vision and process of the organization.

2.4. The President also advised that heads of organisations need to know their organization. DGs and Directors need to give clear tasks to staff and to get them to action.

### **3. Good Governance**

3.1. Members informed that in certain organisations there is lack of control. They cautioned against a cartel between internal auditor, CEO and financial controller, stating that there are friendship groups that are used to bypass procedures and to protect each other. These activities are leading to abuse on resources.

3.2. The President requested that Evidence of any malpractice be produced so actions may be taken.

### **4. Transportation to Work**

4.1. Members raised the issue of transportation to come to work and explained that staff living in the South were being affected. They proposed that Government considers staggering working hours to allow people to get to work on time.

4.2. The President advised that this will be discussed within Government.

### **5. Regional Councils**

5.1 Concerns with the regional council was raised. Issue with members of the council being nominated by Politician. The concern is that they have their own political agenda and will not necessarily serve the people. It was pointed out that NGOs are concerned that there is no law that directs the council and that the people should choose who should represent them.

5.2 The CS informed that staff who have been nominated to serve on the Council should seek approval of DPA.

5.3 The President informed members that the law for district councils has not been operationalized. There is however a commitment to proceed and discussions with the political leaders took place and there was agreement that in view of high cost the elections will not be held and that a regional council concept will be adopted. Implementation will be monitored and evaluated.

### **6. Actions of PSAB**

6.1 Members informed the meeting of disappointment with the PSAB. They were called in front of the committee for action they had taken against a staff and expected that they would be given an opportunity to present their case. However, they were simply told that they should have respect for a staff of 35 years of service.

6.2 President advised that citizens have the right to go to any of the structures such as PSAB. Government leaders when putting up a case need to follow all procedures as per policies and guidelines. Government can also appeal PSAB decisions and request judicial review.

6.3 The President informed members that the Ombudsman was not receiving timely feedback on queries raised by her Office. He advised on the need to document decisions taken properly and to keep records on file. He advised against having two sets of files for one staff. He further cautioned that the Access to Information Bill will soon be signed into Law hence the need to put the house in order to be ready for requests.

## **7. Budget Preparation Process**

- 7.1 Concerns were raised on the amount of time spent on working on the budget. The budget framework and process is complicated and they urged that MFTIEP devise a more simple process to complete the budget.
- 7.2 The President advised that a balance would need to be found and priorities understood. MFTIEP will be briefed on issues.
- 7.3 Members advised that PS and CEO should take ownership of their budget and ensure their staff understand the budget.

## **8. Rank of staff who should attend CEO Forum**

- 8.1 A member enquired about which Officers should attend the CEO Forum. The Registrar General was not being invited to the forum which resulted in her not being privy to key information and development in Government.

## **9. Standard of Care MHealth**

- 9.1 Members from MHealth proposed that the public should be educated on the standard of care available and provided to them.
- 9.2 Unsustainability of budget, there new medical advances new intervention and new treatment that cannot be provided by MHealth. Public contribution to health was proposed.
- 9.3 Members noted the need for bursar posts to place junior doctors on when they go for specialist training in order for HCA to be able to employ replacement doctors. Budget should also be provided.
- 9.4 The President stated that the Overseas Treatment Bill would be one way to prevent abuse of the system. He agreed to the need to educate and inform the public and service users. Additional posts/bursar posts will be discussed.

## **10. Sick Leave**

- 10.1 A proposal was made to reduce the number of sick leave.
- 10.2 The President advised that the issue of sick leave was being discussed and that there was a need to strike a balance between employer and employee.
- 10.3 It was pointed out that some private doctors were selling sick leave.

## **11. Information and Education of Public**

- 11.1 Members informed that SBC was not seeing the importance of programmes and events that MDAs organise. They noted that not all Seychellois were on Social media hence there was still a need that the national broadcaster reports on MDA activities.
- 11.2 Members discussed the need for communication to be clear and accessible to the public.
- 11.3 The President noted the need to work to tackle the issue of SBC. Concerns will be raised with SBC Board.

## **12. Understanding for public servants**

12.1 Members noted that a lot of work was being done by public servants and a lot of sacrifices were being made by staff at the level of their families in order to deliver at work. They noted that pressure is being received from other bodies and their lack of understanding and appreciation for what is happening in society.

12.2 The President explained the National Assembly Process.

## **13. Project Planning**

13.1 Members pointed out that there was poor project planning from MDAs. Early planning and interaction with MHILT was proposed.

13.2 The President advised that there was low execution of the CAPEX budget for 2017. He reiterated the need for project implementation and procurement to be on the senior management meeting agenda.

13.3 Members proposed continued involvement of private sector in public sector development.

13.4 The President advised that the PPP law was being developed.

## **14. Policy implementation**

14.1 It was proposed that good practices need to be sustained in policy implementation and that internal training is key. Members advised that PSO be put in simpler language.

## **15. President's Concluding remarks**

- i. Staff meeting is part of Communication. Members advised to institutionalize staff meeting as a means of keeping staff informed.
- ii. Training Plans are necessary.
- iii. Need to ensure implementation of projects and collective responsibility.
- iv. Work ethics is important as it shows respect and leadership qualities. Need to respect appointments given to the public.
- v. Public servants are here to serve the people. It is important to serve the people wholeheartedly with integrity.
- vi. The President thanked members for their hard work, devotion, compassion and determination.