



MINISTRY OF CIVIL SERVICE AFFAIRS  
AND ADMINISTRATIVE REFORMS  
MAURITIUS

27 June 2005

Ministry of Civil Service Affairs and Administrative Reforms  
Circular letter No. 27 of 2005  
E/60/28/18

From: Senior Chief Executive, Ministry of Civil Service Affairs and Administrative Reform

To: Supervising Officers in charge of Ministries/Departments

Excellent Customer Service Award Scheme in the Public Service 2005

The Excellent Customer Service Award Scheme, introduced since 2003 in the context of Administrative Reforms Strategies, has created healthy competition among participating organizations and has triggered a new mindset among public officers to bring about significant changes for the overall improvement of different types of services provided to stakeholders.

2. In view of the above, the Ministry proposes to renew the Scheme along the same criteria as was done for the last two years. The three winners of the last Award, namely:

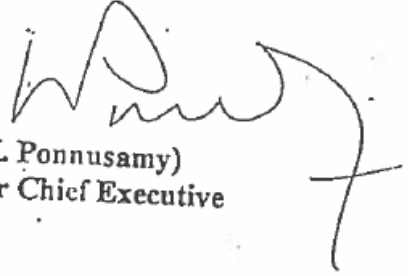
- (a) The Grand Prize :- Excellent Customer Service Award - Meteorological Services
- (b) The Award to the Police Force - Belle-Mare Police Station  
- Passport and Immigration Office
- (c) The Award to the Health Sector - Subramania Bharati Eye Hospital

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will be eligible for participation only after three years.

3. Prospective participating organizations are hereby advised to continue their improvement programmes in line with the criteria established for the scheme focusing on quality, efficiency and cost effectiveness in order to maximize their chances of success. You may wish to refer to the 2004 guidelines of the scheme which are available on this Ministry's Website <http://civilservice.gov.mu>.

4. You will be informed of the timing of the different stages involved in the competition once these are finalized.
5. It would be appreciated if the contents of this circular letter could be brought to the attention of all public officers serving in the different Departments/Divisions/Sections/Units of your organisation.



(K. Ponnusamy)  
Senior Chief Executive

Copy to:

Secretary to Cabinet and Head of the Civil Service