



47

MINISTRY OF CIVIL SERVICE AFFAIRS  
AND ADMINISTRATIVE REFORMS  
MAURITIUS

03 September 2004

Ministry of Civil Service Affairs and Administrative Reforms  
Circular Letter No. 48 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 - 2004

Please refer to this Ministry's Circular letters No. 36 and 38 of 2004 respectively on the above subject.

2. The response from Ministries/Departments has been very positive. Thirty-four (34) entries have been received from Ministries/Departments, including ten (10) from the Police Department and five (5) from the Health Sector. The list of participating Ministries/Departments is annexed.

3. In accordance with the established guidelines, the evaluation and assessment of the entries will be carried out as follows:

Stage One

(a) Assessment Visits and Interview Visits

Assessment and interview visits will be conducted by a team, comprising representatives of the Ministry of Civil Service Affairs and Administrative Reforms, the Mauritian Quality Institute, the Federation of Civil Service Unions and Other Unions, and Government Servants' Association, in each participating Ministry/Department during the period September/Mid October 2004. The organisations concerned will be informed beforehand of the date and time of the visits.

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(b) Public Voting

Three prizes will be awarded under the *Best Public Image Award* to Ministries/ Departments which obtain the highest votes from the public under each assessment criterion, namely, Quality, Efficiency and Cost-Effectiveness. In this regard, the public will participate in the selection exercise during the period 3 to 30 September 2004 through a telephone hot-line No. 208-5998 which will be managed by the Mauritian Quality Institute from 09 00 hours to 16 00 hours during week-days.

(c) Stage Two

An adjudicating panel acting as the Grand Jury will select the Ministry/ Department for the overall grand prize as well as the other awards. Its composition will be as follows:

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

Members: 1 Senior Government Official appointed by the Minister of Civil Service Affairs and Administrative Reforms  
3 representatives of the Mauritian Quality Institute (Private Sector)  
1 representative of the Federation of Civil Service Unions and Other Unions  
1 representative of the Government Servants' Association

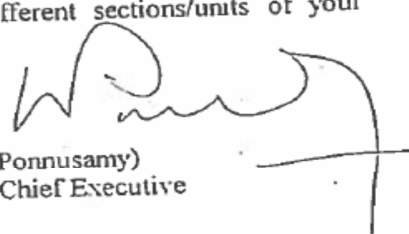
4. Grand Prize

The Grand Prize *Excellent Customer Service Award* is open to all participating Ministries/Departments, including the Police Force and Health Sector.

5. Awards Ceremony

The prizes for the *Excellent Customer Service Award* and other Awards will be presented at an Awards Ceremony to be held during the month of November, 2004.

6. I should be grateful if the Officers serving in the different sections/units of your organisation could be informed accordingly.

  
(K. Ponnusamy)  
Senior Chief Executive

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



418

**MINISTRY OF CIVIL SERVICE AFFAIRS  
AND ADMINISTRATIVE REFORMS  
MAURITIUS**

07 September 2004

**Ministry of Civil Service Affairs and Administrative Reforms**  
**Circular Letter No. 49 of 2004**  
**E/75/125/01**

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

To: Supervising Officers in Charge of Ministries/Departments

**African Peer Review Mechanism**

As you are aware, Mauritius has volunteered to be among the first four countries to be assessed under the African Peer Review Mechanism of the New Partnership for Africa's Development. This review will survey the performance of Mauritius in the political, economic and corporate governance fields and its commitment to democracy and socio-economic development.

2. The methodology adopted for the country assessment is through the filling of a comprehensive questionnaire divided into four major sectors focusing on the following:

- ◆ Democracy and Good political Governance
- ◆ Economic Governance and Management
- ◆ Corporate Governance
- ◆ Socio-economic Development

3. The full text of the Questionnaire is accessible on the website of the National Economic and Social Council (NESC) [www.nesc-mauritius.org](http://www.nesc-mauritius.org). Following the first meeting held on 31 May 2004 by the NESC, which is mandated to oversee the peer review process, some twenty public and private sector organisations will provide data in respect of specific fields falling within their jurisdiction and mandate.

4. This Ministry is responsible to provide data in respect of objective 5 and corresponding indicators which read as follows:-

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