

Ministry of Civil Service and Administrative Reforms
Circular Letter No. of 2007
E/70/147/06 T 1

12 April, 2007

From: Supervising Officer, Ministry of Civil Service & A. R.

To: Supervising Officers i/c Ministries/ Departments

**Training in Customer Care and Quality Management through the Open
Distance Learning (ODL) Mode**

The overriding principle underlying the objectives enunciated by Government in its Programme 2005/2010 is "Putting People First". The programme makes provisions, among others, for public officers to focus on the need to streamline procedures and processes which are time-consuming and considered as an impediment to quality and timely services. Moreover, the need for more efficient, effective, excellent and seamless public service is emphasized.

2. In order to respond to the needs of the Public as 'Customers' and to inculcate the concepts of Customer Care, this Ministry has proposed to carry out a training programme in 'Customer Care and Quality Management'. The training aims at actively sensitizing and to adequately equip Public Officers with the appropriate skills and knowledge required for providing better customer service.

3. This Ministry has, in this context, signed a Memorandum of Agreement (MoA) with the Mauritius College of the Air (MCA) to develop and conduct a training programme on the module "Customer Care and Total Quality Management" through the Open Distance Learning (ODL) mode for the benefit of Public Officers involved in Customer Services in all Ministries / Departments.

4. The new ODL Mode will cater for a greater number of Officers at minimum cost. The fees payable for each participant will be Rs 175. The cost includes the development of training materials, payment to resource persons and other related expenses.

5. The other details of the training programme are as follows:

- (i) a first two-hour face to face induction session at the start of the programme during which participants will be provided with the training materials on a CD;
- (ii) three face-to-face tutorials of two hours each, for interaction with the Facilitator who will monitor learning process and provide any help and support the participants will require;
- (iii) the duration of the course is 10 to 12 weeks;
- (iv) assessment will be made by the Facilitator through a portfolio which participants will be required to work out;
- (v) a certificate will be awarded upon satisfactory completion of the course;
- (vi) the training programme will be run in batches each consisting of a number of 50 participants;
- (vii) ministries / departments will meet from their own budget the cost of participation (Rs 175) in respect of each Officer being sponsored; and
- (viii) payment will be made to MCA by way of Departmental warrant through the Ministry of Civil Service & Administrative Reforms.

6. It would be appreciated if you could submit on the proforma enclosed the names of Officers you propose to sponsor for this training programme. You are also advised to work out the batch, each comprising 50 names, in such a way to facilitate the release of Officers.

7. We rely on your support in order to implement successfully this new learning culture in the Public Service and remain at your disposal for any additional information you may require.

(P. Jhugroo)
Supervising Officer

C.c: Secretary to Cabinet & Head of the Civil Service

Sharm: circular survey-customer care