



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

MAURITIUS

22 April 2016

Ministry of Civil Service and Administrative Reforms

Circular Letter No 17 of 2016

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

To : Supervising Officers in charge of Ministries/Departments

Elaboration of Customer Charter by Ministries and Departments

With a view to nurturing a performance-oriented and customer-centric culture in the public service, Government has decided that it is **mandatory** for all Ministries and Departments to have their respective Customer Charters.

2. A Customer Charter sets the quality standards for efficient and effective service delivery to customers, while taking into consideration the processes and procedures involved. It confers, on the one hand, an obligation on public officers to adhere to agreed organisational norms and standards and, on the other hand, on customers to fulfill their responsibilities in complying with specific rules to facilitate the delivery of timely services. The ultimate objective of a Customer Charter is to promote and project a good image of the organisation concerned.

3. In line with the above decision, Supervising Officers are invited to take necessary steps for the development of their respective Customer Charters based on their organisational norms and standards. In this respect, you are advised to follow the enclosed "*Guidelines for the Elaboration of Customer Charter*" developed by this Ministry which are also available on the website of this Ministry (<http://civilservice.govmu.org>).

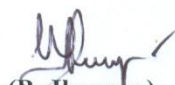
4. Supervising Officers are kindly requested to ensure that their respective Customer Charters are finalised and forwarded to this Ministry not later than **Friday 29 July 2016**. Ministries and Departments which have already developed their Charters are invited to forward copies of same to this office for record purposes. However, those in the process of developing and finalising their Charters, have to report on the current status at latest by **Friday 06 May 2016**. For any additional information/clarification, you may contact the Administrative Reforms Division of this Ministry on 405 5787/405 5788.

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5. Once Customer Charters are finalised, Supervising Officers will have to ascertain that the Charters are displayed in conspicuous places in their Ministries/Departments and are posted on their websites. Necessary arrangements will also have to be made through Reform Cells to sensitise all officers as well as the external customers on the importance of the Charter and its underlying obligations.

6. You may also wish to note that, for monitoring and evaluation purposes, it has been agreed that compliance with the Customer Charter has to be taken into consideration as a Key Result Area in the Annual Executive Performance Management Review undertaken by Supervising Officers in the context of the implementation of the Performance Management System.

7. We rely on your collaboration for instilling a culture of quality and excellence in the public service.


(P. Jhugroo)
Senior Chief Executive

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