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20 July 2004

Circular Letter No. 38 of 2004

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 - 2004

Please refer to this Ministry's Circular letter No. 36 of 2004 dated 01 July 2004 on the above-mentioned subject.

As you are aware, the Excellent Customer Service Award Scheme for the year 2004 in the Public Service was launched by the Honourable Prime Minister on 15 July 2004. A briefing session was conducted by the Mauritian Quality Institute on the 16 July 2004 to guide prospective participants on the methodology to be adopted for the writing of the Application and Self-assessment Reports.

As a large number of Ministries/Departments have expressed interest to participate in the Award Scheme and to give ample time to Ministries and Departments to prepare their Application and Self-assessment reports, the closing date for submission of entries to the Administrative Reforms Unit of this Ministry has been extended to Monday 16 August 2004 at 16 00 hrs.

Copies of the booklets containing guidelines on the Excellent Customer Service Award Scheme, posters and handouts of the briefing session are available at the Civil Service Library, Atom House, 16, Royal Street, Port Louis, Tel. No. 208-7583.

It would be appreciated if you could bring the contents of this circular letter to the notice of 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

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