



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS  
MAURITIUS

13 July 2006

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**From:** Supervising Officer, Ministry of Civil Service and Administrative Reforms  
**To:** Supervising Officers in charge of Ministries/Departments

Citizen's/Customer Charters

The elaboration of Citizen's/Customer Charters by Ministries/Departments in line with paragraph 38 of 'Government Programme 2005 - 2010' fits into Government's overall strategy of 'Putting People First'. It is a clear commitment of the endeavour of the Public Service to adopt a customer-oriented approach for the provision of quality, timely and cost-effective services to its customers.

2. To reflect the continuous changes taking place in Ministries/Departments to meet the growing expectations of its customers, Citizen's/Customer Charters should have to be regularly updated.
3. In this respect, the Citizen's/Customer Charter of this Ministry has been reviewed and updated. A few copies thereof are herewith attached. Please ensure that the Charter is widely circulated in your organisation. The Charter can also be consulted online on the website of the Ministry at <http://www.gov.mu/portal/site/mcsasite>.
4. For additional copies of the Customer Charter, please contact the Administrative Reforms Division of this Ministry on telephone nos 201 1434 or 201 3557.

(P. Jhugroo)

Supervising Officer

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