



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

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10 February 2012

Ministry of Civil Service and Administrative Reforms
Circular Note No.3 of 2012

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

To : Supervising Officers i/c Ministries/Departments

HELP DESK
for Public Officers

As per its mandate, the Ministry of Civil Service and Administrative Reforms deals with aspects of public service which do not come within the purview of the three Executive Service Commissions, i.e., the Public Service Commission, Local Government Service Commission and the Judicial and Legal Service Commission and which relate to size of establishments, salaries and wages, conditions of service (such as allowances, leaves and passages), and staff relations in regards to such matters as training of public officers, administrative reforms and welfare of public officers.

2. All rules governing conditions of service such as leave, study leave, passage benefits, hours of work, allowances, uniforms, eligibility for duty free cars, etc., are as laid down in the Human Resource Management Manual which is available on the website of the Ministry of Civil Service and Administrative Reforms (<http://civilservice.gov.mu>).

3. The Ministry of Civil Service and Administrative Reforms has officers of the Human Resource Management Cadre posted in all Ministries/Departments to handle all HR issues. Hence, any officer having any query/clarification regarding his condition of service should address himself to the HR section of his Ministry/Department or to his Supervising Officer.

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4. The Ministry of Civil Service and Administrative Reforms will, as from **Thursday 01 March 2012**, introduce a Help Desk situated at the 7th Floor of the New Government Centre, Port Louis. This Desk will consider requests from Public Officers requiring clarifications or assistance on specific issues relating to their conditions of service.

5. Any Public Officer requiring such assistance may contact the Help Desk personally at the above address or by email at helpdesk-mesar@mail.gov.mu or by phone on 2013485.

6. I should be grateful if the contents of this Circular Note could be brought to the attention of all officers of your Ministry/Departments.



S. Seebaluck
Senior Chief Executive

Copy to: Secretary to Cabinet & Head of Civil Service