

18.06.2019

PARLIAMENTARY QUESTION

B/441

The Honourable First Member for Grand River North West and Port Louis West
(Mr Armance)

To ask the Honourable Prime Minister, Minister of Home Affairs, External Communications and National Development Unit, Minister of Finance and Economic Development –

Whether, in regard to the proposed introduction of the People Facilitation Bill, as announced in the Budget Speech 2017-2018, he will state where matters stand?

REPLY

Madam Speaker,

During my Budget speech 2017-2018, I mentioned that we will come forward with a People Facilitation Bill to spare our population the hassles of office hopping to get public services, to reduce costs and queuing time and enable them to use fully their rights.

The aim is to have one single legislation to cover the numerous Government policies and procedures to enable all citizens to have easy access to the wide array of public services through the People Facilitation Bill.

Madam Speaker,

In this regard, my Office had initiated consultations with all stakeholders. I am informed that so far, inputs from some 55 organisations have been received and these are currently being analysed by the Monitoring and Evaluation Team of the Citizen Support Unit with a view to grouping similar and related services in different clusters. Thereafter, the

citizens will be invited to submit their views and suggestions on the proposals which will form the basis for the preparation of the People Facilitation Bill.

Madam Speaker,

The House will understand that the drafting of such a legislation requires an in-depth assessment of all current services, the administrative and financial set up, existing legislation, and the implications of future changes. We also need to assess the problems being faced by citizens with current policies and procedures and how to address those problems in a holistic manner.

Furthermore, Government is already providing a common platform, that is, the Citizens Support Portal for all citizens to send their complaints, suggestions and general inquiries on issues concerning all Ministries, Departments, Parastatals and Local Authorities. The citizens may also go to the 35 Citizen Advice Bureaux and 95 Post Offices around the island.

Since its launching on 28 April 2017, the CSU has received some 85,000 complaints and suggestions out of which 82% have been resolved. In the light of data gathered on the portal, a monitoring and evaluation exercise is also being carried out by the Citizen Support Unit (CSU) and proposals will be made to render public services more citizen friendly across Ministries/Departments. In the same vein, we have been able to identify which sectors require specific attention and propose common solutions in a co-ordinated manner.

Madam Speaker,

In addition, we have the e-services provided by some Ministries as well as the e-licensing platform of the Economic Development Board which is a key Government initiative to improve the investment and ease of doing business in Mauritius. This project is being implemented to roll over the next three years. In this context, around 140 licences/permits/clearances services have been identified in 14 Ministries.

As at today, three e-services have been integrated on the e-licensing platform namely; the Building and Land Use Permit operationalised in 10 Local authorities, the Occupation Certificate for the construction sector and the Occupation/Residence Permit.

Madam Speaker,

The House will agree that the preparation of such a complex legislation will take the time it requires.