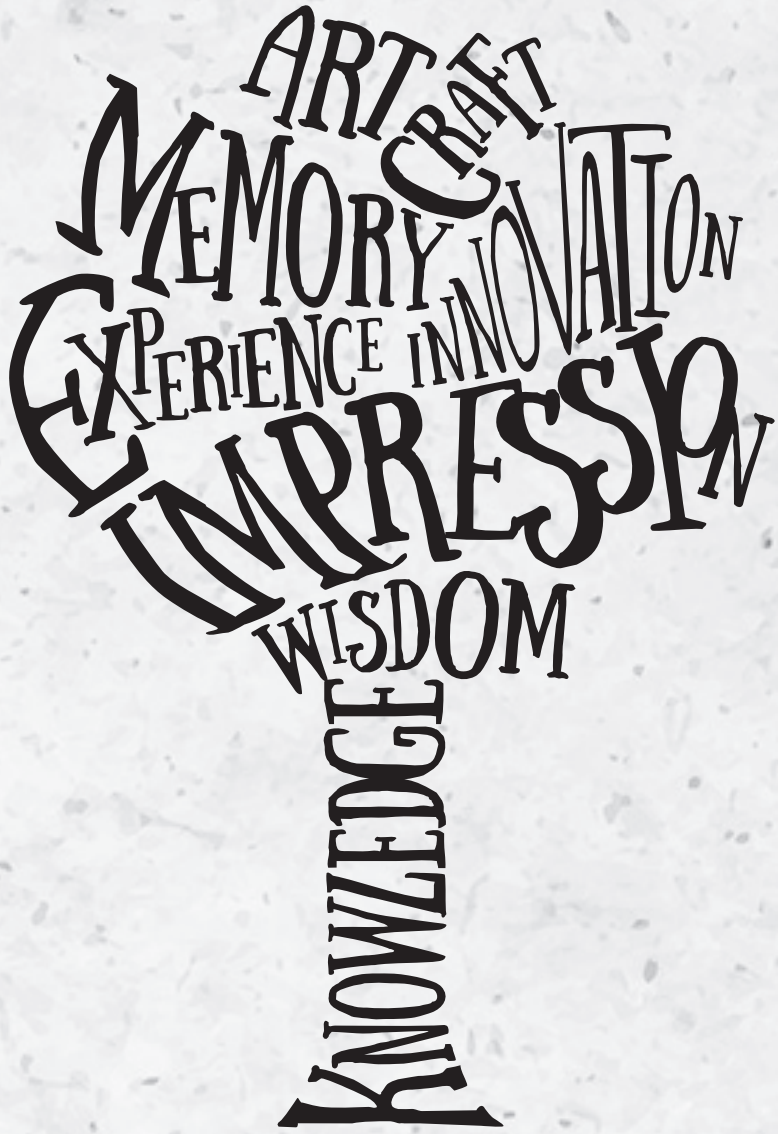
Republic of Mauritius

Annual Report

June 2017-June 2018



THE GOVERNMENT
PRINTING DEPARTMENT

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GOVERNMENT PRINTING DEPARTMENT

MISSION AND VISION

Our Vision

A modern and efficient
Printing Service Provider

Vision (Human Resource)

To have the right person/competencies
at the right place

Our Mission

Our mandate is to contribute
to the promotion of educational democracy
and welfare of the country
by providing
effective and efficient
printing services
and timely dissemination of information

Quality Values

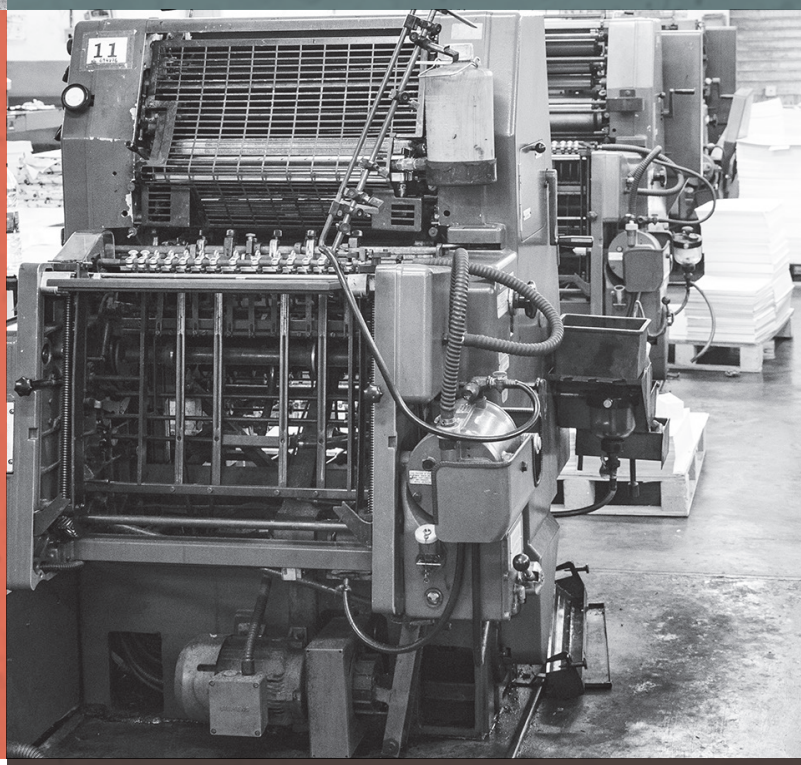
Excellence is our standard.
To achieve excellence we :

- Exceed our customer's expectations.
- Identify our customers' needs and determine if we are meeting those needs through the use of customer surveys and feedback.
- Ensure that each employee partners in the production concept of every job being "right and on time"
- Maximize the use of technology to support internal and external quality service.

Values

To earn the respect and trust of our customers,
we adhere to the following values:

- Honesty and Integrity
- Dignity and Respect
- Excellence and Quality
- Collaboration and Partnership
- Zero Tolerance of corruption practice



Who We Serve

- Ministries and their Departments
- Government and Parastatal Bodies
- The Public
(for Government Gazette and Publications)

LIST OF OUR MAIN CUSTOMERS

Agro Industry and Food Security
Arts & Culture
Attorney General`s Office
Business Enterprise and Co-Operatives
Central Informatics Bureau/Central Information System
Commission of Inquiry on Drug
Central Procurement Board
Civil Aviation
Civil Service and Administration Reforms
Civil Service Family Protection scheme Board
Corporate & Business Registration Department
Education and Human Resources
Electoral
Employment Relation Tribunal
Energy & Public Utilities
Equal Opportunities Commission
Environment & Subtainable Development
Finance and Economic Development
Financial Services Good Governance & Ins: Reforms
Fisheries
Foreign Affairs Regional Integration and International Trade
Gender Equality C.D. & F.W.
Health and Quality of Life
Housing and Lands
Industry Commerce & Consumer Protection/Div:
Labour, Industrial Relations, Employment and Training
Land & Transport Division
Local Government and Outer Islands
M.B.E.C Co-Operative Division
Mauritius Public Infrastructure
Mauritius Fire Rescue Service
Mauritius Meteorological Services
Mauritius Prison Service
National Archives Department
National Assembly
National Audit Office
National Employment Foundation
National Human Rights Commission
National Transport Authority
National Women`s Council
Ocean Economy Marine Resources Fisheries Sip: O/L
Office of the Director of Public Prosecution
Office of President/Vice President
Ombudsperson for children
Prime MInister's Office -ALL departments under the aegis of PMOs
Police Service
Public Officers Welfare Council
Public Service Commission
Radiation Protection Authority
Registrar General Department
Rodrigues Regional Assembly
Social Integration and Economic Empowerment
Social Security
State House
Statistics Mauritius
Technology Communication & Innovation
The Judiciary
Treasury
Tourism & External Communications External Com: Div
Valuation Department
Youth & Sports

SUPERVISING OFFICER'S STATEMENT

I am pleased to present the 2nd Annual Report of the Printing Department for fiscal year 2017-2018. The Annual Report on Performance for Government bodies is a statutory requirement in accordance with Section 4B of the Finance & Audit Act. This Report acts as a mechanism of accountability in relation to the resources provided by the National Assembly and services delivered thereon. It also aims at providing information to our stakeholders and the public at large.

This Department's major projects are on track and steadily progressing. It's key action and performance has reached 79% of its target in regards of the 11 weeks delivery scheduled of works. The delays are mainly due to late 'strike off' or 'cancelled orders' by customers. The key performance indicator for the completion of design work for the New Printing building is 100% as bid has been launched with closing date on 16 November 2018

To better serve our customer, the Department has acquired state of art technologies for its production units namely, Industrial Folding Machine and Digital Press. Training has been ongoing and 97.5% of our staff have followed courses both through the Civil Service College and/or in-house Industry-related courses.

For the fiscal year 2017-2018, the Printing Department has published 121 Government Gazettes, processed a total of 4524 job orders for a total amount of 41,498,621 units of work (ranging from cards to books), out of which 28,919,061 units were delivered. About 20% of our orders is urgent and all has been successfully delivered.

The Department has been able to bring some balance to the heavy and hectic schedule of work of the department and as such, has provided facilities to encourage participation of its staff at several activities and events such as Music Day, Volley-Ball Tournament, Annual Badminton Tournament, Annual Public Welfare Kermesse among others.

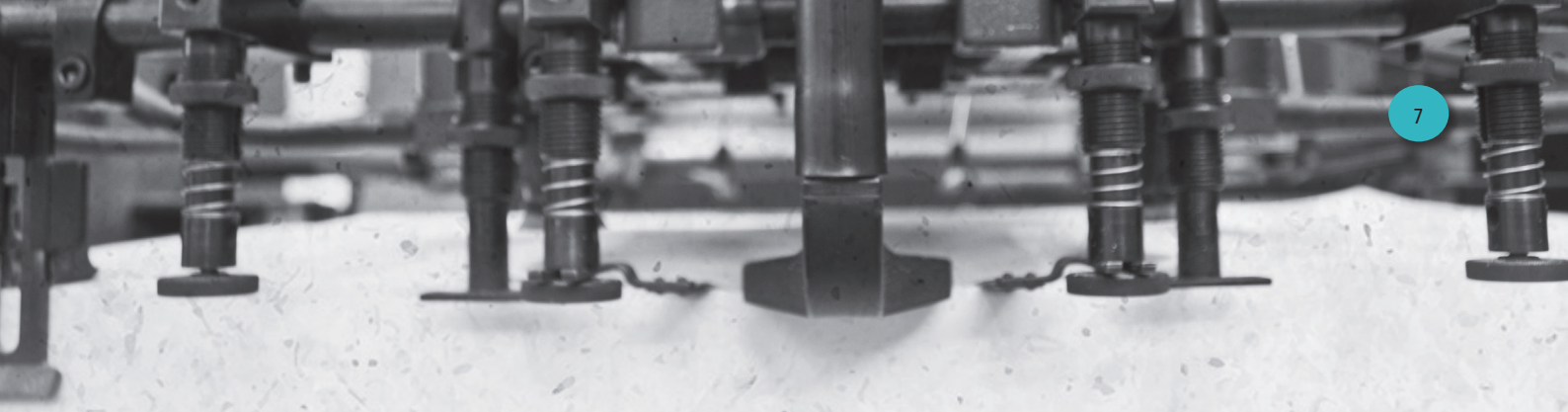
I also seize this opportunity to express my gratitude and extend my warmest appreciation to all the staff of the Printing Department for their hard work, commitment and collaboration as well as to all stakeholders.

T.G. Knubley
Government Printer

HISTORY OF GOVERNMENT PRINTING DEPARTMENT

> **The Press, known from the beginning as Imprimerie Royale or Imprimerie du Roy, was in rue de l'Hôpital, Port Louis. Shortly after the French revolution, it was transferred at the corner of the 'rue de la Pompe and rue du Rempart.**

Source: Port Louis. Deux siècles d'histoire



Technological timeline of the Printing Industry

The Printing Industry is a forever advancing frontier. Over the years as technology has evolved its speed has increased to meet emerging demands.

Evolution of the Printing Industry – General background:

70s

In the seventies, the first presses used for printing was the Platen/ Cylinder, Letterpress or Mechanical Flat Presses that used lead type composition as well as wooden type blocks.

80s

During the eighties, the first Personal Computers were already used in the developed countries. As such lead type composition and letterpress were already being gradually replaced by Offset Presses that used plates prior to film making.

90s

Colour printing emerged and with it a wave of new technologies such as Computer to Film (CTF) for colour separations and 4-colour Offset Presses.

2000 to date

The era of Digital Press, Job personalisation (variable text), complex value-added high quality printing products with die-cuts, varnish and personalised features.

Technological timeline

Government Printing Department:

70s:

In the seventies, together with the Press and Binding sections, there existed also 5 different sections prior to Letterpress printing. The 5 sections may be referred to what nowadays we call the prepress, but formerly they were referred as Typography sections and were separated into 5 units namely: Display Section, Job Section, Book Section, Linotype Section and Monotype Section using lead type for page layout for Letterpress/cylinder/Platen printing presses. The Sedwick Report in 1974 has brought a change to the appellation of Typographer who were then referred as Compositors while keeping the tasks and techniques used alike.Shortly before the 80s, the department acquired automated equipments for binding tasks that has resulted in the splitting of the Binding section into 2 sections namely: Manual and Industrial Binding.

By the end of the 70s, the Display section, Job Section and Book Section merged to form the Photomechanic Section. Photomechanic operators composed their layout through the use of transparencies, rotring pens and rulers coupled with lead type composition. At that time it was discovered that the use of lead type composition was a health hazard and it was further decided to depart from this technology progressively because of the large number of existing Letterpresses requiring lead composition in the Printing Dept.

80s:

With the 80's came an alternative to Letterpress – Offset presses. The Government Printing Department acquired its first one-colour Offset press-SORM in the early 80s.

90s:

In the early 90s, the Press Section was split into 2 sections.
The department gradually shifted to Offset printing and it was only in 1996 that the Letterpresses were being completely replaced by offset presses such as SORM and GTO. Around these years the Linotype and Monotype sections merged to form the Reprographic Section (industrial photocopying).

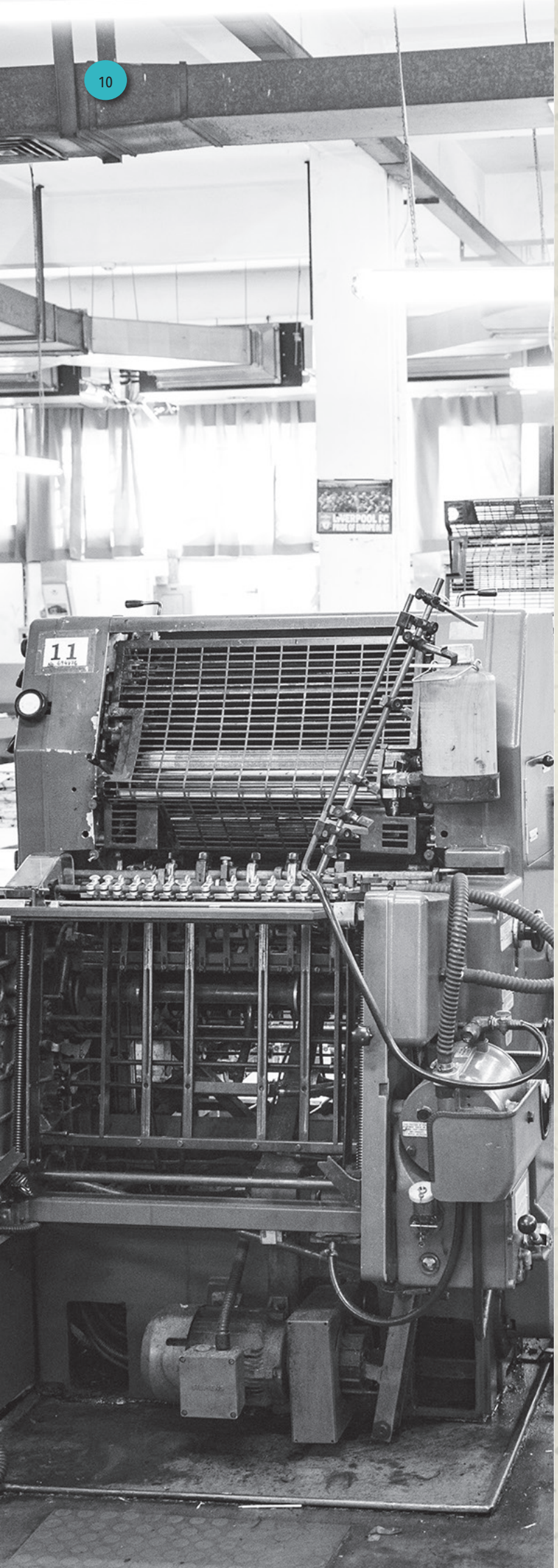
The Photomechanic section was separated into two and the Computer Room was created for page layout of publications including the government gazette. The Photomechanic section specialised in imposition and platemaking.

With the advent of Offset Printing, colour separations, film making and plate making became a prerequisite. As such by 1996, a Computer to Film (CTF), image processor was purchased for colour separations and film making. Equipments for platemaking, developments and insolation of plates were also acquired around this period. In the 90s, a change in the appellation for the Computer room Operator to that of Phototypesetting Operator was effected and later on the Photomechanics were renamed as Plate Making and Finishing Operator.

The year 1996 also witnessed the creation of a new section 'Graphic Section' where artistic skills and creativity are required from those officers to meet new demands.

2000 to date :

Acquisition of the first 4 colour press-Speed Master (SM)74 in 2002. At present, the department has 3 Colour Presses; 2 SM74 and 1 Print Master (PM)74. The purchase of additional equipments for the binding tasks was also done within this period.
In 2009, the CTF was replaced by the CTP although traditional platemaking is still being performed by the use of transperancies. It is estimated that the traditional methods will be completely replaced in the coming years.



ABOUT US

The Government Printer is the administrative Head of the Government Printing Department. She is assisted in her functions and duties by the Deputy Government Printer, the Assistant Government Printer and a pool of specialised and dedicated public officers coming from different cadres, namely Graphic, Production Unit, Procurement and Supply, Human Resource, Finance as well as officers belonging to the General Services Grades. The Government Printer is responsible for the proper and overall administration, management and general supervision of the department. The Government Printer also aims to build and maintain an inclusive working environment where the officers feel highly valued, motivated and encouraged to reach their full potential.

Having as vision a modern and efficient Printing Service Provider, the department's strategic goals and objectives have been targeted towards the new Printing Factory which is in the pipeline and the modernisation of its work process and operations through the introduction of the Management Information System. It is believed that such measures would improve the quality of its service delivery in line with the latest technological development and better equip its workforce in this information age era.

The department also envisions at having the right type of people/competencies in the right number at the right place and aims at retaining a committed workforce to provide excellence in the delivery of services to the utmost satisfaction of our customers, with a smarter way of doing things.

A motivated workforce is vital to every organisation's success. The aim to build a common high-performance culture throughout the department is our <motto>. The department thus pursues continuous improvement and high performance in line with our values and creating a great place to work with the highest possible employee engagement. It is not organisations that make our world so great. It is the people in those organisations that do.>

The management of the department also aims at providing a strategic and comprehensive approach to managing the staff and the workplace culture and environment. This enables the officers within the department to contribute effectively and productively to the overall department's direction and the accomplishment of its goals and objectives.

THE GOVERNMENT PRINTING DEPARTMENT STAFF

DEVELOPMENT OF STAFF

1. Training and Development activities are ongoing so that all staff working within the department meet the needs for quality service and professional and personal growth.

2. Appropriate staff development programs are provided which ultimately ensure that continued education occurs in order for the staff to remain knowledgeable in their respective fields and acquire relevant skills to be applied in the performance of their duties.

3. Staff development can be viewed as the activities and programs (formal or informal) on and off the job, that help the staff to learn about their responsibilities, develop required skills and competencies necessary to prepare themselves for advancement in the department.

4. Development planning departmentalwise does not necessarily have to be complicated or costly. At its core, it's mostly a matter of taking the employer-to-employee time to understand the employee, recognising his skills and needs and guiding him to fill in the gaps. If it's done well, the payoff can be substantial in terms of long-term loyalty. The department thus dedicates much attention on this aspect.

5. An overview on development of staff is:-

   On joining the service, newly appointed officers are being mentored and coached by their Senior Officers.

   They are also being given on the job training.

   On acquisition of new machines/equipments, management sees to it that appropriate training course are being given for good service delivery.

   The department also approaches the Civil Service College of Mauritius to mount training courses so as to keep officers abreast with new techniques in management and to enhance their performance at work like team building, leadership, communication, motivation, public service reforms, amongst others.

ROLES AND FUNCTIONS OF THE DEPARTMENT

Key functions:

Our Key functions is to provide printing services to our customer. As such, the department provides for a one-stop service at a single location including the Design and Prepress, Printing and Binding (Finishing) workshops.

Key legislation

The Government Printing Department falls under the aegis of the Prime Minister's Office and one of its major functions is the publication of the official gazette of the country, namely the Government Gazette. The price of the Government Gazette and related services opened to the public are fixed and has been gazetted bearing the GN 2015 of 2015.

OVERVIEW OF ACTIVITIES

The Government Printing Department is organized into three fields of operation namely: Graphic and Prepress (Phototype and Platemaking Section), Press (Main and Security Section), and Postpress (Industrial and Manual Binding Section).

Job flow

The management receives job requests from ministries, departments and parastatal bodies by email or letter. Upon approval of request by both parties, an Original Storeform 17 (with job full description and liaison officer's contact details) is then needed to officially start the job. For non-recurrent jobs, a quotation is sent to ministries/parastatal bodies for approval.

A job ticket containing job name and description, a job number, storeform 17 number, job specifications, delivery timeframe and other important technical information is sent to various concerned sections at different stages of production.

The printing officers track the various processes of production and act as liaison between clients and technicians. They also ensure customers' satisfaction with the timely delivery of a high quality end product.

Graphic Section

The Graphic Section is specialised in the realisation of creative artwork such as posters, pamphlets, magazines, logos, annual reports, etc…Furthermore, high-security jobs such as Ballot Papers, Government Lotteries tickets, Parking Coupons, Driving Licence and international certificates are designed here. A brainstorming session is scheduled with the client prior to starting the creative process. Graphic artists then issue proofs that meet the client's needs until strike off.

Phototype Setting Section

Legal Notices, General Notices, Bills and Acts for publication are typed and formatted to be published in the Government Gazette. Additionally, some page layouts for visiting cards, menu cards, forms and programmes are executed in this section.

The Phototype Setting section liaise closely with customers to ensure the final artwork is valid for printing.

Plate Making/Finishing Section

The Plate Making and Finishing section converts artworks into plates for printing press. The main task of the section is to prepare imposition and plates through generated computer software and Computer-to-plate (CTP) technology. CTP is an imaging technology used in modern printing processes where an image is created in a Desktop Publishing (DTP) application and is output directly to a printing plate.

Press Section

The Press section takes the output (Plates) from Platemaking Section and produces printed sheets of paper either on Offset or Digital press.

Offset printing is predominantly used to print longrun full colour and black jobs, posters, annual repots, school text books and forms.

Digital printing is mainly use for short run full colour or black & white jobs. It is also used for production of variable data (no two documents are the same), personalisation of documents such as certificates and badges. Digital printing is transforming prepress operations as well as the printing process. It eliminates much of the lengthy process in transferring print files to the printing press by directly transferring digital files to an electronically driven output device bypassing most prepress operations.

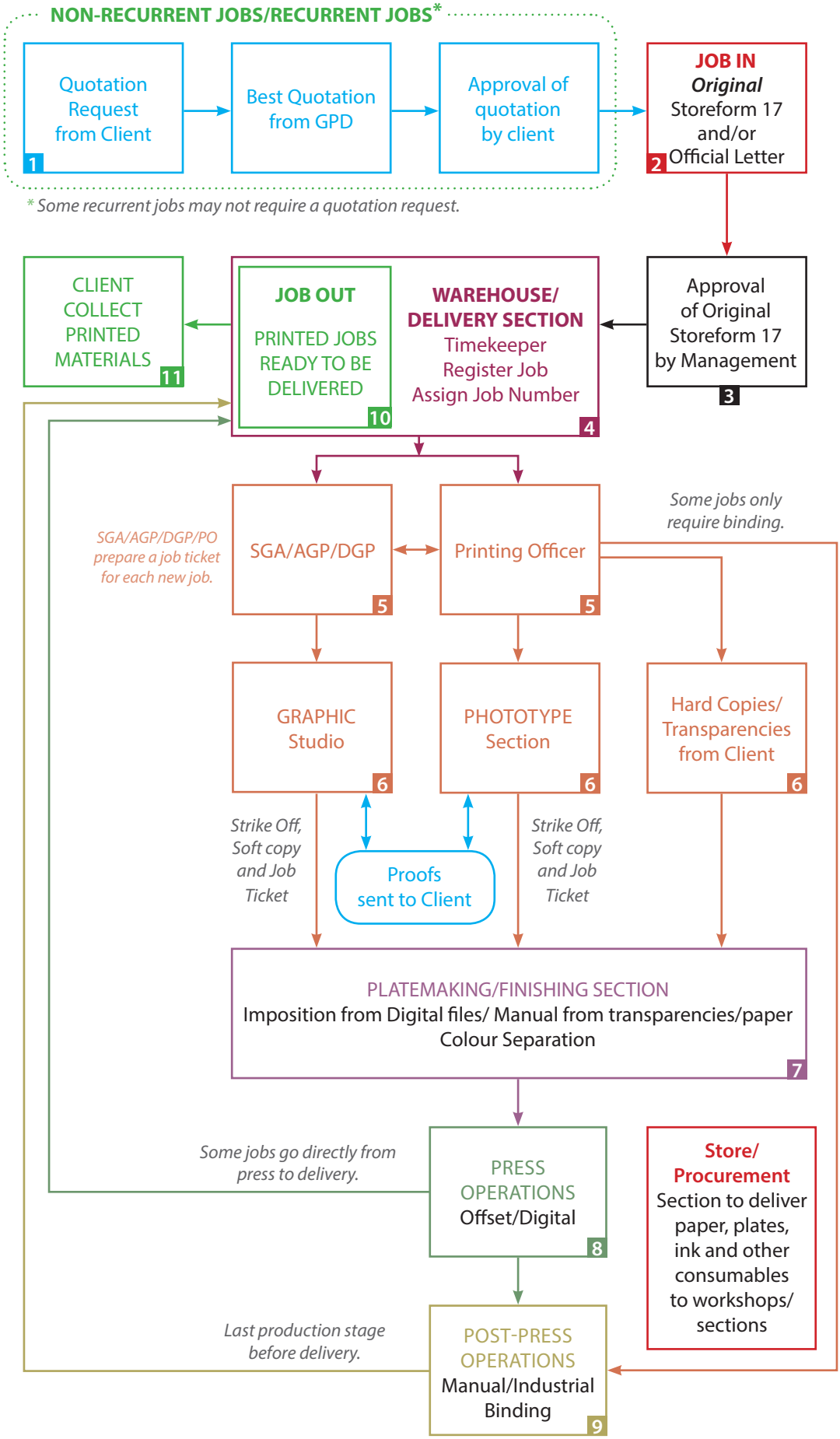
Binding Section

The actual finishing is executed in the binding section. Printed sheets from the press are transformed into finished books, magazines, leaflets, bags and full-bound books. This is done both manually and by the use of out of the line machineries such as Collating Machines, Hot Adhesive Machines, Sewing Machines, Line Stitching Machine, and Folding Machines coupled with IT control. The binding of books often require experienced craftsmanship for hardcovers, foiling, decorations and lettering.

Delivery Store

Finished products are then sent to the delivery store. The client is eventually called to pick up their requested products within a determined delay. For each quoted jobs, the customers from ministries should fill a Storeform 6 prior to delivery. A receipt voucher is issued upon reception of the products.

THE GOVERNMENT PRINTING PRODUCTION WORKFLOW OVERVIEW



Links between the Department objectives and those of Government

The Department has ensured that its strategies and objectives revolve around Government policies and objectives as illustrated in table 1. Moerover the strategies are deployed in such a way that it gives a clear direction and a comprehensive roadmap for the Department to meet its objective. As a recall, the Department aims at a modern and efficient printing factory ensuring excellency in service delivery.

Table 1: Links between the Department objectives and those of Government

Item	Government objective	Printing Department objective	Ways
1	Growth enablers: *Government effectiveness*	Modern and efficient Printing Department	1. Implementing MIS with Store management, job tracking and costing modules 2. Training programs 3. Acquisition of state of the art technology to better serve our customers 4. Aimed at ISO certified to ensure quality in service delivery

Gender Statement

The Government Printing Department commits to ensure equal opportunities for all persons, regardless of gender, ethnicity, or sexual orientation.

The Government Printing Department is tacking its gender sensitive approach by devising a gender statement, which includes five primary objectives:

1. To ensure that all our internal publications is gender impartial.
2. To ensure that all department grades are gender neutral.
3. To create a comfortable and inclusive workplace for all, where all technologies used is gender neutral, oriented towards gender equity.
4. To support all staff that has caring responsibilities and special arrangement is made to nursing female staffs.
5. To address for behaviors that perpetuate gender stereotypes, through training and development.

CORE TEAM OF THE GOVERNMENT PRINTING DEPARTMENT

NAME	STATUS
Ms. Genevieve Taryn KNUBLEY	Government Printer
Administrative Section	
Mr. Mohamad Reza MOHAMUDALLY	Ag. Deputy Government Printer
Mr. Kavirajsingh BHOOJEDHUN	Ag. Assistant Government Printer (July to November 2017)
Mr. Jean-Michel Sebastien LANGEVIN	Ag. Assistant Government Printer (as from December 2017)
Printing Section	
Mr. Jean Pierre APOLLON	Ag. Printing Officer
Mr. Philippe Mario Jocelyn ISBESTER	Ag. Printing Officer
Ms. Rajalakshmi RAMGOOLAM	Ag. Senior Graphic Artist
Ms. Sanjini TEEROOVENGADUM	Temporary Assistant Printing Officer (on roster)
Mr. Sadj Djad RUSSUN	
Mr. Nasrat RUSSUN	
Ms. Amla RAMJEET	
Mr. Jwala REKHAYE	Production Supervisor (Roster) (Binding Section)
Mr. Darmalingum RUNGIEN	
Mr. Appanah Rajoogopal BUNGAREE	Production Supervisor (Roster) (Binding Section) - Retired on 1 March 2018
Mr. Gerard Jacques SALOMON	Production Supervisor (Roster) (Binding Section)
Mr.Clency Victoir GERY	
Mr. Gassen Neeliah MAISTRY	Production Supervisor (Roster) (Press Section)
Mr. Mario Louis AGATHE	
Mr. Yusuf Khan KHODABOCUS	Ag. Production Supervisor (Roster) (Press Section)
Mr. Jean Clovis SOLEIL	
Mr. Georges Rudy Daniel MOMPLE	Production Supervisor (Roster) (Phototype Setting Section)
Mr. Marie Joseph Guy LAVERDURE	Production Supervisor (Roster) (Phototype Setting Section) - Retired on 30 March 2018
Mr. Leung Chen Yin LEUNG SUI FUNG	Ag. Production Supervisor (Roster) (Phototype Setting Section)
Mr. Weershun BHUWAJEE	Production Supervisor (Roster) (Reprographic Section)
Mr. Ehambaram Nayedoo SOOBEN	Production Supervisor (Roster) (Printing Stores Section)
Mr. Salim NUCKCHEDDY	
Mr. Sanjiv RAMBHUJOO	Production Supervisor (Roster)(Platemaking/Finishing)
Mr. Gerald Yannick LIMKEE	
Mr. Purwez BADOORALLY	Senior Printer's Mechanic (Roster)
Mr. Nazeer Hossen RAMJANE	
Mr. Jean Noel KISSOON	Assistant Production Supervisor (Roster) (Printing Stores Section)
Mr. Prem Chandra SEERAS	Assistant Production Supervisor (Roster) (Printing Stores Section) - Retired on 23 March 2018
Mr. Jean Joseph Denis DUPRAT	Assistant Production Supervisor (Roster) (Printing Stores Section)
Mr. Marie Désiré Clency LEBON	
Mr. Michel Gerard Eddy LEOVILLE	
Mr. Oomaduth BOOTNA	Assistant Production Supervisor (Roster) (Binding Section)
Mr. Dorsamy Pillay MARDAY	
Mr. Wilson Christian JANVIER	
Mr. Pran SUNTOO	

NAME	STATUS
Mr. Sandiren TANDRAYEN	Assistant Production Supervisor (Roster) (Press Section)
Louis Philippe Mario BARDOU	
Mr. Brij Mahendra RAMBHUJOO	
Mr. Ajayn BETCHOO KISSOONDYAL	
Mr. Mounir Abrar CALLOO	Ag. Assistant Production Supervisor (Roster) (Press Section)
Mr. Parmasiven TANDRAYEN	Ag. Assistant Production Supervisor (Roster) (Press Section)
Mr. Dhanraj HOOKOON	Head Printing Assistant (Roster) – Retired on 9 March 2018
Mr. Rajendranath ELLIAH	Head Printing Assistant (Roster)
Mr. Jean Claude MAMODE	
Accomodation Section	
Mr. Moostafiz AUCKBURALLY	Office Management Executive
Production and Supply Section	
Mr. Abdool Wahed Bhye MASARDY	Manager, Procurement & Supply
Mr. Devprasad BOOTNA	Assistant Manager, Procurement & Supply
Human Resource Section	
Mrs. Nahleenee BISMOHUN	Manager, Human Resources
Mrs. Bibi Rosida ROOJEE	Assistant Manager, Human Resources
Finance Section	
Miss Danielle CHEE MAN SHING	Assistant Manager, Financial Operations – Retired on 1 March 2018
Mr. Ibrahim ALLEESAIB	Assistant Manager, Financial Operations
Mrs. Leelowtee RAMCHURN	Principal Financial Operations Officer
Registry	
Ms. Dolorès Erika PÉCHEUR	Acting Office Supervisor
Head Office Auxiliary (Attached to Administration)	
Mr. Prem Hurryduth DABY	Head Office Auxiliary

Human Resource Section

1. The Human Resource (HR) Section of the Department is responsible and aims at recruiting and providing the people it really needs, maintaining their well-being and retaining a committed workforce. This is being done through an increased emphasis on training and improved candidates attraction schemes whereby existing schemes of service for certain posts are being reviewed to enlarge the qualifications requirements in areas where there is a dearth of qualified candidates. Recently an in depth analysis exercise has been carried out to that effect.

2. Furthermore, the current and future Human Resource needs have been identified in the Human Resource Planning exercise, which is being worked out presently to enable the Department to achieve its strategic goals and objectives.

3. The Human Resources Section also handles many tasks related directly to employment issues such as keeping the department staffed appropriately at all times, as far as possible and handling employees grievances, as required, to maintain a conducive working environment.

4. As a whole the Human Resources Section, works for the best interest of both the employees and the department in order to attain the goals and objectives of the department. It also ensures that its HR matches the strategic direction of the department.

STATEMENT OF VACANCIES AS AT JUNE 2018

SN.	Grade	No. on Establishment	In Post	Funded Vacancy	Funded Position
1.	Deputy Government Printer	1	Nil	1	1
2.	Assistant Government Printer	1	Nil	1	1
3	Printing Officer	2	Nil	1	1
4	Graphic Artist	6	5	1	6
5.	Phototype Setting Operator (on roster)	14	6	4	10
6.	Plate Making/Finishing Operator (Roster)	9	7	1	8
7.	Machine Minder/Senior Machine Minder (Binding) (Roster)	123	74 (45 Printing & 29 in other Mins)Depts	23 (16 Printing & 7 in other Mins)Depts	97 (61 Printing & 36 in other Mins)Depts.
8.	Machine Minder/Senior Machine Minder (Pressroom) (Roster)	70	51	7	58

WORKFORCE PLANNING

Each financial year, the department makes its Human Resource proposals taking into consideration existing vacancies, new vacancies that will arise during the year vice officers who will retire/will get promoted as well as for new service delivery.

TRAINING

1. The department has the responsibility and commitment to ensure sustained performance and productivity through training and development of its human resources.

2. The statistics on the number of Production and Administrative Staff having followed courses offered by the Civil Service College Mauritius (CSCM) and on the number of Production staff who have followed courses on Machines as follows:-

Number of Officers from Administration and Production sections who have followed courses for period 1 July 2017 to 30 June 2018

Period	Section	Number of officers who have followed courses	Number of staff per section	Percentage
1 July 2017 to 30 June 2018	Production	155	159	97.5
1 July 2017 to 30 June 2018	Administration	37	51	72.5

3. Upon request, funds have also been provided in the Budget 2018/2019 for continuous training and development of staff.

HEALTH AND SAFETY AND WELFARE OF STAFF

1. As regards to health and safety of the employees, personal protective equipment as well as wear and tear allowances, as per the established norms, are being issued/granted to different categories of staff and who, by virtue of their duties, are required to wear protective clothing.

2. In addition, arrangements have been made with the Ministry of Health & Quality of Life (Occupational Health Unit) for medical surveillance, free of charge and at regular interval for the staff to be released to attend the medical check up accordingly. This is done in line with PRB recommendations. So far, majority of officers have already been examined by the Occupational Health Physician.

WELFARE OF STAFF

The department cares for the mental and physical health of its workforce as good welfare helps to motivate employees and ensures improved productivity. Measures taken to promote welfare are:-

i. Staff of the Department are being granted release, subject to the exigencies of the service and as and when required, to participate in various activities organised by the Public Officers' Welfare Council (POWC) such as the Logo Competition, Silver Jubilee Scrabble Competition, Volleyball/Badminton Tournaments, amongst others.

ii. The Staff Welfare Association of the Department plays an active role and organises many activities for the officers viz Carome/Domino/ Scrabble/Football tournaments, amongst others, at the level of the Department.

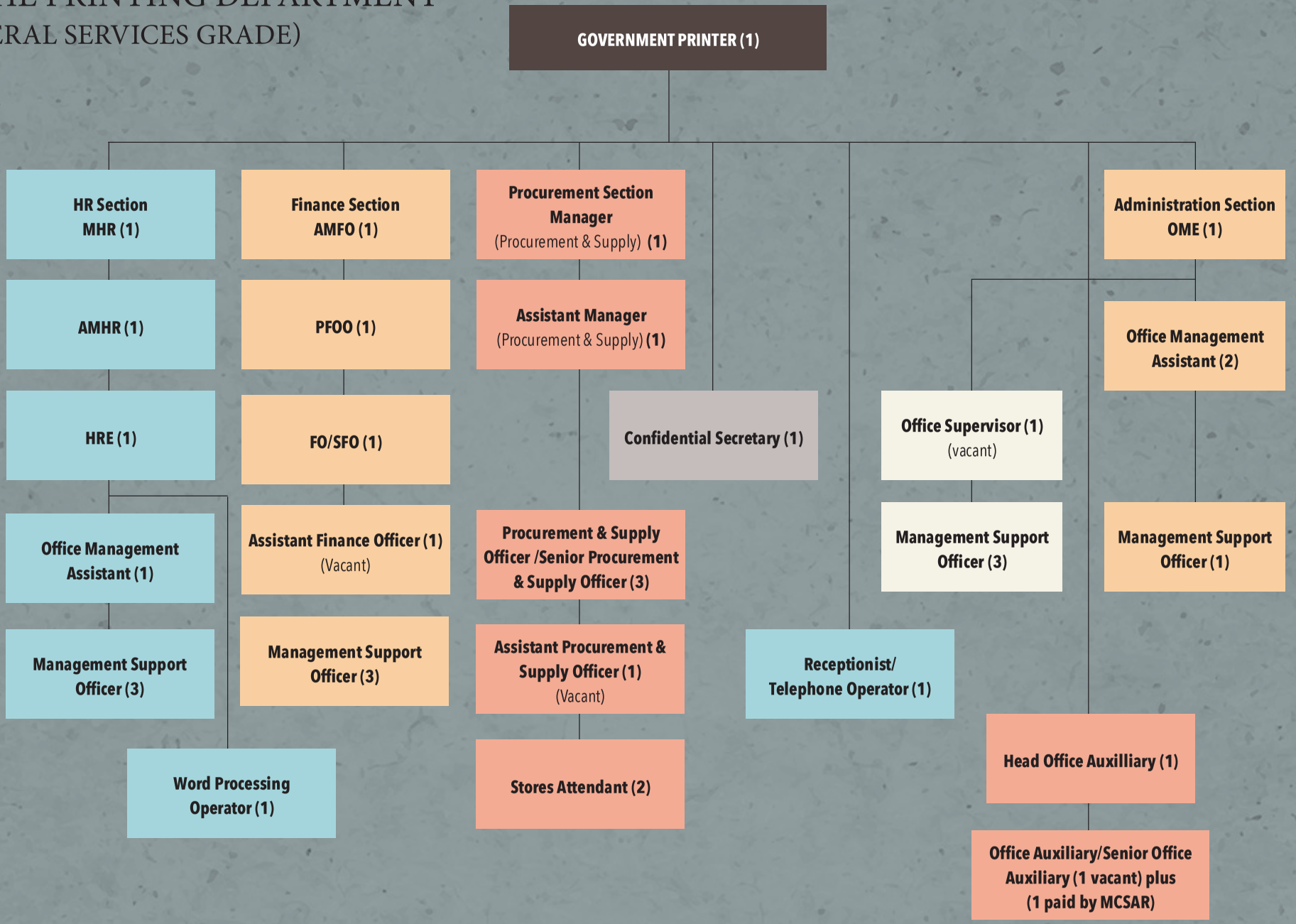
iii. The welfare activities which have been organised in collaboration with the Government Printing Staff Welfare Association are listed below:-

A.

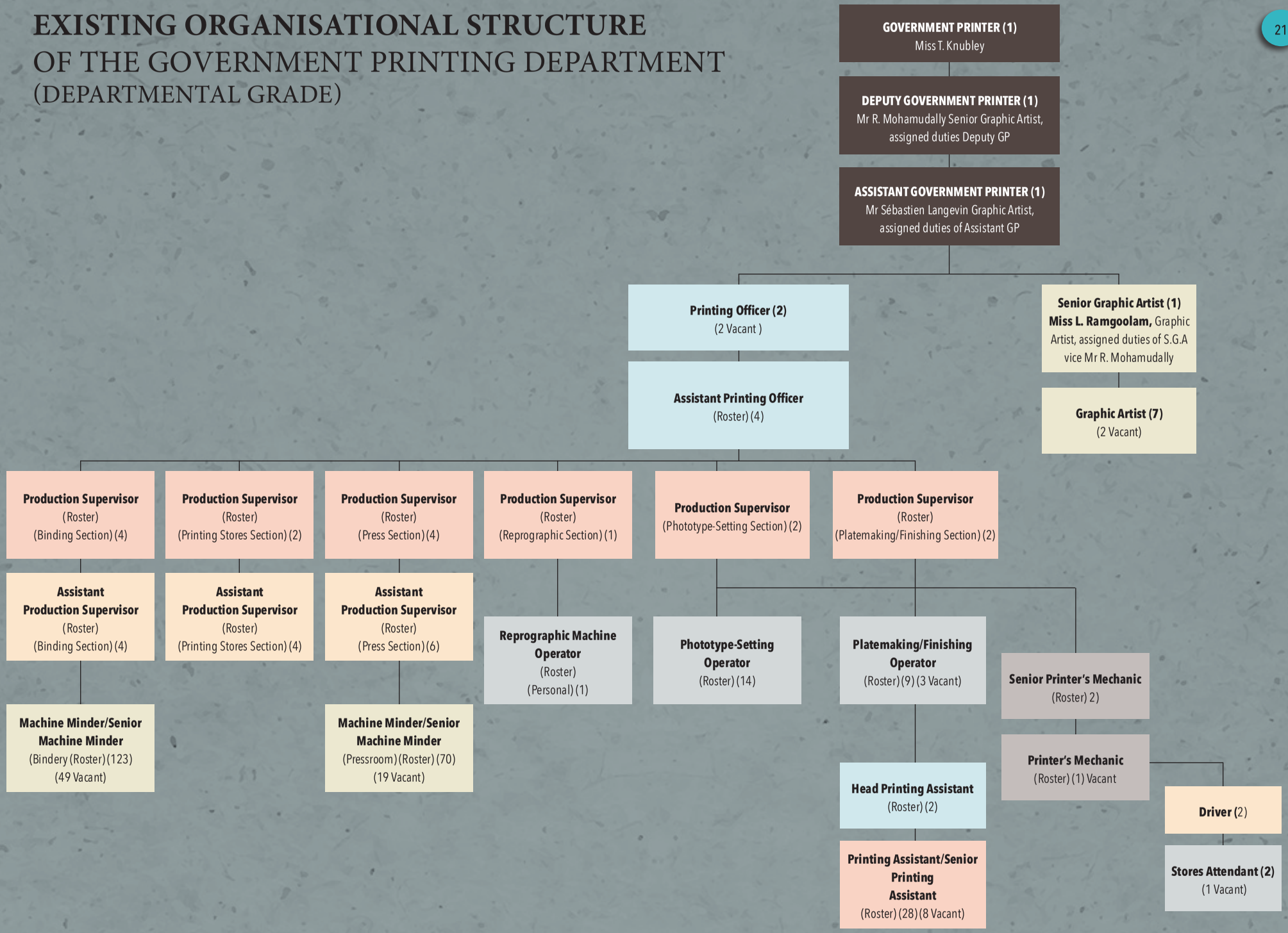
SN	Activity
(i)	Music Day 2018
(ii)	Volley Ball Tournament
(iii)	Annual Badminton Tournament
(iv)	Annual Public Officers Welfare Kermesse
(v)	Annual Football Tournament

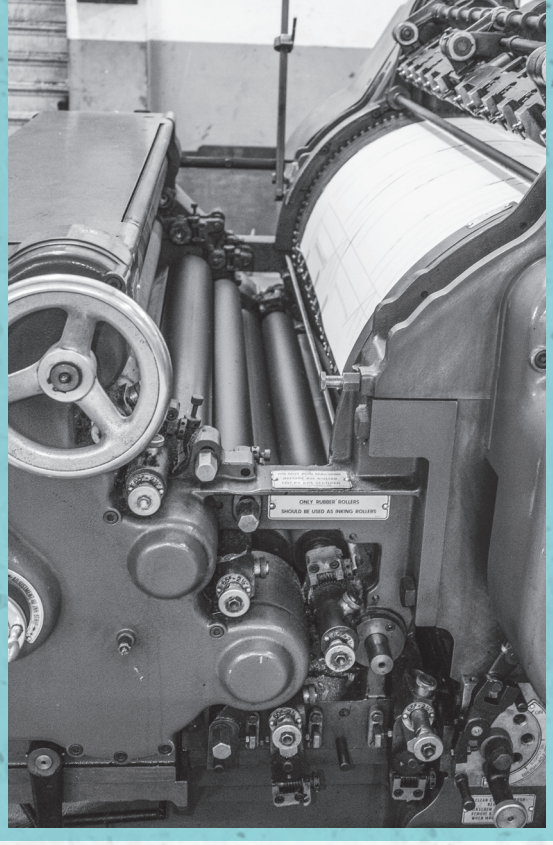
iv. The Staff Welfare Association also participates regularly in the Kermesse organised by the POWC.

ORGANISATIONAL STRUCTURE
OF THE PRINTING DEPARTMENT
(GENERAL SERVICES GRADE)



EXISTING ORGANISATIONAL STRUCTURE OF THE GOVERNMENT PRINTING DEPARTMENT (DEPARTMENTAL GRADE)





MAJOR ACHIEVEMENTS

Government Gazette

This department has published 121 Government Gazettes and has received 248 Government notices, 17 Acts, 27 bills, 1975 General notices and 11,108 legal notices which have been successfully gazetted and delivered within its deadline for one fiscal year 2017-2018.

Major Production

The GPO provides a full suit of printing services in which table 7 shows some of the major production that has been delivered during the year.

Table 5 depicts major products printed during the year

Product	Quantity requested (units)	Quantity Delivered (units)
School text books	421,933	401,947
File covers	786,068	727,432
Parking Coupons	1,300,000	595,000
Casualty cards	2,000,000	1 000, 000
Lottery tickets	41, 250,000	41, 250,000

Production analysis for the year July 2017 to June 2018

Table 8 shows that the Government Printing Department has processed a total of 4524 jobs for 41,498,621units of work from which a total of 28,919,061 units were delivered excluding lottery tickets.

Table 6: Total jobs requested and delivered (units and number of jobs)

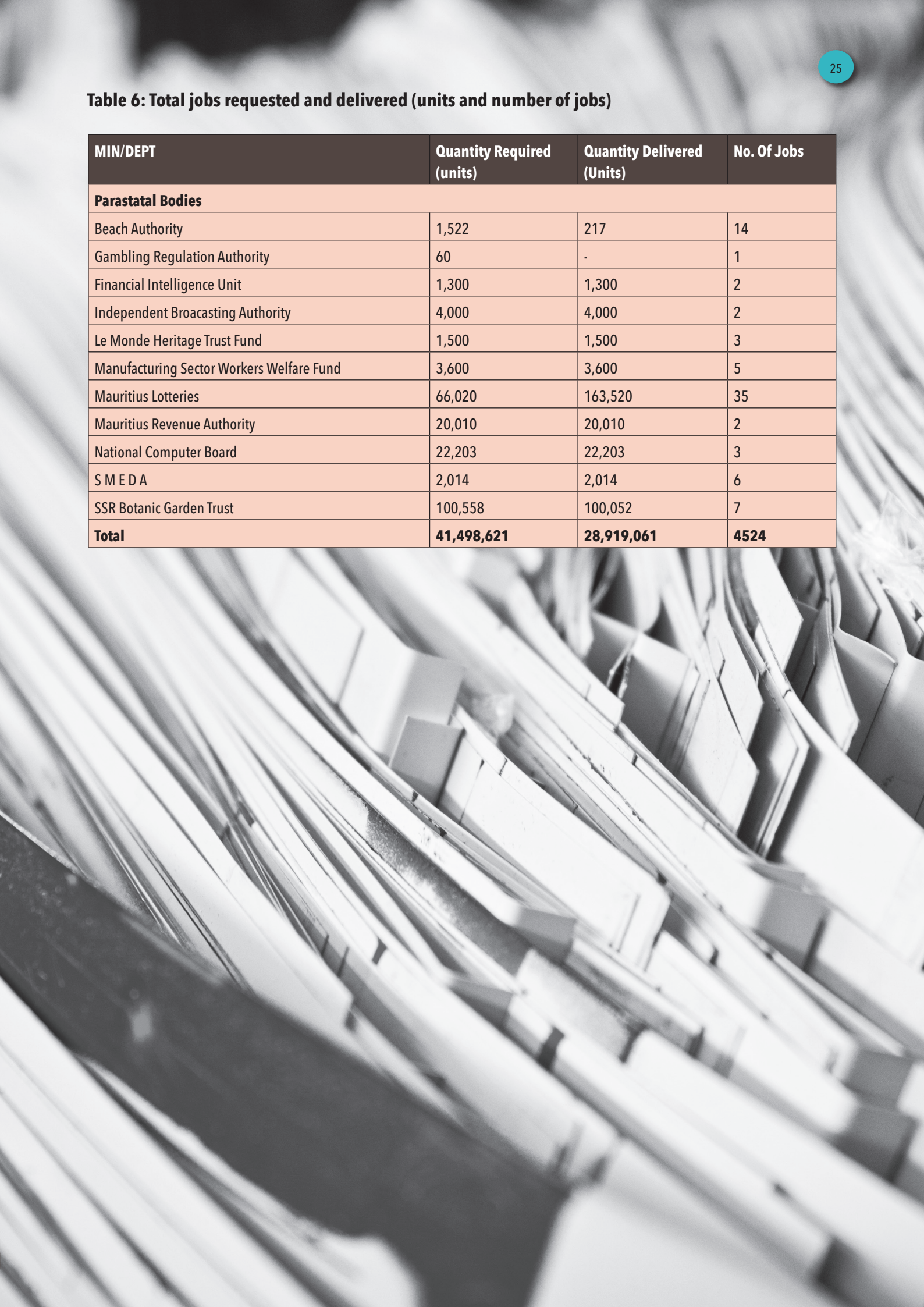
MIN/DEPT	Quantity Required (units)	Quantity Delivered (Units)	No. Of Jobs
Agro Industry and Food Security	51,188	29,466	56
Arts & Culture	116,740	90,350	105
Attorney General`s Office	24,856	22,357	52
Business Enterprise and Co-Operatives	21,636	16,936	34
Central Informatics Bureau/Central Information System	3,722	3,720	10
Commission of Inquiry on Drug	500	500	1
Central Procurement Board	9,813	5,203	13
Civil Aviation	15,630	13,630	19
Civil Service and Administration Reforms	71,218	61,868	76
Civil Service Family Protection scheme Board	55,000	55,000	9
Corporate & Business Registration Department	250,059	211,559	38
Education and Human Resources	726,694	657,309	194
Electoral	108,300	108,187	699
Employment Relation Tribunal	200	200	1
Energy & Public Utilities	71,384	67,239	55
Equal Opportunities Commission	3,400	3,400	2
Environment & Subtainable Development	32,341	29,441	79
Finance and Economic Development	65,130	39,435	92
Financial Services Good Governance & Ins: Reforms	30,877	15,627	42
Fisheries	1,300	900	4
Foreign Affairs Regional Integration and International Trade	56,212	49,877	98
Gender Equality C.D. & F.W.	61,004	58,330	75
Health and Quality of Life	28,388,663	18,259,680	348
Housing and Lands	107,308	91,808	45
Industry Commerce & Consumer Protection/Div:	35,731	30,060	79
Labour, Industrial Relations, Employment and Training	281,689	262,719	97
Land & Transport Division	100	100	1
Local Government and Outer Islands	55,184	55,078	22
M.B.E.C Co-Operative Division	43,127	40,213	59

Table 6: Total jobs requested and delivered (units and number of jobs)

MIN/DEPT	Quantity Required (units)	Quantity Delivered (Units)	No. Of Jobs
MPI	1,451,603	690,543	79
Mauritius Fire Rescue Service	72,570	58,320	33
Mauritius Meteorological Services	6,919	6,919	11
Mauritius Prison Service	266,067	252,980	81
National Archives Department	3,609	3,609	10
National Assembly	29,186	25,435	74
National Audit Office	7,794	7,725	23
National Employment Foundation	4,500	4,500	3
National Human Rights Commission	10,500	9,800	11
National Transport Authority	163,248	149,247	52
National Women`s Council	514	314	10
Ocean Economy Marine Resources Fisheries Sip: O/L	30,683	27,383	63
Office of the Director of Public Prosecution	3,000	2,150	8
Office of President/Vice President	51,895	50,451	151
Ombudsperson for children	21,071	18,071	31
PMO -All Offices	1,078,181	869,843	425
Police Service	4,148,197	3,806,515	188
Public Officers Welfare Council	6,950	7,000	14
PSC	313,380	304,780	26
Radiation Protection Authority	300	300	1
Registrar General Department	2,469	2,254	9
Rodrigues Regional Assembly	471,611	239,711	87
Social Integration and Economic Empowerment	66,362	19,460	30
Social Security	543,054	529,410	134
State House	220	220	4
Statistics Mauritius	154,359	140,466	121
Technology Communication & Innovation	35,339	30,039	44
The Judiciary	897,508	842,283	43
Treasury	145,293	144,593	76
Tourism & External Communications External Com: Div	33,361	26,501	60
Valuation Department	11,553	9,303	12
Youth & Sports	31,470	26,740	39
Government Printing	520,628	11,304	57

Table 6: Total jobs requested and delivered (units and number of jobs)

MIN/DEPT	Quantity Required (units)	Quantity Delivered (Units)	No. Of Jobs
Parastatal Bodies			
Beach Authority	1,522	217	14
Gambling Regulation Authority	60	-	1
Financial Intelligence Unit	1,300	1,300	2
Independent Broacasting Authority	4,000	4,000	2
Le Monde Heritage Trust Fund	1,500	1,500	3
Manufacturing Sector Workers Welfare Fund	3,600	3,600	5
Mauritius Lotteries	66,020	163,520	35
Mauritius Revenue Authority	20,010	20,010	2
National Computer Board	22,203	22,203	3
S M E D A	2,014	2,014	6
SSR Botanic Garden Trust	100,558	100,052	7
Total	**41,498,621**	**28,919,061**	**4524**



Security Printing

The department has produced a total of 490, 075 various documents with security features.

Urgent Jobs

The department has processed 817 urgent assignments (including confidential works) from 1st July 2017 to 30 June 2018.

All urgent jobs have been successfully completed within its deadline.

Status of Key Actions

Table 7: Key actions and Performance Indicator

Key Action	Key Performance Indicator	Target 2017-18	Achievements 2017 - 2018	Remarks
Timely printing services by maintaining average delivery time to 11 weeks	Average delivery time (weeks)	11	79%	All the remaining jobs have not been delivered as we have not received strike off for production yet or request have been dropped by the client.
Completion of design work for construction of the new Government Printing Building	Percentage of design work completed	100%	100%	- Launching Date of Bid for construction : 7 September 2018 - Closing Date of Bid for construction : 16 November 2018

Swot Analysis

Table 8: SWOT Analysis of the Printing Department

Strengths	Consolidating Strengths
• Willingness to work after normal working hours (for production) • Commitment to work • Good relationship with Customers • Ongoing need for print • Quality product • Keep pace with new technology	• Maintain high standard quality products • Improve staff skills through training
Weaknesses	**Isolating Weaknesses**
• Lack of staff due to lengthy recruitment process • Costly equipment – high maintenance cost • Lack of communication between sections • Some Outdated technology • Lack of suppliers of Printing Equipment and consumables – Few such players in the local Printing Industry • No local exposure on the evolving printing possibility • High cadre (Printing related) trainers are not available locally	• Build effective communication skills through training • Introduction to New technology • Implementation of ISO
Opportunities	**Exploiting Opportunities**
• Demand for short run jobs • Demand for environment orientated goods • Variable and personalize printing • E-commerce development (web ordering) • Security printing • Packaging • New Building	• Digital press for short run jobs • Recycle paper • MIS
Threats	**Overcoming Threats**
• Green Movement paperless policy • New media – advertising, e brochure, magazine, invitation are all available through web • High convenience of acceding to Online application forms	• Offer quality print and value added products (5th color) • Evolve to new service like personalize printing

PART III
FINANCIAL PERFORMANCE

The Government Printing Department has been allocated with an amount of Rs.186.0 M for Financial Year 2017/18 to provide effective and efficient printing services and timely dissemination of information to Government bodies.

FINANCIAL HIGHLIGHTS

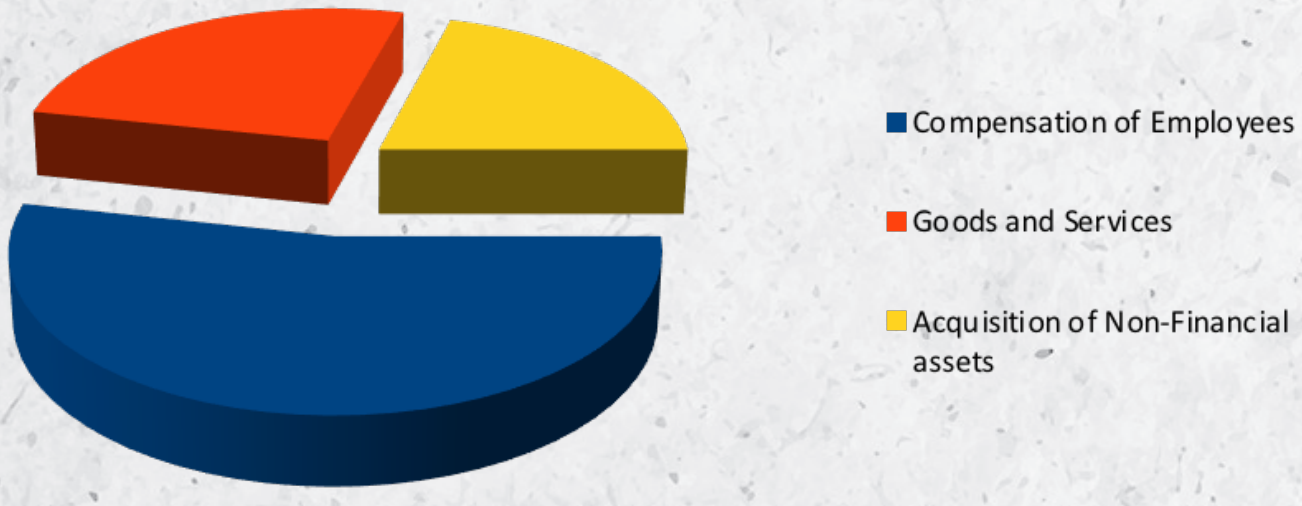
EXPENDITURE: Vote 2-5 – Government Printing

Expenditure for Financial Year 2017/18 is classified by Economic Categories by percentage rate as follows:-

Table 9: Expenditure 2017/2018 (% by Category)

ECONOMIC CATEGORIES	PERCENTAGE RATE	
Compensation of Employees	80.28/144.99×100 =	55.36 %
Goods and Services	39.05/144.99×100 =	26.94%
Acquisition of Non-Financial assets	25.65/144.99×100 =	17.70%

Figure 1: Expenditure 2017/2018



Percentage Rate of Actual Expenditure for Financial Year 2017/2018

- The total expenditure for Financial Year 2017/2018 amounts to Rs.144.99 Million out of the Budgeted amount of Rs.186.0 Million.
- Compensation of Employees accounted for 55.36% of total expenditure which comprises of Basic Salary and Compensation, Allowances, Cash in Lieu of Leave, End of Year Bonus, Wages, Travelling and Transport, Overtime, Staff Welfare and Social Contributions.
- Goods and Services accounted for 26.94% of total expenditure which consist of recurrent expenses incurred and include cost of Utilities, Fuel and Oil, Office Equipment & Furniture, Office Expenses, Maintenance costs, Cleaning/Security Services, Publications/ Stationery, Fees for Committees/Training and other Goods and Services such as Uniforms and Miscellaneous Expenses.
- Acquisition of Non-Financial Assets accounted for 17.70% of total expenditure consists of Capital Expenditure incurred and includes Construction of New Building (Rs.6.09M), Acquisition of I.T. Equipment (Rs.0.571M) and Printing Equipment (Rs.18.98 M).

Acquisition for Non-Financial Assets:

In general, provision for Acquisition of Printing is based on the Department Asset Management Plan which is regularly reviewed annually according to the proposals received from the Committee of Needs.

In Financial Year 2017/2018 ,a total amount of Rs:25.65 M was spent to meet the acquisition of printing equipment,I.T. equipment and construction of New Building .

(I). Acquisition of Printing Equipment.

A total amount of Rs:18.98 M was spent to meet purchases of one industrial folding machine, one heavy industrial colour digital press machine,punching and padding machines.

(II.) Acquisition of I.T.Equipment.

A total amount of Rs:571,570 was spent to meet purchase of personal computers and printers.

(III). Construction of New Building.

A total amount of Rs.6.09M has been disbursed in FY 2017/2018 representing approval of preliminary design and submission/approval of working drawings and bid documents.

Table 10: STATEMENT OF REVENUE

Revenue (Rs million)	2015-2016 Actual	2016-2017 Estimates	2016-2017 Actual
Property Income			
Sales of Goods and Services (Sales of Publications)-14230030	15.44	15.00	23.25
Fines, Penalties and Forfeits			
Miscellaneous Revenues – 14599999	0.36		0.38
Total Revenue from Property Income, User Fees and Other Sources	15.80	15.00	23.63

Revenue of the Government Printing Department comprises of the following:

- Sales of publication, which includes Subscription fees and Publication of Notices in the Government Gazettes, Cost of Printing works from Ministries/Departments and Parastatal bodies; such as Ledgers, Log Books, Registers, File Covers, Annual Reports, Parking Coupons, Pamphlet, Ballot Paper. Electoral registers, etc.

- Miscellaneous Revenue, which include Sales of Paper Wastes and used Printing Plates.

Table 11: SALES OF PUBLICATION

Details	FY 2016/2017	FY 2017/2018
Subscription fees	1,398,500	1,623,768
Publication of Notices	2,488,848	2,240,073
Publication Works from Parastatal Bodies	782,512	785,215
Printing Works from Ministries/ Departments (SF6/ Departmental Warrants)	10,767,097	18,598,915
TOTAL	**15,436,957**	**23,247,971**

AUDIT YEAR 2017-2018

ISSUES Year 2016-17	Department's Reply	Action Taken
3.29 Procurement of Hot Melt Gluing Machine Invitation for bids for the procurement of one automatic hot melt gluing machine for book gluing to increase the capacity of the Binding Section was made through Open Advertised Bidding (National) on 26 August 2016. The only bid received was for the sum of Rs 2,955,500. However, on 3 November 2016, the Government Printing Department (GPD) awarded a contract to the successful bidder for the supply of the gluing machine and a Book Loader for the total sum of Rs 4,427,500.	The recommendation of the BEC to acquire the optional Book Loader was based on the various advantages of its function, thus performing non-stop production and would help GPD to meet its usual short deadlines for delivery of school textbooks every year; The recommendation was also motivated by the price proposed for the Book Loader, which when added to the total cost of the equipment was within our budget; The speed of the machine required was specified as 350 to 1,200 cycles per hour, with a view to obtaining a machine with a speed between the stated range. A speed of 350 to 650 cycles per hour was considered to be responsive.	The attention of the Chairperson of the DBC has been drawn to this effect and the Board has been required to be more attentive and professional during evaluation and recommendation. The DBC has also been requested to work strictly in accordance with the Public Procurement Act.
3.29.1 Procurement of an Optional Item Proposed by the Bidder During the evaluation of the bid, it was observed that the bidder had also quoted as option, a Book Loader for the sum of Rs 1,472,000 which was not included in the original bidding document. The Book Loader was purported to enable loading of up to 120 book blocks at a time. The recommendation of the Bid Evaluation Committee (BEC) to purchase the Book Loader at a cost of Rs 1,472,000 was subsequently endorsed by the Departmental Bid Committee and the Accounting Officer. This constitutes a direct procurement from a single source without competition under the Public Procurement Act and for which the maximum allowable total cost should not exceed Rs 100,000 per single item. Hence, the acquisition of the Book Loader was not in line with proper procurement procedures.		The attention of the Chairperson of the DBC has been drawn to this effect and the Board has been required to be more attentive and professional during evaluation and recommendation. The DBC has also been requested to work strictly in accordance with the Public Procurement Act

AUDIT YEAR 2017-2018

3.29.2 Award of Contract to a Non-responsive Bidder The BEC examined the bid to determine its responsiveness to the commercial and technical terms and conditions and found it to be responsive to both terms although the speed of the proposed machine was stated to be "350 to 600 cycles per hour" instead of the requested speed of "350 to 1,200 cycles per hour or better". The bidder stated in its bid that the equipment complied with the specifications offered, but also inserted in the column "Details of Non-Compliance/Deviation" the speed of the proposed machine as "350 to 600 c/h". This specification was determined to be responsive by the BEC despite the deviation from the requirements. As such, the supplier was awarded a contract for a machine which was not compliant in respect of the required operational speed.		The attention of the Chairperson of the DBC has been drawn to this effect and the Board has been required to be more attentive and professional during evaluation and recommendation. The DBC has also been requested to work strictly in accordance with the Public Procurement Act
3.30 Disposal of Two "Indigo Presses" Procured at a Cost of Rs 24.8 million Two sets of "Indigo Press HP" procured during 2003 at a cost of Rs 24.8 million were sold by auction in June 2017. The "Indigo Presses" were found to be inappropriate for the purpose for which they were acquired (printing of Government Lottery tickets) not long after their procurement and had been a burden to GPD. Their running and maintenance costs were qualified as being exorbitant by GPD and averred that the cost of consumables for the presses were 10 to 15 times higher than those required for the existing conventional presses. As such, the two presses were lying dormant since 2003-04. Tender notice for their sale was published in September 2016 and the reserved price was calculated at Rs 5.5 million, whilst the machine was lying dormant and not providing any economic benefit. The only one bid received was substantially below the reserved price and the bid was not accepted. During 2017, a reserved price of Rs 260,000 was assigned for the two units. The basis and workings for arriving at the reserved price were not available at GPD. Finally, the two presses which were procured at a cost of Rs 24.8 million and used only for a short period were sold by auction at a price of Rs 260,000 due to its inappropriateness and its exorbitant running and maintenance cost.	Since we obtained an offer through auction for the dormant equipment, same have been sold; otherwise we would have no alternative than to dispose them at no cost.	This issue has happened in the year 2003. Since 2016, any proposal for equipment is scrutinized by members of Committee of Needs taking into considerations the following: needs and demand, capability of the existing production fleet (age, efficiency, working conditions), evolving customer needs and capacity of the existing and new Printing building. This is further translated into an Asset Renewal Plan depicting the renewal strategies of the Department which is updated on a yearly basis and submitted to the Ministry of Finance during Estimate Committee.

WAY FORWARD

Strategic Direction

The overall strategies have been summarised in **Table 12**.

Table 12: Strategic direction and ways to achieve goals

ITEM	STRATEGIES	MEANS TO ACHIEVE OBJECTIVE
1	MODERN NEW GOVERNMENT PRINTING BUILDING	Funded by Government and monitored by Consultant, PMO, MPI and Management
2	MODERNIZATION OF THE WORK PROCESS AND OPERATION	Management Information System to increase tracking and monitoring of jobs
3	ASSET RENEWAL STRATEGY/PLAN	To be updated annually
4	HUMAN RESOURCE ALIGNMENT STRATEGY	Indepth Analysis for PRB, Human Resource Planning
5	COST RECOVERY STRATEGY	Reinforcing the Department Maintenance Unit
6	MAINTAINING/ACQUIRING AN EFFICIENT AND PROFESSIONAL WORKFORCE	Capacity building
7	QUALITY MANAGEMENT	Aiming at ISO Certification

“ Les paroles s’envolent mais les écrits restent, sagement imprimés sur des feuilles assemblées dans du cuir orné de lettres d’or, reliés par les mains agiles de l’artisant du livre, scéllés dans le temps et traversant les ages pour la postérité. Nous sommes les gardiens des écrits; nous sommes une imprimerie.”

DESIGNED AND PRINTED BY

THE GOVERNMENT PRINTING DEPARTMENT

http://gpd.pmo.govmu.org

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