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**MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS**

07 January 2014

Ministry of Civil Service and Administrative Reforms
Circular letter No 4 of 2014
E/60/28/05/01 V11

From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms
To: Supervising Officers in charge of Ministries/Departments

*Improvement of Counter/Customer Services Scheme
Invitation to submit Project Proposals for Financial Year 2014*

Government is pursuing with the *Improvement of Counter/Customer Services Scheme*, which over the past seven years has successfully contributed to enhance public service delivery.

2. In this context, Ministries/Departments are invited to submit project proposals which would help upgrade their counter/customer services. It should be ensured that the project proposals are in line with the improvement of Counter/Customer Services and feasible within this financial year 2014. The guidelines on "*Providing Quality Counter/Customer Services*" can be accessed on the website of this Ministry on <http://civilservice.gov.mu>. Those not satisfying the criteria would not be retained for funding by this Ministry.
3. Proposals should be submitted to the Administrative Reforms Division of this Ministry as per pro-forma at *Annex* which may also be downloaded from the above mentioned website. The duly filled in Project Proposal Form may be submitted by fax on 211 5047 or e-mail at mcsa-aru@mail.gov.mu and should reach this Ministry by Thursday 30 January 2014 at latest.
4. Should you need any assistance or additional information, Mr S. Buton or Mrs M. Bijloll, of this Ministry, may be contacted on telephone numbers 201 3452 and 54480963 respectively.
5. I invite you to avail of this scheme to upgrade your service delivery and look forward to receiving your project proposals within the time frame.

(S. Seebaluck)
Senior Chief Executive

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