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MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

27 May 2002

Circular Letter No 20 of 2002E/60/28/09

From: Secretary for Public Service Affairs

To: Supervising Officers in Charge of Ministries/Departments

Customer Charter

The Honourable A. S. Jeewah, Minister of Civil Service Affairs and Administrative Reforms, launched the Customer Charter of the Ministry on Monday, 20 May 2002. A copy of the Charter is enclosed.

2. The promulgation of the Charter fits into the overall strategy of Administrative Reforms to adopt a customer-oriented approach for the provision of a quality, timely and cost-effective service to different stakeholders and the public at large. A charter not only helps officers to review critically their systems and procedures but also enables those benefitting from services to know about the different services offered by Government Departments and the standards set.
3. The Deputy Prime Minister and Minister of Finance, in his Budget Speech 2001-2002, had stated that all public bodies providing services to the population will be required, in the current financial year, to implement Citizens' Charters. Should you need assistance in the elaboration of a charter for your organisation, please contact the Administrative Reforms Unit on Tel. No. 201-1434.
4. If you need additional copies of the charter for outstations, please contact Mr. D. Mungra, Higher Executive Officer, (Tel. No. 201-3485).

(D. P. Ruhee)

Secretary for Public Service Affairs

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