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I am delighted to get this opportunity to express a few words in this magazine on behalf of the Editorial Team. The publication of this commemorative magazine is part of a broader series of activities and programmes to mark the ruby anniversary of the CWA.

The focus of this magazine is the ‘40 Years Souvenir Team’, that is those staff who joined the CWA since its foundation in 1973. Through ups and downs, they have devoted 40 years of their lives at the service of the CWA and indirectly, to the nation. We believe that they deserve a special attention on this auspicious occasion.

We have also attempted to highlight the major milestones which have marked the affluent history of the CWA. While we admit that there is still more to go, the impressive transformation of the institution within slightly more than one generation should be recognized.

The CWA being an engineering-based organization, the role of technology cannot be understated. However, beyond technology and hi-tech equipment, the organisational strength remains our people. We have tried to uniquely emphasise the diverse facets of our staff by showcasing team building activities outside the four walls of the office.

Finally, it would not have been possible to bring this ‘souvenir’ now at your hands without the full support of many people. We wish to reiterate our sincere gratitude to all of them. We also thank all those who have taken time to make valuable contributions in the forms of messages, statements, photos and who have shared their memories with us.

Enjoy your reading, the journey is the message!

Bhishek NARAIN
Co-Chairperson
Editorial Team
St Paul, 15 December 2013

The Team:
From left to right: Kalyani, Roshni, Maneesha, Padma & Amit (In abstension; Anil & Veemul)

Credits:
Heartiest thanks to Dinesh, G. Katherasapillay, Neezam and Kunal for logistics and photos.
Message

From the Deputy Prime Minister

Forty years ago, when government established the CWA, with the aim of providing potable water to the population, the context was different from what it is today. The context has changed and meeting the growing demand for water in the actual context, household, industrial, commercial and economic uses, has become complex and complicated. Government has clearly set the target of providing twenty four hours water supply to the whole population. To achieve this we should imperatively work in conjunction with the different actors in the sector.

CWA will continue to strive to provide water of good quality to the population and to ensure a reliable water supply for our current needs and future generations. Government is investing massively in dams, treatment plants and network replacement. A modern, ISO 17025 accredited laboratory to test water quality has been put at the disposition of the CWA.

Government has provided facilities to install water saving devices (water tanks) to some eight thousand consumers whose monthly income is less than six thousand per month and will continue improving on this scheme.

After forty years of existence, CWA must show what it is capable of. It has the responsibility of demonstrating that on the strength of its forty years’ track record, it has the necessary technical and managerial capabilities to take up the challenge and live up to the expectation of the population. I wish that the CWA will apply itself whole-heartedly to task of reinventing itself and generating the expected result for a better future.

I am pleased to offer my warm congratulations on the occasion of the fortieth anniversary of the Central Water Authority. I thank the personnel, past and present, who have dedicatedly given the best of themselves and made an invaluable contribution to the organisation. I also avail myself of this opportunity to wish CWA plenty of success in its future projects.

Dr the Hon. A. R. BEEBEEJAUN, FRCP, GCSK
Acting Prime Minister

9 Dec 2013
Message

From the Chairman

I am happy to be associated with this souvenir magazine which marks the 40th anniversary of the Central Water Authority this year. Since 1973, millions of cubic metre of water have been mobilized, treated and channeled to the premises of our consumers through the CWA distribution system.

During that period of time, the Authority has also gone through major positive changes and innovations and this commemorative magazine celebrates some of these cornerstones which would certainly form a rich document for the CWA archive.

This commemorative magazine brings together the experiences, thoughts and ideas of all those who have come and gone and with their passion, creativity and inspiration have left their footprints in the history book of the Institution. It also gives us an opportunity to look into the future on what needs to be achieved to give further satisfaction to all our consumers.

When I became Chairman of the Central Water Board in July 2011, I felt a sense of obligation and commitment to bring my contribution and to successfully lead the CWA into the 21st century which is full of challenges, prospects and opportunities.

I extend my sincere appreciation to all those who have contributed in the publication of this souvenir magazine and wish you all good luck for a brighter future at the Central Water Authority.

Prem SADDUL (Associate Professor)
Chairman, Central Water Board

12 Dec 2013
Message

From the Ag General Manager

In 1973, the Central Water Authority was established with a few engineers and officers who were occupying a rented house at Vacoas. The office premises were modest, yet their mission was critical for the socio-economic progress of the whole nation. During the early days only 50% (approximately) of the population was directly connected to CWA potable water network.

Today, the CWA has grown both in size and significance. Its mission has become clearer and sharper. Almost all the population of Mauritius is now connected to CWA water distribution network. To fulfill this mission, more than 1000 employees at the CWA constantly strive to their best of their abilities. We take pride in our achievements.

Together we have been able to overcome the many hurdles and challenges which cropped up during the past 40 years. However, to achieve something that is seemingly impossible requires more than just acquiring and applying knowledge. It takes passion, commitment and courage. It requires the hunger to explore the unknown and make the impossible of today, possible tomorrow.

This year as CWA celebrates its 40th Anniversary, we are reminded of this unique CWA spirit that has been guiding our quest to achieve our mission and vision. Our quest has been helped by our partners and in particular the Parent Ministry. We wish to reiterate our gratitude to all of them.

As you walk through yesteryears by flipping the colourful pages of this souvenir magazine, I hope it will not just be about senior officers feeling a sense of nostalgia but also every staff (both young and younger ones) feeling a sense of nobility and pride to be part of this rich adventure.

Looking into the future, CWA will continue to pursue its mission relentlessly as its pushes the boundaries of our capabilities further to reap greater achievements and brighter public perceptions.

I wish to convey a special ‘thank you’ note to the editorial team for their painstaking efforts to publish this commemorative magazine.

Happy ruby anniversary to all the staff of CWA!

Dev AUKLE
Ag. General Manager

5 Dec 2013
Serving the Nation for 4 Decades

In its relentless pursuit of serving the nation, the CWA has witnessed several major milestones during the last 40 years. A glimpse through these historic events reveals that the journey was challenging.

The CWA is officially separated from the Ministry of Works. The employees share rented space in a small house in Vacoas.

Creation of the Personnel Division to handle staff matters.

1973

1978

1983

1988

1991

Creation of the Commercial Division to bill consumers, chase debtors and improve the inflow of revenue to the CWA.

Introduction of Cost Centre based budget for each Section.

Computerisation of the cash collection system.
Regional sub-offices are linked through an information technology network.

Inauguration of a new eight-storeyed building at Head Office, St. Paul.

Celebrations of the 20th anniversary of the CWA.

1995

Creation of an Information Technology Division to promote IT Development.

Transfer of Hydrology staff to the Water Resources Unit of the Ministry of Public Utilities.

Creation of a Hotline 170 / Call Centre.

Marking of 25th anniversary of the CWA.

1996

1998

Combined billing for CWA and WMA.

2000
2002
Inauguration of La Nicoliere Treatment Plant of 66,000 m³ capacity

2004
Launching of Corporate Plan 2004 – 2008. Setting up of Anti-Fraud Unit.

2005
Commissioning of new rapid gravity water treatment plant of 70,000 m³/day capacity at La Marie.
Access to intranet facilities for CWA staff.

2007
Master Plan for the Development of Sustainable Potable Water Supply in Mauritius.
Setting up of Big Consumers Unit (BCU). Launching of Customer Charter.

2008
Implementation of GIS project: Capture of satellite imagery for basemap information.
Setting up of a Communication Cell.
2009
Setting up of Emergency Cell Unit (ECU).

2010
Completion of Rose Belle Customer Service Centre.

2011
Completion of Pailles Regional Office.

2012
CWA Laboratory awarded ISO 17025 Accreditation. Launching of SBM Bill pay. Setting up of new Customer Service Centres (Mutual Aid, Henessy Court). Implementation of ERP (Go Live) for Purchasing and Inventory.

2013
A major step to reduce NRW in MAV regions in collaboration with Singaporean team. Elaboration of a Strategic Plan 2013-2015. Marking of CWA 40 Years Anniversary.
## Past Chairmen & GMs

### CHAIRMEN

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<thead>
<tr>
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<tbody>
<tr>
<td>Mr. Ramasawmy Pyndiah</td>
<td>1971-1974</td>
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<tr>
<td>Mr. Devarajen Soopramanien</td>
<td>1974-1975</td>
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<tr>
<td>Mr. Regis Yat Sin</td>
<td>1975-1976</td>
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<tr>
<td>Mr. D. Soopramanien</td>
<td>1976-1978</td>
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<tr>
<td>Prof. Soodarsun Jagessur</td>
<td>1979-1982</td>
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<td>Prof. Yousof Maudarbaccus</td>
<td>1982-1983</td>
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<tr>
<td>Mr. Goinsamy Ramasawmy</td>
<td>1983-1984</td>
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<tr>
<td>Mr. N.V. Partha Sarathi</td>
<td>1984-1987</td>
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<tr>
<td>Mr. Ranjaye Ksnah</td>
<td>Nov 1994-Nov 1995</td>
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<tr>
<td>Mr. Devindr Kumarsing Bhadain</td>
<td>Nov 1995-May 1996</td>
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<tr>
<td>Mr. Soocramanien Vythilingem</td>
<td>May 1996-Sep 2000</td>
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<tr>
<td>Mr. Harry Kissoon Booluck (Executive Chairman)</td>
<td>Oct 2000-Jan 2004</td>
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<tr>
<td>Mr. Jean Phillippe Couve de Murville</td>
<td>Jan 2003-Jun 2005</td>
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<tr>
<td>Mr. Dowlutrao Gangaram</td>
<td>Oct 2005-Oct 2010</td>
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<tr>
<td>Prof. A.H. Subratty</td>
<td>Nov 2010-Jul 2011</td>
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<tr>
<td>Mr. M. Chumroo (Ag. Chairman)</td>
<td>Jul 2011-now</td>
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<td>Mr. Prem Saddul</td>
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### GENERAL MANAGERS

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<tr>
<th>GENERAL MANAGERS</th>
<th>Period of service</th>
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<tbody>
<tr>
<td>Mr. Jean L. Nairac</td>
<td>1971-1976</td>
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<tr>
<td>Mr. Freebairn L. Simpson</td>
<td>1976-1978</td>
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<tr>
<td>Mr. Keerpal Jawahee</td>
<td>1978-1987</td>
</tr>
<tr>
<td>Mr. Dhaneswar Soobrah</td>
<td>1987-1996</td>
</tr>
<tr>
<td>Mr. Rohit Mungra</td>
<td>2000-2005</td>
</tr>
<tr>
<td>Mr. A.K Soonarane</td>
<td>2005-2006</td>
</tr>
<tr>
<td>Mr. H.K Booluck</td>
<td>2006-2010</td>
</tr>
<tr>
<td>Mr. Dev Anand Aukle (Ag. General Manager)</td>
<td>2011-now</td>
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“I am very pleased to be part of this Ruby Anniversary Souvenir magazine. I wish the CWA lots of luck and success in its endeavours.”

Mr. Keerpal Jawahee,  
Ex-General Manager CWA
Numbers speak louder than words...

From 65,000 subscribers in 1973, the CWA has multiplied its capacity over the years to keep pace with the soaring demand for potable water. The total length of its distribution mains amounts to 50,000 km and has necessitated a total investment of more than 10 Billion rupees for the last 40 years.
Our Officers on the Field

Getting Closer To Serve You Better

We pride ourselves of serving one of the greatest customer-base in Mauritius with nearly 350,000 subscribers. To achieve the challenging task, the CWA mobilizes more than half of its manpower on the field almost every day.

On the field, we are closer to you ....to serve you better.
As Mauritius faced strategic vulnerabilities such as booming population, over-dependence on rainwater coupled with climatic change and soaring demand, the CWA has leveraged on latest technology and engineering to overcome these vulnerabilities.

**Progress & Advances**

Leveraging on Technology...

As the volume of information exchanges among our regional / sub offices continues to grow significantly, it became necessary to establish a robust IT connection between the Head-Office and these remote offices. We successfully improved our communication system by investing in a modern IT infrastructure equipped with the latest SHDSL technology.

...Enhancing Our Capabilities

With a view to optimize our internal processes, the CWA implemented, as an initial stage, the latest Oracle ERP package for the ‘Procure to Pay’ cycle in September 2012. The new platform offers an integrated system between Stores and Finance Divisions thereby aligning the processes according to best practices for more efficiency, control and auditing purposes.
Geographical Footprint

To build proximity with our customers the CWA operates 12 Customer Service Centres across Mauritius
Happy Ruby Anniversary!

The following staff who are still with us have dedicated four decades of their life and work to build this public institution from scratch. A hearty congratulations to all of them!

From Left To Right
Mrs Jugumauth Neeladevi, Mrs Ragoonaden Oumadevi, Mr Joseph Raymond Hermann, Mr Fowdar Hurysunkur, Mr Dwarka Satyawann, Mr Dhunnoo Heman Kumar, Mrs Ombrasine Marie Therese Georgette, Mr Baureek Mahmud Haniff, Miss Leong Wan Chin Meely, Mr Dreepaul Neezam Oodin

Souvenir Gifts: Trophy and Medal for Ruby Anniversary
A SPECIAL SALUTE TO HERMANN JOSEPH

It is an undisputed fact that the relationship between Mr. Joseph and the Central Water Authority is a long standing and unique one.

His journey started along with the foundation of CWA as an Accounts Clerk in 1973. During those early days, one would hardly believe that this young and silent man would become one day the Deputy General Manager – Administration (DGMA) of the CWA.

This self-starter has through hard work and commitment progressively climbed the ladder of hierarchy from Control Clerk to Chief Financial Officer and finally became DGMA in 2004. Through his professional career, Joseph has made an impressive list of distinguished contributions. He has been instrumental in the realization of various initiatives and innovations: application of the concept of sectional budgeting (cost-centre approach), raising computer literacy and developing an IT culture at CWA, setting up of Hot Line and Call Centre, publication of CWA Customer Charter, the establishment of a rigorous Procurement Process. The transformation of a paper-intensive working culture to a paperless environment is praiseworthy.

Joseph has always advocated the principles of honesty, equity and fairness. His contribution in cementing these values among the employees over the decades has led to make the CWA a public utility of taintless reputation and good governance.

The brilliance of his personality was even shining outside the institutional frontiers of the CWA. In 1992, this talented and humble man was among the finalists for “An Outstanding Young Person of the Republic of Mauritius”. Being a multi-skilled professional, the National Computer Board has solicited his expertise as freelance trainer for IT courses. He is also a very seasoned instructor in such diverse fields as Management, Customer Relations, Finance, PBB among others.

After 40 years of service at the CWA, Joseph is hailed as a role model for the younger generation who often believes that success happens overnight. His track record has shown that a job promotion is hardly earned and not given on a silver plate. He has left no stone unturned to achieve his ambition. He is an inspiration for those who are destined to begin small but want to reach higher goals in life.

Joseph is an asset to the CWA and his contributions are much valued by everyone.
Pioneers & Statements

A LIFETIME ACHIEVEMENT

From Club Road, Vacoas (Dec 1972) to CWA Head Office, St Paul (Dec 2013).

I joined the Authority in December 1972 as Clerical Officer. The staff consisting of nine people moved to Bahemia Building, Port-Louis where officers from Ministry of Works and Municipality of Port-Louis working in the water department integrated the Authority.

The achievements of the Authority in many areas have been remarkable, among which, to name a few, the increase in water supply to the need of the growing population, construction of dams, well-structured departments and the creation of the Information Technology Department. Computerisation of several systems, namely billing, financial, personnel, payroll etc. are now fully operational.

I wish that the Authority keeps its trend towards progress.

Oumadevi Ragoonaden.

OUR NATIONAL AMBASSADOR

When Jacques l’Esperance joined the CWA in 1973, he never knew that he would criss-crossed the whole island during this 40 years of services. Indeed, Jacques conducted “Meter Reading” services across virtually every corner of the island. He jokingly recalled “that when he visited previous sugar estate residential camps, he greeted the villagers as “Pani Ka Bill” and the villagers amusingly replied “Pani Nay Bas”.

Jacques will be remembered for his valuable contribution in setting up a “Test Bench” to recycle old meters in order to cater for temporary shortage of the latter.

We are grateful to have Jacques among our commercial senior team members as he has laid a strong foundation for a cordial relationship with our subscribers across the whole island.
Central Water Board (CWB)

CWB Members - From Left to right
Mr. C. Dunputh, Mr. S. Nemchand, Mr. P. Saddul (Chairperson),
Mr. Y. Ismael, Mr. V. Soondram, Mr D. Marion

The Administrative Structure of the CWA is illustrated below:
Healthy Industrial Relations

Promoting Healthy Industrial Relations at CWA

In most organization, healthy industrial relations foster sound and constructive working relationships among employees and the management team. At the CWA, there are two trade unions which are key partners of organization. The trade unions and key members are as follows:

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<tr>
<th>Union of Employees of Central Water Authority</th>
<th>Central Water Authority Meter Readers’ Union</th>
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<tr>
<td>President</td>
<td>President</td>
</tr>
<tr>
<td>Mr. I. Guness</td>
<td>Mr. R. Udhin</td>
</tr>
<tr>
<td>Vice President</td>
<td>Vice President</td>
</tr>
<tr>
<td>Mr. J.M. Mandy</td>
<td>Mr. K. Nuckchady</td>
</tr>
<tr>
<td>Secretary</td>
<td>Secretary</td>
</tr>
<tr>
<td>Mr. R. Leelah</td>
<td>Mr. S. Pillay</td>
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</tbody>
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Photo Gallery

Rose-Hill

Rose-Belle

Pamplemousses

Vacoas

Pailles
Head Office Teams

Administration

Reception

Registry

Morcellement Unit

Human Resource Division

Audit Division

Finance

Information Technology
Head Office Teams

Planning & Development

Laboratory

Commercial Division

Transport Unit

Procurement & Supply

Drawing Office

NRW Team

Anti-Fraud Unit

Mechanical & Electrical Engineering
40 Years Anniversary Celebrations

Get-together and Award of Souvenir Gifts on 19th October 2013
Games & Activities

To mark the Ruby Anniversary of CWA, a series of activities were organised to make this event a memorable one. These activities include: Planting of a Trochetia tree by Mr P. Saddul, Badminton, Carom, Scrabble, Domino and Football competitions.
Water politics: FROM JOMO KENYATTA TO KITAKYUSHU…
by: Varsha Gungoa

Water politics, sometimes called hydropolitics, are politics shaped by the management of water availability and water resources in a given region. Owing to the uneven distribution of water and broad climatic variations across geographical borders, water politics may differ from one country to another. Yet, its objective is similar for almost all nations: to ensure adequate potable water for the society. During my overseas trainings, I have had the opportunity to experience various water politics scenarios: from Kenya to Japan through India.

Kenya: The water struggle
My journey started in a rural area in Kenya called Jomo Kenyatta where water shortage was obtrusively striking. Women and children from 6 to 60 years of age have to spend up to one-third of their day fetching water, located dozens of kilometers away, on foot under the burning heat of the equatorial sun. In order to acquire just a few pints of this precious element this backbreaking work has become a daily struggle for the villagers. However, they do not seem to give up on this laborious task no matter how hard it is. At home water is kept preciously in pots and use only when required. Each family member strives to save as much water as possible. Their way of life clearly illustrates a fundamental principle: they realize the true value of water.

Chennai: A city in deep waters
CHENNAI, India’s vibrant metropolitan city without a reliable source of drinking water! Chennai faces acute water scarcity despite the fact that it lies on deep water aquifers. This region has no other choice than exploiting its underground water. But over the past decades this resource has been highly contaminated through sea water intrusion. One of my trainers in Chennai recalled how when he was a child, during water crisis in the 80s, he was woken up everyday by the sounds of his mother rushing to fill up containers with water as early as 3 o’clock in the morning just before the taps ran dry at sunrise. I was amazed to learn how the citizens took up the challenge to overturn this terrible tide of water shortage into a collective water saving effort. This is the power of water politics! Within a few months every single citizen of Chennai was urged to collect rainwater. This simple change brought remarkable results.

Reviving the Murasaki River, symbol of Kitakyushu, Japan
Murasaki River, runs through a highly populated and industrialized area in Japan: Kitakyushu city. It stretches about 20km in length and was notorious as being one among the highly polluted rivers. Industrial waste water from factories was dumped into this river. Untreated effluent from illegal dwellings along the riverbanks added to make the river extremely polluted. Soon, no one could escape the strong and pungent smell which became synonymous to this river. This deterioration was followed by a sudden extinction of aquatic life in the river. The “ayufish”, a particular fish which symbolises clean rivers disappeared completely from the Murasaki River. This disaster sparked a fierce outcry among NGO groups. They started a battle to revive the “ayufish”. But amazingly they used a set of simple actions. They waved high and loud such slogans as “We love Murasaki River” and the “Murasaki”. These voluntary activities led to raising urgent environmental awareness among the public and in particular, the riparian of Murasaki River. The response was overwhelming. Local residents and volunteers from all walks of life started to clean-up and restore the ecosystem of the river. Their enthusiasm was driven by an addicted motto “Our historic town needs a clean flowing river.”

Conclusion
Lessons can be derived through various water politics across different countries. Although here we do not face such situation, we should not learn our lessons the hard way. Often, it is the simple efforts by each and everyone which makes the difference.

JUST AS EVERY SINGLE DROP COUNTS, SO DOES EVERY SIMPLE EFFORT.
1750, Strange number for many! For me, this figure represents my first salary when I started as Assistant Engineer in the CWA. As at now, this amount has increased by 20 times. Has our output increased proportionately? Some “free” thoughts after having ‘serviced’ the CWA for 30 Years:-

1. New recruits- Join the CWA and see the whole world
2. Engineers-Do not behave like a PARROT
3. Operations-Close the gap between Customer’s Expectations and agreed SLA
4. Finance Division-Manage funds and not Balance Sheets
5. Human Resources-Match the Personnel profile with Job Profile
6. Management-Know and Recognize your Staff
7. Board-Manage Policies and not day-to-day activities

A MESSAGE :
To the Young
Look around you! You live in a blessed country. Our generation’s management is over, the CWA is yours. Forget your mobile, your PC on the Facebook! Do something for the country so that you leave as legacy behind, and when remembered for the ‘CWA 100th Anniversary’ it would make Nelson Mandela envious.

To Everybody
Be Good, Do Good and Reap Good!!

Mr S. Gungah

Mr M. BANDHOO was awarded the President’s Distinguished Service Medal (PDSM) in 2012 for meritorious service in the water sector. We thank him for being a loyal ambassador for the CWA.
Our Smile, Our Pride