

## PARLIAMENTARY QUESTION

B/89      The Honourable Third Member for Port Louis South and Port Louis Central (**Mr Osman Mahomed**)

*To ask the Honourable Deputy Prime Minister, Minister of Energy and Public Utilities –*

**Whether, in regard to the CEB (Facilities) Co. Ltd., he will, for the benefit of the House, obtain therefrom, information as to (a) if same is functioning as per an approved Business Plan and, if so, table copy thereof (b) the total operational costs thereof as at to date (c) the latest audited accounts thereof and table copy thereof (d) the number of staff recruited thereat as at to date and the number thereof planned for recruitment by 2019 and (e) the achievements thereof, if any?**

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## REPLY ON TUESDAY 2 APRIL 2019

Madam Speaker,

With regard to part (a), the CEB (Facilities) Co Ltd was incorporated on 3 March 2017. The CEB Board decided that the company would operate a customer call centre and take over the hotline service of CEB. The company prepared a financial and operational plan which was approved on 31 March 2017 by its Board. The call centre also provides hotline services to CWA.

I am further informed by the CEB that in May 2018, it decided that the CEB (Facilities) Co Ltd should provide other services such as tree lopping, security and cleaning.

After the appointment of the General Manager, the company prepared a comprehensive Business plan, which was approved on 03 July 2018. It is operating in accordance with the approved plan.

I have been advised that the strategic business plan contains sensitive business and commercial information, which if made public, would be detrimental to its interests. I am not, therefore, in a position to table a copy thereof.

With regard to part (b), I am informed that the total operational cost of the company for 2 years that is from March 2017 to February 2019 amounted to Rs. 31,371,329.

As regards part (c), I am informed that instead of retaining a private audit firm, the CEB (Facilities) Co Ltd chose to have recourse to the National Audit Office for the auditing of its accounts. On 3 May 2018, CEB (Facilities) Co Ltd submitted to the National Audit Office its accounts for period March to June 2017. The National Audit Office then requested that the accounts be submitted for period of 16 months - that is March 2017 to June 2018.

I am informed that on 17 December 2018, the company forwarded the accounts for 16 months to the National Audit Office. On 26 March 2019, the National Audit Office submitted its comments and CEB Facilities) Co Ltd is now in the process of working on its reply to the National Audit Office.

With regard to part (d), I am informed by CEB (Facilities) Co Ltd that it has recruited 47 employees mainly for the operation of the Hotline services.

As it intends to expand its activities, namely to provide security, cleaning and tree lopping services, the company will require additional workforce. The requirements are presently being worked out.

As regards part (e), CEB (Facilities) Co Ltd has set up and is operating a Call Centre which provides 24 hour, non-stop hotline services to the CEB and the Central Water Authority. Since the beginning of its operations, the call centre has handled 967,614 calls from customers. The tree lopping service is expected to start on a pilot basis in May 2019 and, for that purposes, it is now establishing necessary organization structure, operational systems, procurement of equipment and material and procedures for hiring personnel for new services.