



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

21 April 2004

Ministry of Civil Service Affairs and Administrative Reforms
Circular letter No 21 of 2004
E/60/28/18

From: Senior Chief Executive, Ministry of Civil Service Affairs and Administrative Reforms
To: Supervising Officers in charge of Ministries/Departments

Excellent Customer Service Award Scheme in the Public Service

As you are aware, in the context of Administrative Reforms, several initiatives are being adopted in order to improve customer satisfaction through the provision of timely and effective services to different stakeholders.

2. In this context, the Excellent Customer Service Award Scheme was launched last year and it met with a resoundful success. This Scheme provided opportunities to public officers to improve their service delivery mechanism and the exercise promoted healthy competition among participating organizations. The Scheme attracted 45 entries from various Ministries and Departments including 11 from the Police Department and 12 from the Health Sector. The winners of the Award are listed in the Annex.

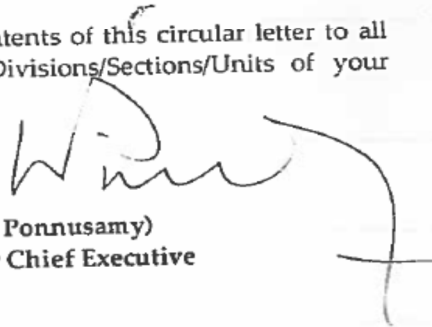
3. The Ministry proposes to renew the Scheme which will be open to all Ministries and Departments, Divisions and Units irrespective of their size and nature of services. For this year's Award, as is the practice in similar competition, the three winners of the last Award, namely:

- (a) The Grand prize:- Excellent Customer Service Award – Companies Division
- (b) The Award to the Police Force – Curepipe Police Station
- (c) The Award to the Health Sector – SSRN Hospital

will be eligible for participation only after three years.

.../2

4. From feedback received from last year's competition, many participants did not fill in correctly their self-assessment reports as required, thus jeopardizing their own chances and at the same time caused undue pressure on the assessors during the assessment visits.
5. In order to remedy the situation, the Mauritian Quality Institute will conduct a briefing session with prospective participants to guide them in the correct writing of the report and other aspects of the Award.
6. Prospective participating organisations are hereby advised to continue their improvement programmes in line with the criteria established for the Scheme focusing on quality, efficiency and cost effectiveness, in order to maximize their chances in the competition. A copy of the guidelines with an amended time table is enclosed.
7. The Scheme for this year will be launched in mid July 2004 and the Award Ceremony has been scheduled in November 2004.
8. It would be appreciated if you could bring the contents of this circular letter to all public officers serving in the different Departments/Divisions/Sections/Units of your organisation.



(K. Ponnusamy)
Senior Chief Executive

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

Ministry of Civil Service Affairs and Administrative Reforms
Excellent Customer Service Award in the Public Service 2003
Winners

Awards	Ministry/ Department/ Organisation	Cash Prizes
GRAND WINNER: Excellent Customer Service Award	Companies Division	100,000
Public Recognition on the Criterion- <i>Quality</i>	Rose Hill Police Station	30,000
Public Recognition on the Criterion- <i>Efficiency</i>	National Transport Authority	30,000
Public Recognition on the Criterion- <i>Cost-Effectiveness</i>	Citizen's Advice Bureau, Quartier Militaire	30,000
After site visit and assessment - <i>Quality</i>	Companies Division	30,000
After site visit and assessment - <i>Cost Effectiveness</i>	Income Tax Department	30,000
After site visit and assessment - <i>Efficiency</i>	Ministry of Training, Skills Development, Employment and Productivity <i>(Employment Service)</i>	30,000
Health Sector	Sir Seewoosagur Ramgoolam National Hospital	50,000
Police Force	Curepipe Police Station	50,000

**THE EXCELLENT CUSTOMER SERVICE AWARD SCHEME
IN THE PUBLIC SERVICE 2004**

In replacement of paragraph 7 on page 5

Proposed Implementation Schedule

- Invitation for submission of entries by Ministries/Departments by way of Circular letter 1 July 2004
- Briefing session by Mauritian Quality Institute (MQI) on the writing up of Self-assessment Report and other aspects of the Award Mid July 2004
- Closing date for submission of entries 31 July 2004
- Launching Ceremony Mid July 2004
- Evaluation of entries and conduct of Assessment and Interview visits August – September 2004
- Voting for Best Public Image September 2004
- Evaluation of final reports and selection of Ministries and Departments by Adjudicating panel October 2004
- Submission to Grand Jury November 2004
- Award Ceremony 18 November 2004

**Ministry of Civil Service Affairs
and Administrative Reforms
Port Louis**

Date: 22 April 2004