



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

22 July 2008

Ministry of Civil Service and Administrative Reforms
Circular letter No. 29 of 2008
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From: Supervising Officer, Ministry of Civil Service and Administrative Reforms
To: Supervising Officers in charge of Ministries/Departments

Providing Quality Counter/Customer Services

The new Guidelines on '*Providing Quality Counter/Customer Services*' was officially launched by the Secretary to Cabinet and Head of the Civil Service on 3 July, 2008 on the occasion of the Awards Ceremony of the Public Service Excellence Award 2007.

2. The Guidelines which were initially elaborated and published by the Ministry in August 2006 have been thoroughly reviewed and updated to serve as a quick and user-friendly reference manual providing officers with easy to follow and practical steps for ensuring the delivery of quality public services. This initiative goes in line with the policy of 'Putting People First' and the integrated strategy for developing customer focused and modern public counter/customer services to set our public service organizations on the path of excellence.
3. The new Guidelines are also meant to support the existing *Improvement of Counter/Customer Services Scheme* under which financial assistance is provided to Ministries/Departments to upgrade and enhance the physical set up of their counter/customer services. Calls for new project proposals under the scheme for financial year 2008/2009 will be launched shortly.

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4. We trust that, with your commitment and support, the new Guidelines on 'Providing Quality Counter/Customer Services' would help your organization to bring about marked improvements in the delivery of counter/customer services under your responsibility. Copies of the Guidelines are herewith enclosed and Ms Z. Auladin of the Ministry can be contacted (Phone No. 201-3452) for additional copies thereof. The Guidelines can also be downloaded from the website of this Ministry at <http://civilservice.gov.mu>.


(P. Jugroo)
Supervising Officer

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