Communication strategy

At the Registrar of Companies

Effective communication requires effective strategy - a coherent plan of action. To be effective, strategy must take three factors into account simultaneously:

1. Goals and objectives;
2. Operational constraints and imperatives - things you must do and things you cannot do;
3. Pertinent conditions in the environnement.

The Scanning Effect:

a Paperless Registry

The Companies Division in line with its vision: "leading the way" aims at being responsive to the needs of customers and to increase efficiency and effectiveness in the service delivery. Electronic filing and scanning of documents are the new projects of the Division, providing a better and investor friendly business environment in line with international standards.

In view to improve continuously service delivery and to promote culture of innovation, the Companies Division is providing to its stakeholders , a modern and efficient framework for businesses.

In that respect, the Companies Division has adopted Earth-friendly behaviors by moving towards a paperless registry leveraging on latest technological tools. The office being a provider of corporate information is a large consumer of paper and associated printing/copying supplies. So, most correspondences have moved from paper to electronic communications. Process automation lies at the heart of the paperless office strategy.

The latest innovative measure introduced is the scanning technology. It is now possible for information in paper format and supporting documents to be captured directly on the database. The use of scanning technique helps to keep the original documents in good condition and makes information available to people electronically.

Scanned information is also available over the network so that the information can be searched and viewed instantly. Services offered by the new system extend beyond the national border and is an important measure in positioning Mauritius as the preferred business destination.

At the same time, scanning contributes to a paperless work environment and space saving. Information can be easily distributed, not just internally but externally thus, saving time, effort and postage cost

The Registrar of Companies (ROC) has introduced a scanning technology for the data capture from the standard forms, faxed and supporting documents received on a daily basis. This office has therefore implemented an Electronic Document Management System (EDMS) for improving its customer service delivery process. As part of its modernisation programme, it has also set up a call centre with a view to respond to public queries in an efficient and effective manner.

The main objectives:

- To provide an Electronic Document Management System (EDMS) to cater for electronic filing, searching and retrieval of documents;
- To cater for a Workflow Management System that would integrate the Core Application (CBRIS) and the EDMS to enable easier and secured access, and faster movement of documents for timely processing and decision making;
- To provide platform, software and peripherals required for the Capture, Scanning, and imaging of documents.
- To provide for the Electronic Extraction of Information from Specially Designed forms used in ROC business processes;
- To enable stakeholders to have on-line access to relevant documents in electronic format stored under the EDMS.
- To provide ROC administration with a modern tool (WMS for the optimisation of processes/workflows) for

ensuring effectiveness in providing services to the community.

Main beneficiaries:

- The Republic of Mauritius and its partners both at National and International level.
- The general public including the Business Community
- Professionals like barristers, attorneys, financial agents,
- The staff of the ROC
- The various authorities viz. the Mauritius Revenue Authority, the Small and Medium Enterprise Development Authority, the Local Authorities, the Board of Investment, etc.

Expected Achievement

(i) Time to incorporate a company reduced from '/2 day to '/2 hour

(ii) Filing of returns, accounts and other documents reduced from 14 days to 8 days

(iii) Delivery of certified copies reduced from 2/3 days to same day

(iv) Possibility for public to consult up to date info, following scanning

(v) A minimum of 90% of data captured automatically at completion

(vi) 0% error in database at completion

(vi) apacity building with the registries of 1 other country through min. 2 week sessions

(vii) 75% of the daily calls received by the ROC handled directly by information l centre at completion and therefore more time allocated to monitoring and compliance

(viii) Increase in the number of officers working in the monitoring and compliance department from 11 to 18 at completion of project.

INFORMATION CENTRE”

Switching to real time communication

Communication is a powerful tool used for a variety of purposes including sharing of information. At the Companies Division, management through meetings transmits to the staff what is expected and required of them.

Customer survey and review meetings are carried out in conformity with ISO certification. Circulars are issued to convey any information or instruction. Communication is essential to satisfy a variety of needs.

Service delivery must therefore be continuously improved. Information technology is optimized to streamline processes and thus render a better service. The organization offers on-line services, provides updated information on its website, correspondences by emails and recently a document management system. However, the execution of the strategies depends heavily upon human resources. We ensure that the employees are at all times involved in the formulation of

innovative strategy and operational effectiveness. Employees are made aware that the work they perform is closely linked to the successful implementation of the strategies of the organization. And, in order to ensure that best practices are adopted, management has, through feedback and consultation with our customers, introduced corrective and preventive actions. We also benchmark against comparable international standards to improve our services.