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MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

05 May 2004

Circular letter No. 26 of 2004
E/60/28/05

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

To: Supervising Officers in charge of Ministries and Departments

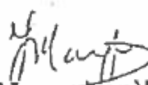
Civil Service Reforms – Meeting with Desk Officers

The sixteenth meeting with Desk Officers will be held on Wednesday 12 May 2004 at 10 30 hrs in the Lunch Room of the National Assembly, 3rd Floor, New Government Centre, Port Louis, with the following agenda:

- (a) Approval of the notes of the fifteenth meeting held on 10 February 2004 (copy enclosed);
- (b) Matters arising; and
- (c) A.O.B.

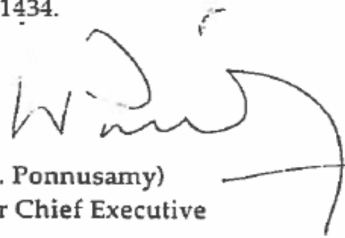
2. It would be appreciated if the Desk Officers of your Ministry/Department could be informed and released to attend the meeting.

3. This circular letter has also been despatched by e-mail to all Ministries/ Departments.


(Y. Moorghen) Mrs
for Senior Chief Executive

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

4. From experience gathered, it is felt that the ISO Project should be extended to all remaining Ministries and Departments. Initially, at least one core critical activity of the Ministry/Department which has a great impact on the customers especially those services provided directly to members of the public could be identified. It is our wish that the project could be successfully extended to other parts of the organisation.
5. It is felt that the implementation of ISO principles in all Ministries and Departments will accelerate the reinforcement of the quality culture in the whole Civil Service. This initiative forms part of this Ministry's Action Plan 2004-2005 entitled "The Route to Excellence" which will be launched shortly.
6. It would be appreciated if you would let us have your feedback if you support this initiative by Monday 24 May 2004. A brainstorming session will be held to discuss the methodology to be adopted. Additional information can be obtained from Mrs Y. Moorghen, Principal Assistant Secretary on Tel. No. 201-1434.



(K. Ponnusamy)
Senior Chief Executive

Copy to:

Secretary to Cabinet and Head of the Civil Service