

**Speech of Honourable Deepak Balgobin  
Minister of Information Technology,  
Communication and Innovation**

**Promotion Exercise of Postal Employees and  
Launching of a Workshop on Future Postal  
Challenges organised by the Mauritius Post  
Ltd**

**Monday, 15th July 2024 at 09:30hrs  
Telecom Campus, 2nd Floor, The Core Building, Ebene.**

- **Mr Doonunjoy Dassaye, Permanent Secretary of my Ministry,**
- **Mr Rana Swamber, Chairman of the Mauritius Post**
- **Board Directors of the Mauritius Post,**
- **Mr Vijaye Ramchurn, CEO of the Mauritius Post,**
- **Mr Derek Osborn, International Postal Expert, Whatnext4u Ltd**
- **Chairmen, CEOs and Directors of Public Institutions,**
- **Esteemed Staff of the Mauritius Post,**
  
- **Ladies and Gentlemen,**

Good Morning to you all.

I am delighted to be here today to mark a significant milestone in the journey of the Mauritius Post Ltd.

We are here to celebrate the promotion of dedicated postal employees and to launch a pivotal workshop on future postal challenges.

I wish to welcome Mr. Derek Osborn, who has come all the way from the UK to share his expertise with the Mauritius Post.

With your extensive experience at the Royal Mail and your deep understanding of the international postal industry, I have no doubt that Mauritius Post will greatly benefit from your insights and guidance.

Your presence here signifies a step towards enhancing our services and operational efficiency.

We look forward to your valuable contributions and to the positive impact they will undoubtedly have on the MPL.

**Ladies and Gentlemen,**

This workshop will address the pressing challenges facing the postal sector in the coming years.

As the landscape of global logistics and communications continues to evolve, it is crucial for the MPL to stay ahead of these changes.

We have to continuously adapt our strategies and bring innovations that will enhance operational efficiency and service delivery.

This workshop will undoubtedly be beneficial for all employees of the MPL, equipping them with the knowledge and skills needed to excel in an increasingly competitive environment.

I am informed that you will be covering key topics such as:

- the impact of **di-gi-tal** transformation on postal services,
- the integration of new technologies,
- and strategies for maintaining customer satisfaction in a rapidly changing market.

Participants will have the opportunity to learn from Mr. Osborn's vast experience and apply these insights to their daily operations, ensuring that Mauritius Post Ltd. remains at the forefront of the industry.

### **Ladies and Gentlemen,**

The Mauritius Post has always believed in the strength and potential of its workforce, understanding that its employees are the foundation of its success.

This event marks also the promotion of its employees and its commitment to excellence and innovation in the postal industry.

It is a recognition of the exceptional achievements of their employees who have been promoted within the grades of

- Senior Postal Executive,
- Postal Executive,
- Inspector Postman,
- and Senior Postman.

This promotion exercise is a testament to their hard work, dedication, and excellence in service.

It is also a critical component of Mauritius Post Ltd's 10-Year Restructuring and Strategic Plan, which emphasizes on the Operational and HR Re-engineering.

As part of the recent operations re-engineering, the Mauritius Post has strategically divided Mauritius into five areas, each supervised by an Area Manager.

This restructuring aims to enhance delivery and counter services to meet strategic objectives.

Consequently, the promotion exercise was conducted with a focus on seniority, performance, merit, and experience.

As a result, 11 Senior Postal Executives, 13 Postal Executives, 5 Inspectors of Postmen, and 18 Senior Postmen were promoted.

These promotions are not just a recognition of past achievements but a crucial step towards of the MPL's future goals.

The promoted employees will play a key role in driving our organization forward, ensuring that we continue to provide outstanding service to our customers and adapt to the ever-changing demands of the postal industry.

The Restructuring and Strategic Plan also underscores the importance of investing in the capacity building of all employees.

To this end, the Mauritius Post has significantly increased their Learning & Development (L&D) budget from 0.04% of the total salaries budget to 2% over the next three years.

This substantial investment will provide their workforce with continuous training and development opportunities, ensuring they are well-equipped to navigate and excel in the evolving postal landscape.

**Ladies and Gentlemen,**

In closing, I extend my heartfelt congratulations to all the promoted employees.

Your commitment and excellence are the bedrock of the Mauritius Post's success.

I also wish to express my gratitude to Mr. Derek Osborn for sharing his expertise with us today.

I commend, the Mauritius Post for consistently fostering a culture of excellence, adaptability, and innovation, positioning itself as a trusted service provider to the community.

I have now the honour to declare this workshop Open.

**Thank you for your attention.**