



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

28 August 2013

Ministry of Civil Service and Administrative Reforms
Circular Letter No 58 of 2013
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From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

To: Supervising Officers i/c Ministries/Departments

Customer Charter

In line with its Reforms Agenda, to render the Civil Service more efficient and effective, Government has decided that all Ministries, Departments and Parastatal organisations should develop their respective Customer Charter.

2. A Customer Charter, as you are aware, sets the quality standards for proper, effective and efficient service delivery to members of the public, while taking into consideration the processes involved. It, not only highlights the organisational commitment for the provision of such type of services according to preset standards but also helps to keep customers aware of the necessary conditions to be fulfilled by them to allow a timely response (eg. production of documentary evidence).

3. Ministries and Departments are thus requested to have their respective Customer Charter developed and displayed at conspicuous places as well as on their website for easy view. Once elaborated, the Charters would have to be kept up-to-date.

4. This Ministry will soon launch a guideline and organize a training programme to enable officers from respective Ministries/Departments to develop their own Customer Charter. In this context, you are requested to submit:

- (i) in order of priority, the names of five officers having wide knowledge of your organisation to attend the training sessions; and
- (ii) an action plan for the elaboration and implementation of the Customer Charter as from this year.