



Republic of Mauritius

GOVERNMENT
Printing
DEPARTMENT

ANNUAL REPORT
JULY 2018 - JUNE 2019

*Government
Printing
Department*

ANNUAL REPORT
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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

Our Vision

A modern and efficient Printing Service Provider

Vision (Human Resource)

To have the right person/competencies at the right place.

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

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.

Who We Serve

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



Our Main Customers

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

Supervising Officer's Statement



I am pleased to present the 3rd Annual Report of the Printing Department for fiscal year 2018-2019.

The Government Printing Department is a one stop service provider for printing services. Throughout the financial year 2018-2019, this Department has published 121 Government Gazettes, processed a total of 3549 job orders for a total amount of 37,344,087 units of work ranging from cards to books, out of which 13,669,050 units were delivered. Revenue collected from sales of publication is generated mainly through publication of notices and publication works from parastatal bodies, both of which have seen a rise during this fiscal year.

The demand for print work is increasing. The need to deliver quality prints efficiently and effectively is the motto of this Department. In order to do so, we have invested in our people, which is one of our most valuable assets. Training is provided to staffs through on-the-job training, coaching by seniors, Industry Related Course and through courses offered by the Civil Service College. 97.5% of our staff have followed courses both through the Civil Service College and in-house or industry related courses.

The Department caters for the staffs' work-life balance through the Government Printing Staff Welfare Association which not only organises various activities but they also participate in other activities organised by the Public Officers' Welfare Council. The promotion of wellbeing is an important aspect of a healthy working environment which we have at the Department. It motivates the staff and as a result, productivity increases. The input of each and every one at this Department enables the Department to

meet stakeholders' expectation and we are able to deliver the work in time.

Another asset of this Department where we have invested heavily is our capital. A major part of our budget has been devoted in acquiring modern Printing Equipment in order to meet the increasing demand for short run job, which is being covered by the digital press, and also to deliver quality prints to our customers. This goes in line with our vision of being "a modern and efficient printing service provider" as we are also aiming to revamp the work process and operation, by implementing Management Information System, and to be ISO certified.

This financial year marks a major milestone for the Department. I am proud to witness the on-going construction of our new building which will further the Department's strategy of gearing for enhanced and higher volume prints as well as accommodate our staff in a better conducive work environment. I strongly believe that all these investments will bear their fruits as we are well equipped to take on new challenges which lies ahead such as variable and personalized prints, environment friendly prints, web ordering, security printing among others.

On a concluding note, I am seizing this opportunity to convey my sincere thanks to ministries, parastatal bodies, suppliers and all our stakeholders for their cooperation and ease of doing business. I also wish to express my warmest gratitude to our technical staff for being the backbone of this Department and to the administrative and non-administrative staff for their unflinching support. The 2018-2019 fiscal year has laid the foundation of strengthening the strategy towards the vision of this Department and I now look forward to a promising new financial year ahead.

Reza Muhamudally
Deputy Government Printer



History of the 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 to the corner of the *rue de la Pompe* and *rue du Rempart*. ”

Source: Port-Louis: Deux Siècles d'Histoire

Technological timeline

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 Department.

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 Phototype Setting Operator was effected and later on the Photomechanics were renamed as Plate Making/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 Computer-to-Film (CTF) was replaced by the Computer-to-Plate (CTP) although traditional platemaking is still being performed by the use of transparencies. 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 reports, school text books and forms.

Digital printing is mainly used 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

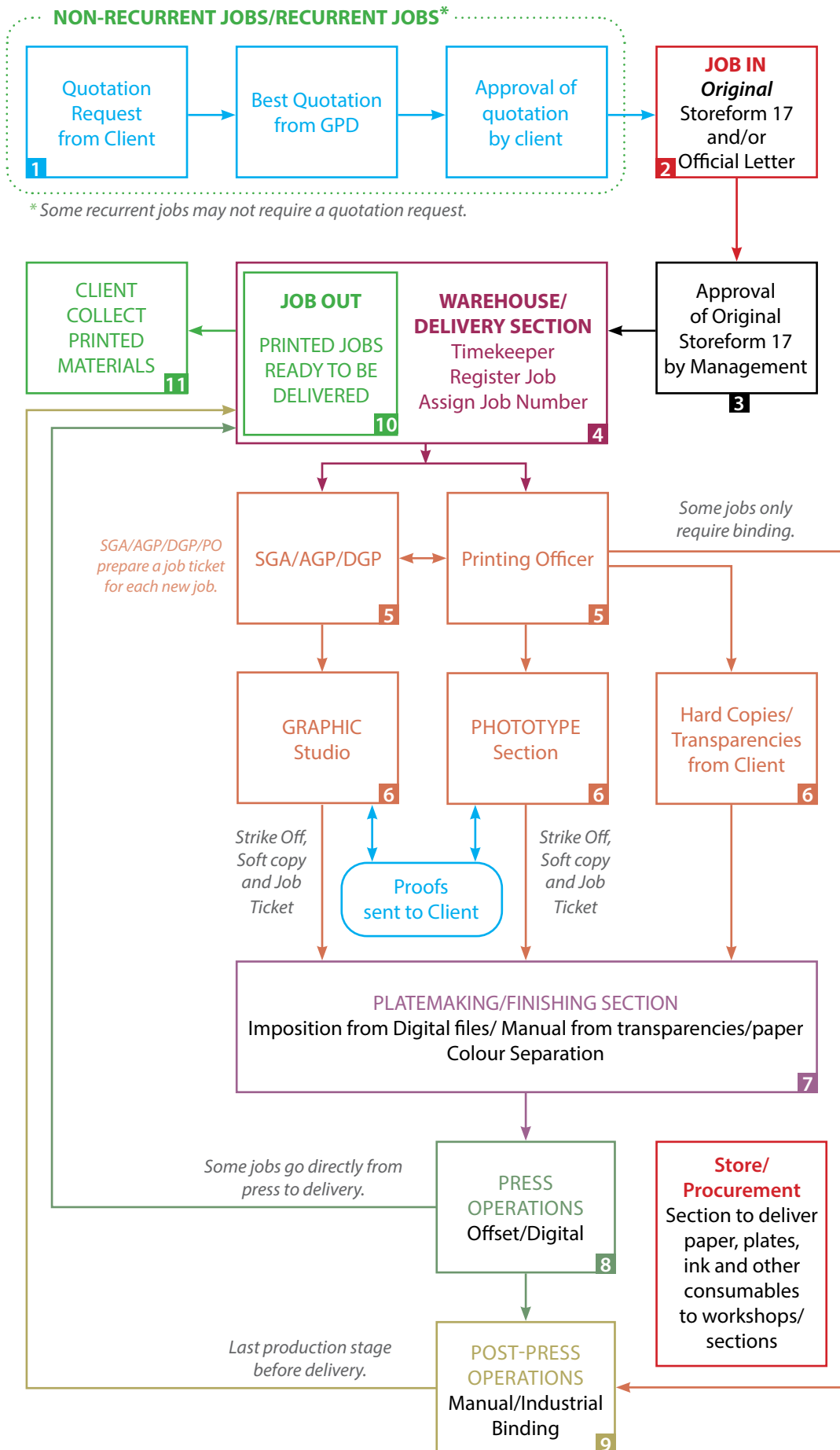
The actual finishing is executed in the binding section. Printed sheets from the press are transformed into finished books, magazines, leaflets, bags and full-bound books. This is done both manually and by the use of out of the line machineries such as Collating Machines, Hot Adhesive Machines, Sewing 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 job, the customers from ministries should fill a Storeform 6 prior to delivery. A receipt voucher is issued upon reception of the products.

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. Moreover 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: <i>Government effectiveness</i>	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

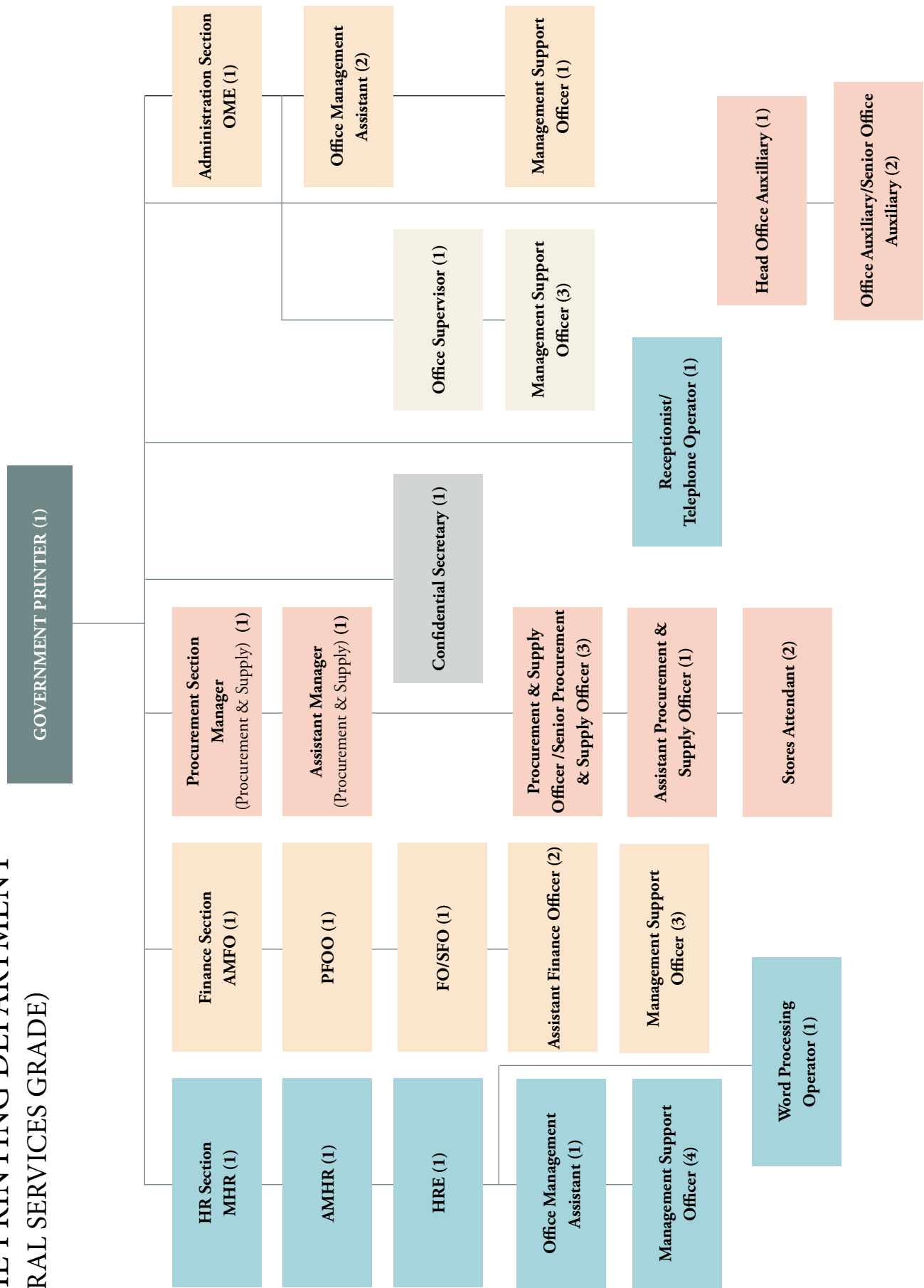
NAME	STATUS
Ms. Geneviève Taryn KNUBLEY	Government Printer
Administrative Section	
Mr. Mohamad Reza MOHAMUDALLY	Ag. Deputy Government Printer
Mr. Jean-Michel Sebastien LANGEVIN	Ag. Assistant Government Printer (From 1 July 2018 to 2 June 2019)
Ms. Sanjini TEEROOVENGADUM	Ag. Assistant Government Printer (as from 3 June 2019)
Printing Section	
Mr. Jean Pierre APOLLON	Ag. Printing Officer from 1.7.2018 – 31.12.2018
Mr. Philippe Mario Jocelyn ISBESTER	Ag. Printing Officer (Retired on 31 August 2018)
Mr. Sadj Djaad RUSSUN	Ag. Printing Officer 3.1.2019 – 30.6.2019
Ms. Rajalakshmi RAMGOOLAM	Ag. Senior Graphic Artist
Ms. Amla RAMJEET	Assistant Printing Officer (on roster)
Mr. Leung Chen Yin LEUNG SUI FUNG	Temporary Assistant Printing Officer (on roster) w.e.f 11.6.2019
Mr. Jwala REKHAYE	Production Supervisor (Roster) (Press Section)
Mr. Darmalingum RUNGIEN	Production Supervisor (on roster) (Binding Section)
Mr. Gerard Jacques SALOMON	Production Supervisor (on roster) (Binding Section) (Retired on 1.3.2019)
Mr. Clency Victoir GERY	Production Supervisor (on roster) (Binding Section)
Mr. Oomaduth BOOTNA	Production Supervisor (on roster) (Binding Section w.e.f 2.4.2019)
Mr. Gassen Neeliah MAISTRY	Production Supervisor (on roster) (Press Section)
Mr. Mario Louis AGATHE	
Mr. Yusuf Khan KHODABOCUS	
Mr. Jean Clovis SOLEIL	Ag. Production Supervisor (on roster) (Press Section)
Mr. Georges Rudy Daniel MOMPLE	Production Supervisor (on roster) (Phototype Setting Section)
Mrs Veemla RAMIAH-PILLY POTIAH	Production Supervisor (on roster) (Phototype Setting Section) w.e.f 12.4.2019
Mr. Weershun BHUWAJEE	Production Supervisor (on roster) (Reprographic Section)
Mr. Ehambaram Nayedoo SOOBEN	Production Supervisor (on roster) (Printing Stores Section)
Mr. Salim NUCKCHEDDY	
Mr. Sanjiv RAMBHUUJO	Production Supervisor (on roster) (Platemaking/Finishing Section)
Mr. Gerald Yannick LIMKEE	Production Supervisor (on roster) (Platemaking/Finishing Section)
Mr. Purvez BADOORALLY	Senior Printer's Mechanic (on roster)
Mr. Nazeer Hossen RAMJANE	Senior Printer's Mechanic (on roster)
Mr. Jean Noel KISSOON	Assistant Production Supervisor (on roster) (Printing Stores Section) (Retired on 1.2.2019)
Mr. Jean Joseph Denis DUPRAT	Assistant Production Supervisor (on roster) (Printing Stores Section)
Mr. Marie Désiré Clency LEBON	
Mr. Michel Gerald Eddy LEOVILLE	
Mr. Louis Julian RITTA	Assistant Production Supervisor (on roster) (Printing Stores Section) w.e.f 20.3.2019
Mr. Dorsamy Pillay MARDAY	Assistant Production Supervisor (on roster) (Binding Section)
Mr. Wilson Christian JANVIER	
Mr. Pran SUNTOO	
Mr. Rajenrao RUGJEE	Assistant Production Supervisor (on roster) (Binding Section) w.e.f 2.4.2019
Mr. Sandiren TANDRAYEN	Assistant Production Supervisor (on roster) (Press Section)
Mr. Louis Philippe Mario BARDOU	
Mr. Brij Mahendra RANBHUUJO	
Mr. Ajayn BETCHOO KISSOONDYAL	Assistant Production Supervisor (on roster) (Press Section) (Retired on 3.6.2019)
Mr. Mounir Abrar CALLOO	Ag. Assistant Production Supervisor (on roster) (Press Section) (Retired on 1.2.2019)
Mr. Parmasiven TANDRAYEN	Assistant Production Supervisor (on roster) (Press Section) w.e.f 6.12.18

NAME	STATUS
Mr. Rajendranath ELLIAH	Head Printing Assistant (on roster)
Mr. Jean Claude MAMODE	
Accommodation Section	
Mr. Moostafiz AUCKBURALLY	Office Management Executive
Procurement and Supply Section	
Mr. Abdool Wahed Bhye MASARDY	Manager, Procurement and Supply
Mr. Devprasad BOOTNA	Assistant Manager, Procurement and Supply
Human Resource Section	
Mrs. Nahleenee BISMOHUN	Manager, Human Resources
Mrs. Bibi Rosida ROOJEE	Assistant Manager, Human Resources
Finance Section	
Mr. Ibrahim ALLEESAIB	Assistant Manager, Financial Operations (up to 13.2.19)
Mr. Chew Sen YAN MUK	Assistant Manager, Financial Operations (13.2.19 to 30.6.19)
Registry	
Ms. Dolores Erika PECHEUR	Ag. Office Supervisor
Head Office Auxiliary (Attached to Administration)	
Mr. Prem Hurryduth DABY	Head Office Auxiliary

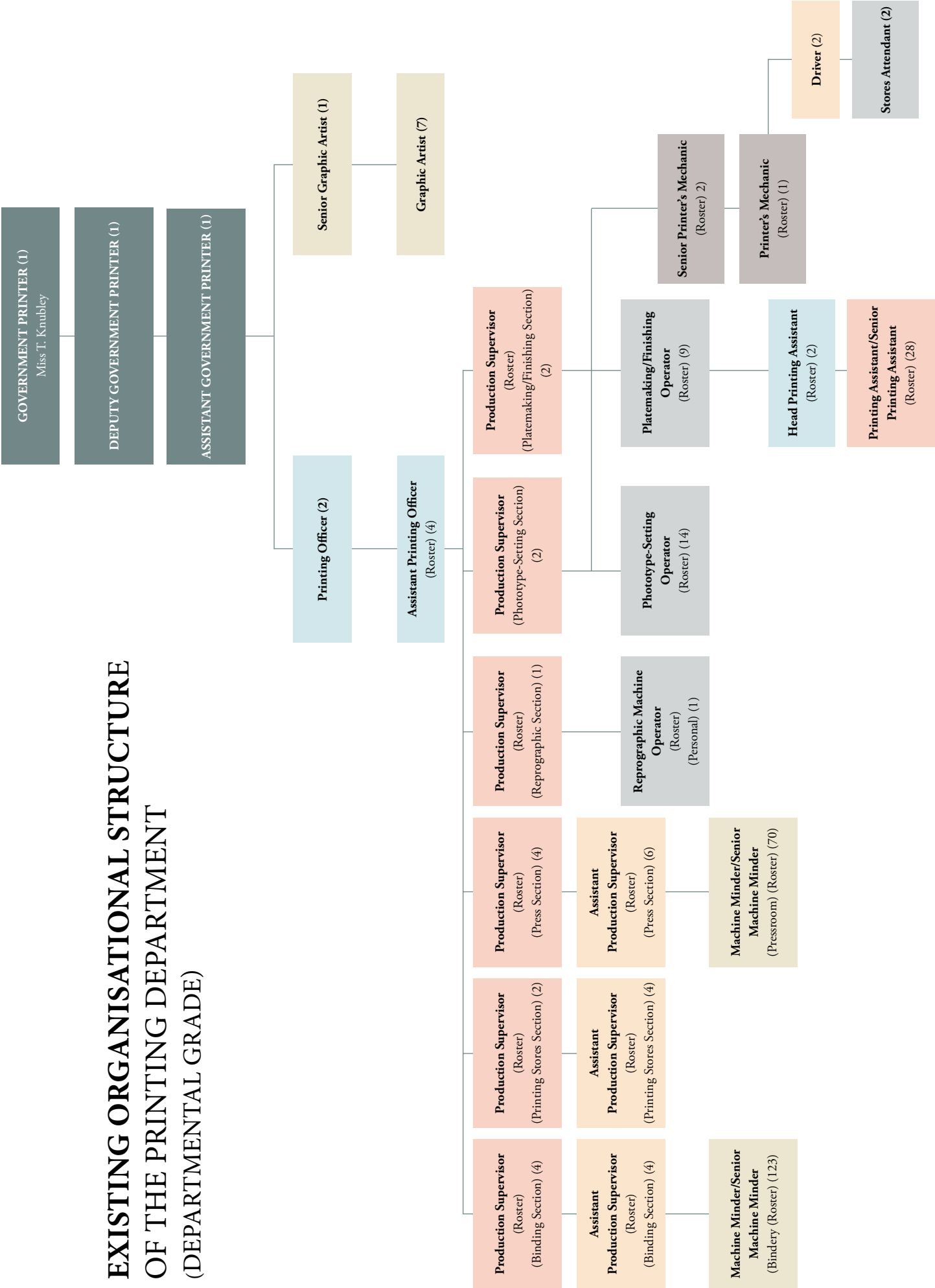
Human Resource Section

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.
2. Employees, on joining the department, are being made aware of its purpose, goals and objectives so that they can clearly articulate the importance of the department in order to achieve a purpose that is driven sustainable and a high-performing organisation. They are also made to understand how their efforts connect and is aligned with the department's purpose.
3. A Human Resource Planning Exercise has also been carried out wherein the current and future Human Resource needs have been identified to enable the department to attain its strategic goals and objectives with achievements aligned, so as to build a successful and sustainable organisation.
4. 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.
5. As a whole the Human Resources Section, works for the best interest of both 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.

ORGANISATIONAL STRUCTURE OF THE PRINTING DEPARTMENT (GENERAL SERVICES GRADE)



EXISTING ORGANISATIONAL STRUCTURE
OF THE PRINTING DEPARTMENT
(DEPARTMENTAL GRADE)



Statement of vacancies as at June 2019

SN.	Grade	No. on Establishment	In Post	Funded Vacancy	Funded Position
1.	Deputy Government Printer	1	Nil	Nil	Nil
2.	Assistant Government Printer	1	1	Nil	1
3.	Printing Officer	2	1	1	2
4.	Graphic Artist	7	6	1	7
5.	Phototype Setting Operator (on roster)	14	4	6	10
6.	Plate Making/Finishing Operator (Roster)	9	6	2	8
7.	Machine Minder/Senior Machine Minder (Binding) (Roster)	123	69 (41 Printing & 28 in other Mins/ Depts)	28 (20 Printing and 8 in other Mins/Depts)	97 (61 Printing & 36 in other Mins)Depts.
8.	Machine Minder/Senior Machine Minder (Pressroom) (Roster)	70	49	9	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. It is also involved in developing and administering programs that are designed to increase its effectiveness.
2. The department makes every effort to understand what employees of the different sections do best and put them into roles where they can play to their strengths as much as possible to achieve a definitive organisational result and ensures that everyone knows exactly where the department is, at all times. It also brings out the best work ethic of the employees and is thus always making a move to a better working environment.
3. 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 are shown as follows:

**Number of officers from Administration and Production Sections who have followed Courses
for period 1 July 2018 to 30 June 2019**

Section	Number of officers	Courses followed	Institution
Production	11	Training Course Fire Safety and management	Civil Service College Mauritius
	88	Certificate of Achievement in service and Performance Excellence	
Administration	10	Induction Courses: 1. MSO/WPO/AFO (7) 2. APSO (2) 3. Office Auxiliary (1)	
	3	Sensitisation Programme on Safety and Health and Road Safety	
Administration	6	Advanced Course in Microsoft Excel	
	20	Certificate of Achievement in Service and Performance Excellence	
	2	Integrity, Corruption and other related issues in the Public Service for newly recruited MSO	
Administration	4	Implementer Course MS ISO 9001:2015	MCSAR
Printing Assistant	2	Training Programme in Performance and Public Service Excellence for Workmen Group	Civil Service College Mauritius
Production	9	Training on cutting Machine Guillotine	On the job
	4	Training – Simultaneous Print Gold Crest & Embossing	
	6	Training on New Folding Machine	
	6	Course on CP Bourg Hot Melt Glue	
	9	Course on Lift	
	9	Refresher Course on Amigos	
	11	Industry Related Course	
	6	Heavy Duty Digital Press 3100	
Administration	7	ISO 9001:2015 Implementer Course	Civil Service College Mauritius
Administration	48	Team Building Programme	Civil Service College Mauritius
Production	150		

Safety and Health

The safety and health goal of the Government Printing Department is to foster a safe and healthy work environment. The employees are provided with appropriate Personal Protective Equipment and those with medical constraints are being catered/examined by the Occupational Health Physician. Moreover, the employees are being sent for audiometry test as well as medical surveillance/examinations.

Furthermore, risk assessments are being carried out in the sections to create awareness of hazards and risk and the outcome is being used not only to set risk management standards but as training tool as well. Employees of all grades are continuously being trained on various safety and health aspects such as fire safety and first aid amongst others.

In addition, a Safety and Health Committee meeting is held regularly where representatives of the employees and management together in a non-adversarial platform bring in cooperative effort to promote safety and health in the Department.

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 football, 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. Printing Day December 2018
 - b. Volley Ball Tournament
 - c. Annual Badminton Tournament
 - d. Annual Public Officers Welfare Kermesse
 - e. Annual Football Tournament
 - f. Flag Raising Ceremony for the Independence Day 2019
- iv. The Staff Welfare Association also participates regularly in the Kermesse organised by the POWC.



MAJOR *ACHIEVEMENTS*

Government Gazette

This department has published 284 Government Gazettes and has received 1,824 Government notices and 5, 535 legal notices which have been successfully gazetted and delivered within its deadline for one fiscal year 2018-2019.

Major Production

The following table depicts some of the major products printed at the Government Printing Department during the financial year

Product	Quantity Requested (units)	Quantity Delivered (units)
School Textbooks	237,405	143,780
File Covers	386,094	322,594
Parking Coupons	2,301,000	2,301,000
Casualty Cards	3,000,000	3,000,000

Production analysis

for the year July 2018 to June 2019

The following tables show that the Government Printing Department has processed a total of 3632 jobs for 44,558,729 units of work from which a total of 27,486,354 units were delivered.

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

SN	Ministries/Department	No. of jobs	Qty Requested (units)	Qty Delivered (units)
1	Agro Industry & Food Security	54	33,990	29,368
2	Arts & Culture	93	71,973	56,767
3	Attorney General's Office	103	17,453	17,253
4	Business Enterprise & Cooperatives (Cooperatives Division)	82	44,466	37,166
5	Central Informatics Bureau / Central Information system	19	1,989	1,670
6	Central Procurement Board	2	9	9
7	Civil Aviation Department	21	20,852	20,837
8	Civil Service & Administrative Reforms	48	139,522	50,269
9	Companies Division	1	3	3
10	Corporate & Business Registration Department (CBRD)	20	92,116	82,116
11	Defence & Rodrigues	39	7,290	7,263
12	Director of Public Prosecutions	89	181,577	181,473
13	Education & Human Resources, Tertiary Education and Scientific Research	131	528,536	378,830
14	Electoral Commissioner's Office	394	115,971	99,720
15	Employment Relation Tribunal	3	404	404
16	Energy and Public Utilities	41	58,043	49,093
17	Environment & Sustainable Development	20	12,975	5,450
18	Finance & Economic Development	67	145,867	145,066
19	Financial Services & Good Governance	45	32,321	18,696
20	Foreign Affairs, Regional Integration & International Trade	78	53,520	51,770
21	Forensic Science Laboratory	17	40,903	40,900
22	Gambling Regulatory Authority	6	2,013	2,013
23	Gender Equality, Child Development & Family Welfare	36	66,900	49,300
24	Government Printing	86	1,003,922	944,000
25	Health & Quality of Life	286	28,569,526	13,946,226
26	Housing & Lands	29	82,746	82,596
27	Independent Police Complaint Commission	6	4,900	4,900
28	Industry, Commerce & Consumer Protection	62	39,142	37,782
29	Justice, Human Rights & Institutional Reforms	15	9,067	9,126
30	Labour Industrial Relations Employment & Training	103	513,282	497,582
31	Local Government & Outer Islands	18	41,426	41,226
32	Local Government Service Commission	2	30,000	15,000
33	Mauritius Fire & Rescue Service	37	147,072	146,471
34	Mauritius Prisons Service	71	386,625	326,515
35	Meteorological Services	21	11,431	10,431
36	National Archives Department	6	5,707	5,704
37	National Assembly	46	20,875	19,662
38	National Audit Office	33	9,958	9,398

SN	Ministries/Department	No. of jobs	Qty Requested (units)	Qty Delivered (units)
39	National Human Rights Commission	10	6,422	6,419
40	National Transport Authority	18	168,650	150,625
41	National Women's Council	10	1,847	1,847
42	Ocean Economy, Marine Resources, Fisheries & Shipping	57	34,778	32,977
43	Office of the Ombudsman	27	22,992	22,942
44	Office of the President / Vice president	50	36,354	36,354
45	Ombudsperson's for Children's Office	7	2,400	2,100
46	Outer Islands Development Corporation	1	30	30
47	P.M.O.- All Offices	356	1,368,719	1,207,794
48	P.S.C. & D.F.S.C.	10	40,500	40,400
49	Pay Research Bureau	19	21,408	21,307
50	Police Department	143	5,461,032	4,177,287
51	Probation & Aftercare Service	12	20,125	20,125
52	Procurement Policy Office	6	6,500	6,500
53	Public Infrastructure & Land Transport	72	2,419,455	2,117,445
54	Public Service Commission	17	73,533	73,533
55	Radiation Protection Authority	1	300	300
56	Radiation Safety & Nuclear Safety Authority	4	1,000	1,000
57	Registrar General	7	1,709	1,709
58	Registrar of Association	1	50	50
59	Rodrigues Regional Assembly	23	119,245	118,900
60	Social Integration & Economic Empowerment	13	2,750	2,750
61	Social Security, National Solidarity, Environment & Sustainable Development	93	351,708	343,991
62	Statistics Mauritius	122	59,835	43,012
63	Technology, Communication & Innovation	60	14,742	14,342
64	The Judiciary	56	1,353,297	1,228,897
65	The Treasury	64	108,819	99,989
66	Tourism	6	1,405	1,405
67	Valuation Department	14	63,078	63,067
68	Youth & Sports	22	29,155	7,955
	Grand Total	3531	44,336,210	27,267,107

Total jobs requested and delivered for parastatal and other bodies (units and number of jobs):

SN	Parastatal and Other Bodies	No. of jobs	Qty Requested (units)	Qty Delivered (units)
1	Aapravasi Ghat Trust Fund	3	524	524
2	Beach Authority	3	551	551
3	Chagossian Welfare Fund	1	12	12
4	Civil Service Family Protection Scheme Board	8	40,010	40,010
5	Dental Council Mauritius	1	4	4
6	Early Childhood Care & Educational Authority	1	10	10
7	Financial Intelligence Unit	1	1,000	1,000
8	Fishermen Welfare Fund	2	4	4
9	Information & Communication Technologies Authority (ICTA)	1	5	5
10	Le Morne Cultural Landscape	6	1,134	1,134
11	Le Morne Heritage Trust Fund	1	109	109
12	MACOSS	2	350	350

SN	Parastatal and Other Bodies	No. of jobs	Qty Requested (units)	Qty Delivered (units)
13	Manufacturing Sector Workers Welfare Fund	3	1,700	1,700
14	Mauritius Family Planning & Welfare Association	1	5	5
15	Mauritius Lotteries	1	30	30
16	Mauritius Multi-Sport Infrastructure Ltd	5	15	15
17	Mauritius Museums Council	2	500	500
18	Mauritius Revenue Authority	2	30,000	30,000
19	Mauritius Sport Council	1	10	10
20	Municipal Council of Vacoas -Phoenix	1	700	650
21	Municipal City Council of Port Louis	1	5	5
22	National Children`s Council	4	33	33
23	National Computer Board	3	30,000	28,800
24	National Empowerment Foundation	1	6	6
25	National Heritage Fund	3	121	101
26	National Library	2	2,000	2,000
27	Nelson Mandela Centre for African Culture Trust Fund	6	2,310	2,308
28	Public Officers` Welfare Council	8	4,850	4,850
29	Rajiv Gandhi Science Centre	2	215	215
30	Road Development Authority	5	4,700	2,700
31	S.S.R. Botanical Garden	6	100,072	100,072
32	Seafarer`s Welfare Fund	1	200	200
33	Sugar Industry Fund Board	2	2	2
34	Sugar Investment Trust	1	6	6
35	The Mauritius Civil Service Mutual Aid	1	2	2
36	Tourism Authority	4	315	315
37	Tourism Employees Welfare Fund	2	3	3
38	University of Mascareigne	1	1,000	1,000
39	University of Technology, Mauritius	1	2	2
40	Vallée d'Osterlog	1	4	4
Grand Total		101	222,519	219,247

Urgent Jobs

The department has processed 577 urgent assignments (including confidential works) from 1st July 2018 to 30 June 2019. All urgent jobs have been successfully completed within its deadline.

Status of Key Actions

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%	<ul style="list-style-type: none"> - 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
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Maintain high standard quality products • Improve staff skills through training
Weaknesses	Isolating Weaknesses
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Build effective communication skills through training • Introduction to New technology • Implementation of ISO
Opportunities	Exploiting Opportunities
<ul style="list-style-type: none"> • Demand for short run jobs • Demand for environment orientated goods • Variable and personalize printing • E-commerce development (web ordering) • Security printing • Packaging • New Building 	<ul style="list-style-type: none"> • Digital press for short run jobs • Recycle paper • MIS
Threats	Overcoming Threats
<ul style="list-style-type: none"> • Green Movement paperless policy • New media – advertising, e brochure, magazine, invitation are all available through web • High convenience of acceding to Online application forms 	<ul style="list-style-type: none"> • Offer quality print and value added products (5th color) • Evolve to new service like personalize printing

FINANCIAL *PERFORMANCE*

The Annual Estimate for the financial year 2018/2019 for the Government Printing Department amounted to **Rs. 229, 600 M** allocated as follows;

Recurrent Expenditure Rs 136,600

Capital Expenditure Rs 93,000

to provide an 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 2018/19 is classified by Economic Categories and percentage rate as follows:-

Table A: Budgeted Expenditure 2018/2019 (% by Category)

Economic Categories	Amount	Percentage Rate
Compensation of Employees	$94.56/229.60 \times 100 =$	41.19%
Goods and Services	$42.04/229.60 \times 100 =$	18.31%
Acquisition of Non-Financial assets	$93.00/229.60 \times 100 =$	40.50%

Table B: The pie chart below provides an illustration of the budgeted expenditure by categories for 2018/2019.

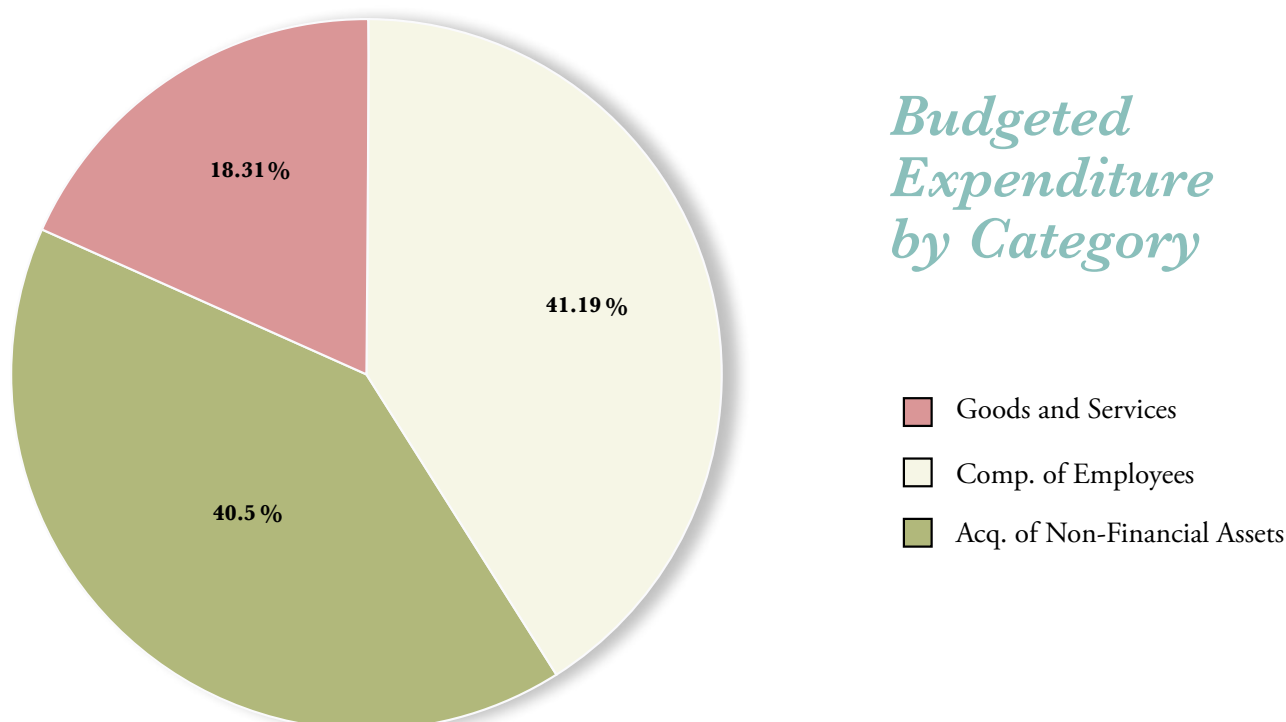


Table C: Actual Expenditure Compared to Budgeted Estimates 2018/2019, by Category and variance

Economic Categories	Budgeted (in Million)	Actual (in Million)	Variance	Percentage (%)
Compensation of Employees	94.56	82.30	12.26	12.96
Goods and Services	42.04	51.36	-9.32	-22.16
Acquisition of Non-Financial assets	93.00	57.13	35.87	38.57

Percentage Rate of Actual Expenditure per category compared to budgeted amount for Financial Year 2018 /2019

Total Actual Expenditure under Compensation of Employees amounted to Rs 82.30 million compared to a budgeted figure of Rs 94.56 million, with a positive variance of Rs 12.26 million and a percentage variance of 12.96.

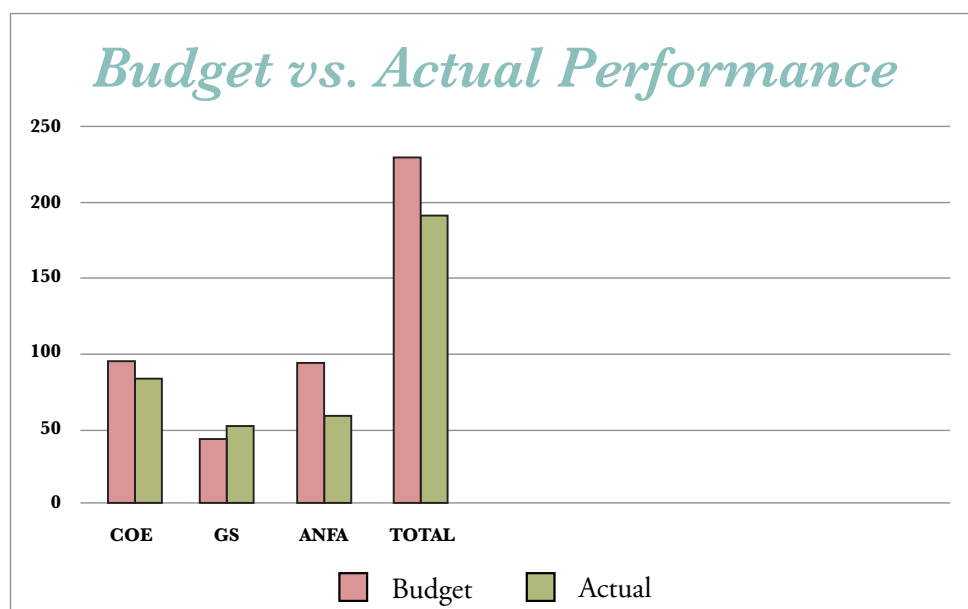
Compensation of Employees comprises mainly of Basic Salary and Compensation, Allowances, Cash in Lieu of Leave, End of Year Bonus, Wages, Travelling and Transport, Overtime, Staff Welfare and Social Contributions.

Total Actual Expenditure under Goods and Services amounted to Rs 51.36 million compared to a budgeted amount of Rs 42.04 million, with a negative variance of Rs 9.32 million and in percentage negative 22.16

Expenditure under Goods & Services is made up mainly of cost of Utilities, Fuel and Oil, Office Equipment & Furniture, Office Expenses, Maintenance costs, Cleaning/Security Services, Publications/ Stationery, Fees for Committees/Training Uniforms and other Miscellaneous Expenses.

Total Actual Expenditure under Acquisition of Non-Financial Assets amounted to Rs 57.13 million compared to the budgeted figure of Rs 93 million, with a positive variance of Rs 35.87 million and percentage wise 38.5. Expenditure consists mainly of Construction of New Building (**Rs.45.25 M**), Acquisition of I.T. Equipment (**Rs.2.01 M**) and Printing Equipment (**Rs.9.87 M**).

Table D: The Bar Chart below illustrates Actual Expenditure by Category compared to Budget amounts



Acquisition of 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 2018,/2019 a total amount of **Rs: 57.13 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: 9.87 M** was spent to meet purchases of one cutting edge machine, one heavy duty industrial colour digital press machine, durometer and other equipment plus refund of liquidated damage.

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

A total amount of **Rs: 2.01 M** was spent for purchase of IMAC PRO, Installation of software, dell PowerEdge, Microsoft Office Standard (Software)

(III). Construction of New Building. (Project value Rs 467.78 M

A total amount of **Rs.45.25 M** was disbursed in FY 2018/2019 icw clearance and publication, payment to Design Forum for consultancy fees, and payment for construction works as per certificate No 1 (**Rs 43.48 M**) to HYVEC Partners the contractor.

Table E: Statement of Expenditure for the Last Three Financial Years

Economic Categories	2016/2017	2017/2018	2018/2019
Compensation of Employees	79,886,135	80,285,991	82,028,064
Goods and Services	39,438,432	42,053,083	57,132,521
Acquisition of Non-Financial assets	12,952,956	28,359,949	51,355,487

Table F: Statement of Revenue

Revenue (Rs million)	2017/2018 Actual	2018/2019 Estimates	2018/2019 Actual	Variance (%)
Sales of Goods and Services (Sales of Publications)-14230030	23.25	15.90	20.25	27.35
Miscellaneous Revenues– 14599999	0.38		0.28	
Total Revenue from Property Income, User Fees and Other Sources	23.63	15.90	20.53	

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. The Estimated Amount for 2018/2019 was Rs 15.9 million and the Actual revenue collected was Rs 20.25 million representing a positive variance of 27.35 percent.
- Miscellaneous Revenue, which include Sales of Paper Wastes and used Printing Plates

Revenue collected from the Sales of Publication detailed as below:

Table G: Sales of Publication

Details	FY 2017/2018	FY 2018/2019
Subscription fees	1,623,768	1,283,884
Publication of Notices	2,240,073	2,781,092
Publication Works from Parastatal Bodies	785,215	1,554,058
Printing Works from Ministries/Departments (SF6/ Departmental Warrants)	18,598,915	14,630,966
TOTAL	23,247,971	20,250,000



WAY FORWARD

Strategic Direction

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

Table H: Strategic direction and ways to achieve goals

Sn	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

Government Printing Department

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