



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

MAURITIUS

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Ministry of Civil Service and Administrative Reforms

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From : Secretary for Public Service

To : Supervising Officers in charge of Ministries/Departments

Customer Charter

It is pleasant to note that all Ministries/Departments, invariably, have elaborated their Customer Charter. The relentless effort deployed by Ministries/Departments in working on and firming up their respective Customer Charter is indeed commendable and must be duly acknowledged. Government has been informed accordingly.

2. In order to be effective and meaningful, the Customer Charter has to be a living instrument which promotes good communication which Ministries/Departments endeavour to maintain with the public. The document should constitute a form of dialogue between Ministries/Departments as public service providers on one side and the citizen, as the ultimate beneficiary of such services, on the other side. Thus, there would be a much better understanding of each other's obligations and responsibilities.

3. I, therefore, call upon Ministries/Departments to ensure that their respective Customer Charter is updated regularly, so that at all times they faithfully reflect the changes in terms of improvement in service delivery level.

4. I am sure I can rely on your continued support and collaboration.

(S.K. Pather)

Secretary for Public Service

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

