

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

Opening Ceremony of Cascavelle Post
Office, Cascavelle Shopping Mall
Saturday, 9th October 2021 at 10 30hrs

- **My colleague, Honourable Alan Ganoo, Minister of Land Transport and Light Rail & Minister of Foreign Affairs**
- **Honourable Prakash Ramchurrun, Parliamentary Private Secretary,**
- **Honourable Sandra Mayotte, Member of Parliament,**
- **Ms Sadrine Valere, Permanent Secretary of my Ministry,**
- **Mr Ranna Swamber Chairman Mauritius Post Ltd**
- **Mr Vireshwar Rambhujun, Chairman of the Mauritius Post Foreign Exchange,**
- **Mr Dhiren Ponnusamy, CEO of Medine Group**
- **Arvi Somanahm, the Post Master of the new Post Office of Cascavelle**
- **Ladies and Gentlemen,**
- **Members of the press,**

A very good morning to you all.

An American writer, Phyllis Theroux, said, “To send a letter, is a good way to go somewhere, without moving anything but your heart.” And this is where the Mauritius Post Office is taking you today. Everywhere! Without moving long distances, without the hassle of travelling. We are moving for you!

And we are pleased to welcome you this morning as we are opening our latest Post Office, the 96th in the Republic of Mauritius, here in Cascavelle, on this auspicious day which marks the World Post Day.

And this project has been realised thanks to the generosity and support of Medine Group. I seize this occasion, to express my sincere gratitude to Medine Group for welcoming the Mauritius Post in this magnificent Mall.

The United Nation's theme of this year's World Post Day is "innovate to recover". It highlights how the postal sector is adapting to new realities and redefining itself, taking on new roles founded on digitalization, e-commerce and financial services. With the current pandemic situation, the postal sector, in Mauritius or anywhere in the world, is being called to be more creative and develop innovative ideas and methods to continue to better serve customers.

Today, the needs of our people, customers and communities, and the trust they place in us, remain at the core of every decision and action we take. Hence there is a need to develop further our ability to sustain the Mauritius Post's role as a reliable party in both the physical and virtual environment.

The opening of this new Post Office at the Cascavelle Shopping Mall demonstrates the eagerness of the Mauritius Post to move closer to its customers. I understand that this is the fourth Shopping Mall Post Office the MPL is inaugurating. (Super U Flacq, Grand Bay and Trianon)

Dear Friends,

Today, the Mauritius Post is being confronted with the growth in e-Commerce, where new technologies are making shopping online more convenient for customers. In this situation, they are witnessing exponential growth in the number of packages and parcels on the domestic front.

On the other hand, the Covid-19 pandemic has greatly affected the international e-Commerce due to limited flights. E-commerce growth will go up fast and I have requested the MPL to create a Special Unit to cater for this market, as with the opening of frontiers, stronger growth are expected in the years ahead.

Since last year, Mauritians have changed their purchasing habits and they are more geared to buy online and get delivery at home which is clearly the most preferred option. Mauritius Post is enhancing today its e-Commerce services and investing in technologies to introduce new added-value services to generate more revenues.

Colis Post

The MPL has recently introduced packaging boxes of 5 different sizes, namely Colis Post, to provide a larger choice to customers to send parcels. This also suits the needs of e-Commerce retailers both in Mauritius and Rodrigues, as it helps them in their packaging process and are beneficial to their business in terms of its pricing and availability in all Post Offices.

For example, if you want to send a specific parcel – it can be pickles / zassar or any other item – from, for example Belle-Mare to Cascavelle, you can easily do it. And at quite affordable prices - Only Rs 50 for 1 Kilogram for inland parcels.

This is why we say, we are going everywhere for you!

SMEs e-Commerce

The MPL is also working in collaboration with the **Ministry of Industrial Development, SME and Cooperative** to offer value-added services in relation to its e-Commerce platforms at preferred rates. The objective of this agreement is to ease up the burden of SMEs in offering their online services to the public. Based on the MPL's figures, many SMEs are using extensively the ColisPost boxes to deliver their products.

RIA: Money Transfer

The Mauritius Post has also successfully diversified its financial activities in the country with the **RIA Instant Money Transfer**. This service offers both inbound and outbound money transfer, with a **Call Centre Concept** related to inbound money transfers. The new Post Office in Cascavelle will be offering this service and this can be beneficial especially for university students.

Mausign: Digital Signature Certificate

Furthermore, the Mauritius Post has been appointed as a Registration Authority for the **Mausign Digital Signature Certificates**. SMEs, Corporates and even individuals can visit Post offices to effect their KYC and finalise their purchase to obtain their Digital certificate.

In addition, with the development of the digital vaccination Pass introduced on a trial basis by my Ministry, the public can also visit post offices, including the new one, to have it downloaded with the help of the **Digital Service Assistants**.

All this show, how the MPL, is redefining its operations in the face of digitalization, competition, changing consumer demands and now a global pandemic,

Ladies and Gentlemen,

To conclude, I wish that Cascavelle Post Office becomes a one stop shop for the benefit of the public to meet their postal, e-commerce, financial and various service requirements.

I wish Mauritius Post continues to create added value services to the citizens and other stakeholders and uphold the role of a reliable, and caring service provider to all citizens.