



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

01 July 2003

Ministry of Civil Service Affairs and Administrative Reforms

Circular Letter No. 24 of 2003

228/18

To: Secretary for Public Service Affairs

To: Supervising Officers in charge of Ministries/Departments

Annual Counter Service Awards Scheme in the Public Service

In line with the Reform Initiatives highlighted in the Ministry's Action Plan 2001-2003 "Towards Modernisation of the Public Service" this Ministry in collaboration with the Mauritian Quality Institute (MQI), is proposing to implement an Annual Counter Service Awards Scheme in the Public Service as from this year.

The primary aim of the scheme is to give due recognition to the achievements of Ministries/Departments in providing effective customer service through services offered directly to the public and to encourage the promotion of a quality culture and a customer-oriented approach in the Public Service.

Awards will be given to Ministries/Departments which have undertaken improvements and have excelled in Customer Services. Ministries/Departments, irrespective of the size of their establishment and range of services, can compete for the Awards based on the following criteria:

- (a) the competition is open to Ministries/Departments providing direct services to the public;
- (b) a Ministry/Department may submit several entries;
- (c) an Award category will be reserved for the Police Department and one for the Health Sector.

Further details regarding the scheme are provided in the guidelines at Appendix A.

It would be appreciated if entries in respect of your Ministry/Department could be made on the Participation Form as at Appendix B of this circular and submitted to the Administrative Reforms Unit of the Ministry by 31 July 2003.

(D.P. Ruhee)

Secretary for Public Service Affairs

cc to:

Secretary to Cabinet and Head of the Civil Service

- (v) organisations should create the necessary environment to ease the obtention of additional qualifications required to cross Qualification Bar (QB) or for appointment or promotion.

2. It would be appreciated if appropriate action could be initiated at your end for the implementation of the above recommendations. The composition of the Committee mentioned at paragraph 1(i) above should be communicated to this Ministry for coordination purposes.

3. I rely on your usual support and cooperation for the smooth implementation of the Training and Staff Development programmes.



(D.P. Ruhee)

Secretary for Public Service Affairs

LB/ Circular PRB

