

**06 August 2012**

**Ministry of Civil Service and Administrative Reforms**  
**Circular Note 14 of 2012**  
**E/152/42/19**

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

**To:** Supervising Officers i/c of Ministries/Departments

**Customer-centric Public Service**

Government decided on 06 July 2012 that, in the context of reform initiatives towards a customer-centric public service, Ministries should acknowledge receipt and reply to all correspondence, particularly from the public, addressed to Ministers or to their Ministries.

2. It would be appreciated if arrangements are made, accordingly, forthwith.

**S. Seebaluck**  
**Senior Chief Executive**

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

