



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

31 July 2012

Ministry of Civil Service and Administrative Reforms

Circular Letter No. 38 of 2012

E/152/42/19

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

To: Supervising Officers i/c of Ministries/Departments

Closure of the Public Complaints Bureau

The Public Complaints Bureau set up in December 1995 under the Prime Minister's Office has been operating at Fooks House, 7th Floor, Bourbon Street, Port Louis since May 2010 under the aegis of my Ministry.

2. The Public Complaints Bureau was set up to *inter alia* receive complaints on Government administrative actions, alleged to be unfair or not in compliance with existing laws and regulations. It is also mandated to investigate or to refer to the appropriate authorities the complaints deemed to be valid for further investigation.

3. Over the years, significant decline has been noted in the number of complaints from members of the public. This may be due to the fact that Ministries have improved their services by uploading their customer charters on their websites, indicating their service delivery standards. Moreover, since March 2012, my Ministry has put in place a Help desk where public officers can seek advice or make queries.

4. In view of the foregoing, Government has decided that the Public Complaints Bureau will cease to operate under the Ministry of Civil Service & Administrative Reforms. Ministries/Departments are now required to establish forthwith a mechanism to deal with complaints and queries, especially emanating from the public.

5. It would be appreciated if Supervising Officers would inform this Ministry by **15 August, 2012** on how the above decision is being implemented.

S. Seebaluck
Senior Chief Executive

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