



Ministry of Civil Service and Administrative Reforms

27 February 2007

Ministry of Civil Service and Administrative Reforms
Circular Letter No 6 of 2007

E/60/28/01/06

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

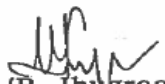
Improvement of Counter/Customer Services

As you are aware, a high level Public Sector Reforms Steering Committee (PSRSC) was set up last year by the Hon. Prime Minister, under the chairmanship of the Secretary to Cabinet and Head of the Civil Service. The PSRSC is the apex body responsible for steering, monitoring and coordinating reform initiatives in the Public Sector, and as such, is spearheading reform strategies for the modernization of the Public Sector and improving efficiency, especially in the delivery of services to the Public.

2. The PSRSC has decided that Ministries/Departments providing Counter Services for the benefit of members of the public should, as far as possible, arrange for the following measures to be taken for improving such services:-

- (i) arrangements should be made for the services to be uninterrupted, whereby the Counters are not closed during lunch time and Counter Officers take their lunch time on a roster basis between 11 00 - 13 00 hours;
- (ii) Counters/Reception Corners should be located on the ground floor so as to be easily accessible;
- (iii) provision should be made for appropriate directional signs which are visually clear, colourful with pictograms and easy to understand instead of just lettering;
- (iv) Waiting Areas, especially where there are large numbers of customers, should be convenient and comfortable, with adequate number of chairs and equipped preferably with a ticketing system. Provision should also be made for notice boards and racks for brochures, information sheets and magazines; and

- (v) Counters should be modern in design, with PC facilities where necessary, and adequate storage space for forms and other documents. Such Counters should be kept clean and properly maintained at all times.
3. Supervising Officers have to ensure that physical improvements in the setting of Counters are also accompanied by the following measures:-
- (i) procedures and processes are reviewed and streamlined to provide a timely and expedient service to the public. Suggestion schemes should be put in place. All suggestions should be acknowledged and those which are retained should be implemented; and
 - (ii) there is a change in the mindset of Counter Officers to provide a better service and that they are supported by training and sensitization programmes on customer care. The Human Resource Development Division of this Ministry may be contacted (Tel: 208 7626, Fax: 208 7632) for assistance in the setting up/running of such training programmes.
4. You are invited to consult the 'Guidelines on Quality Counter/ Customer Services' already circulated on 1 September 2006 and available online at <http://civilservice.gov.mu> additional guidance on how to impart improved quality and timely services to citizens and businesses.
5. Supervising Officers are, therefore, requested to make arrangements:-
- (i) for the above measures to be implemented in respect of all Counter Services within their Ministries/Departments, as well as in those Parastatal Bodies falling under their responsibility; and
 - (ii) to apprise this Ministry by Friday 9th March 2007 of actions taken to implement the above measures, so that the Public Sector Reforms Steering Committee could be informed accordingly.


(P. Jhugroo)

Supervising Officer

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