

From: Secretary for Public Service Affairs

To: Supervising Officers in Charge of Ministries/Departments

Citizens' Charter

In his Budget Speech 2001-2002, the Deputy Prime Minister and Minister of Finance has emphasised that all public bodies providing services to the population should, in the current financial year, implement Citizens' Charters. A Citizens' Charter is a written commitment taken by the organisation to guarantee the quality of service to the citizens according to clearly defined standards.

2. This Ministry has, with the assistance of Mr. M. Mahalingam, Adviser in Public Service Reforms, provided training on the introduction of Citizens' Charters to Desk Officers as well as Ministries and Departments upon request. Guidance has also been provided to some ten organisations in the drawing up of their Charters. A copy of the presentation made on Citizens' Charter is enclosed.

3. Mr. M. Mahalingam, supported by a team of officials, is ready to provide further assistance to your Ministry/Department for the elaboration of the charter. The Desk Officer should get in touch with the Administrative Reforms Unit of the Ministry – Tel. No. 201 1434, Fax No. 212 9528 by mid April at latest as the time-table for training/drawing up of Citizens' Charters is being finalised.

(D. P. Ruhee)

*Secretary for Public Service Affairs*

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