



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

01 June 2016

Ministry of Civil Service and Administrative Reforms
Circular Letter No 21 of 2016
E/60/28/25

From : Senior Chief Executive, Ministry of Civil Service & Administrative Reforms

To : Supervising Officers in charge of Ministries/Departments

Mystery Shopping Exercise in Ministries/Departments

With a view to gauge the level of services provided to citizens and take remedial measures wherever required in a timely manner, Government has decided that Mystery Shopping exercises be conducted across the Civil Service.

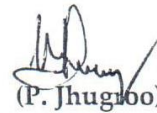
2. As such, Mystery Shopping exercises would henceforth be carried out at different workplaces to gather all relevant information on the quality of services provided to customers and to measure the level of compliance of such services with organisational norms and standards. These exercises would be carried out in an anonymous manner by Mystery Shoppers at any workplace and at any time, without prior consultation with Supervising Officers and officers concerned.

3. The key aspects to be covered during such exercises would relate, among others, to staff behaviour towards customers, the physical environment, waiting experience of customers, accessibility of services and the time taken as well as the quality of service delivery. **All information collected during these exercises would be treated as confidential and not disclosed to any unauthorized person or organisation.**

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4. The findings of the Mystery Shopping exercise would be communicated to Supervising Officers of Ministries/Departments concerned for taking necessary corrective actions to address weaknesses and gaps in the service delivery. This Ministry would also provide support, wherever required, through the Improvement of Counter/Customer Services Scheme as well as training to staff for enhancing the level of service delivery.

5. It would be appreciated if the contents of this Circular letter could be communicated to all Heads of Divisions/Sections/Units of your Ministry/Department.



(P. Jhugroo)

Senior Chief Executive

Copy to: Secretary to Cabinet and Head of the Civil Service