



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS  
MAURITIUS

28 November, 2007

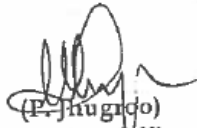
Ministry of Civil Service and Administrative Reforms  
Circular Letter No 42 of 2007  
E/60/28/20/01 V2

From: Supervising Officer, Ministry of Civil Service and Administrative Reforms  
To: Supervising Officers in charge of Ministries/Departments

Action Plan for Reforms

In line with paragraph 40 of the Government Programme 2005 - 2010, Supervising Officers have been requested to put in place Reforms Units to drive the implementation of administrative and sectoral reforms within their respective Ministries/Departments. In this respect, please refer to Circular Letter (PMO/PO/GPM) dated 17 August 2005 from the then Secretary to Cabinet and Head of Civil Service and to this Ministry's Circular Letter No 34 of 7 September 2005, respectively.

2. As highlighted in the above Circular Letters, the Reforms Units have to be headed by the Supervising Officer or an officer not below the grade of Principal Assistant Secretary. Such Reforms Units should, *inter-alia*, ensure the timely implementation of Government Programme 2005 - 2010 and undertake both administrative and sectoral reforms by improving the processes and procedures within the Ministry/Department and focusing on efficiency and effectiveness in the provision of quality services to citizens and businesses.
3. During meetings held at this Ministry between May and July 2006, Heads of Reforms Units of Ministries/Departments or their representatives were requested to report on reforms undertaken in their respective sectors and to submit their annual Action Plans for reforms, but the response so far has been relatively low. We are once again requesting you to kindly arrange to forward the required information, along the lines of the attached proforma, to this Ministry by Friday 21 December 2007, so that the Public Sector Reforms Steering Committee, which has the responsibility to oversee and monitor the implementation of reforms in the Public Service, could be apprised thereon.
4. We rely on your collaboration for providing the required information.

  
(P. Hugado)  
Supervising Officer

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

**ACTION PLAN FOR THE IMPLEMENTATION OF REFORMS**

**November 2007 – June 2008**

*Proforma*

Initiatives	Key Steps/Stages	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
1. Implementation of ISO 9001:2000 Standards	➤ Set up Steering Committee and appoint Quality Management Team								
	➤ Sensitisation session								
	➤ Prepare documentation								
	➤ Carry out Internal Audit								
	➤ External Audit by certification Body								
2. Implementation of the Performance Management System (PMS)	➤ Project Start Up & Awareness and sensitization								
	➤ Process Write-up								
	➤ Training								
	➤ Launch Pilot								
	➤ Institutionalisation								
3. ....	.....								
4. ....	.....								

5. It would be appreciated if you could disseminate the contents of this Circular Letter to Divisions/Units within your Ministry/Department and Parastatal organizations falling under the aegis of your organization. Details of the UNPSA Programme and the Nomination Form are available on the following website:  
[http://www.unpsa.org/dpsps\\_password.asp](http://www.unpsa.org/dpsps_password.asp)

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Administrative Reform Division, Ministry of Civil Service and Administrative Reform  
 7<sup>th</sup> Floor, New Government Centre, Port Louis, Republic of Mauritius  
 Tel: (231) 261 1434, Fax: (231) 211 5947 e-mail: <http://civilservice.gov.mu>