



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

08 March 2013

Ministry of Civil Service and Administrative Reforms
Circular Letter No. 18 of 2013
E/60/28/01 V10

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

To: Supervising Officers i/c Ministries/Departments

Improvement of Service Delivery

The adoption and implementation of MS ISO 9001:2008 principles is being promoted by this Ministry as a means to improve delivery of services across the Civil Service.

2. The MS ISO 9001:2008 defines the basic elements of a Quality Management System that organizations should use to ensure that they operate in a professional manner and that their services are delivered according to high quality pre-determined standards.
3. So far, some 38 Divisions/Units of different Ministries/Departments have been ISO certified and some 10 other organisations are in the process of ISO certification.
4. In this context and with a view to instilling a quality culture, it has been decided with the concurrence of Cabinet that Ministries/Departments should ensure that at least one Department or Unit of each Ministry embarks on the implementation of MS ISO 9001:2008 each year.
5. This Ministry will continue to assist Ministries/Departments embarking on ISO certification and will train officers of the organisation. This will give them an insight of the Quality Management System and, subsequently, facilitate its development and implementation.
6. Moreover, it has also been decided that Ministries/Departments should identify at least five initiatives which they propose to implement in their respective organizations as from this year. Such initiatives could be, *inter-alia*, in the form of reviewing and streamlining of processes/procedures; modernization of services; enhancing customer services.

7. It would be appreciated if you could kindly submit to this Ministry by 12 April 2013:
- (i) the department(s) or unit(s) where the implementation of MS ISO 9001:2008 will be initiated; and
 - (ii) five initiatives to improve service delivery which it is proposed to implement in your organization as from this year.
8. Relevant details in respect of the above, should be communicated to the Administrative Reforms Division of this Ministry, 7th floor, New Government Centre, Port Louis or by email at mcsa-arv@mail.gov.mu or by fax on 211 5047.
9. The above schemes will be coordinated by Mr A.K. Hoolass, Permanent Secretary of the Ministry of Civil Service and Administrative. For additional information or clarification, Mr S. Buton or Ms A. Rughoo may be contacted on telephone numbers 201-3452 and 201-3686 respectively.



(S. Seebaluck)
Senior Chief Executive

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