



Ministry of Civil Service Affairs and Administrative Reforms

Ministry of Civil Service Affairs & Administrative Reforms
Circular Letter No. 22 of 2004

E/70/170/02

23 April 2004

From: *Senior Chief Executive, Ministry of Civil Service Affairs & A.R.*

To: *Supervising Officer i/c Ministries/Departments*
Training in Counter Services/Customer Care

We are pleased to inform you that this Ministry is mounting a 3-day training programme on Counter Services/Customer Care. The programme will target officers who come into direct contact with the general public and focus *inter alia* on topics such as Public Contact Standards, Customer Feedback Systems and the Concept of Quality Counter.

2. It would, therefore, be appreciated if you could submit the names of seven officers, in order of priority, from your Ministry/Department for the said training programme which is scheduled for May 2004.
3. The nominations should be submitted by 05th May 2004 at latest at the following address:

The Senior Chief Executive
Ministry of Civil Service Affairs & Administrative Reforms
Training and Distance Learning Unit
4th Floor, Atom House
Royal Street
Port Louis
Tel No: 208 7626
Fax No: 208 7632


(K. Ponnusamy)
Senior Chief Executive