



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

MAURITIUS

04 February 2015

Ministry of Civil Service and Administrative Reforms
Circular Letter No 6 of 2015
E/60/28/05/01 V13

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 2015*

One of the priorities of Government is to continuously enhance the quality of services provided to the public by upgrading the counter services through the provision of new and/or additional facilities under the *Improvement of Counter/ Customer Services Scheme*.

2. Over the years, this Scheme has contributed in successfully upgrading and modernising the physical layout of counter facilities across the public service and putting in place an enhanced environment where the needs of the public are attended to more conveniently. Given its positive impact on public service delivery, consideration will now be given to new projects for financial year 2015 under the *Improvement of Counter/ Customer Services Scheme*.
3. In this context, Ministries/Departments are invited to put up project proposals which would help upgrade their respective counter/customer services. It should, however, be ensured that the project proposals are prepared on the basis of the "*Guidelines on Providing Quality Counter/Customer Services*" which can be accessed on the website of this Ministry on <http://civilservice.govmu.org>. Project proposals not satisfying the criteria set out in the Guidelines would not be retained for funding by this Ministry.
4. Proposals should be submitted to the Administrative Reforms Division of this Ministry as per pro-forma at *Annex* which can also be downloaded from this Ministry's website. The duly filled in Project Proposal Forms can be submitted by fax on 211 5047 or e-mail at mcsa-arua@govmu.org and should reach this Ministry by *Friday 27 March 2015 at latest*.
5. For any assistance or additional information, Mrs M. Bijloll or Mrs J. Bhugoo of this Ministry may be contacted on telephone numbers *54480963 and 2012253*, respectively.
6. We invite you to avail of this scheme to upgrade service delivery in your respective organisations and look forward to receiving your project proposals within the set time frame.

Senior Chief Executive

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

Ministry of Civil Service and Administrative Reforms

Improvement of Counter/Customer Services Scheme

Project Proposal Form – Financial Year 2015

1.
**Applicant
Organization**

Ministry/Department : _____

Address : _____

2.
**Project
Description**

- (a) Indicate the exact location where the project will be implemented.

- (b) Give a short description of what needs to be put in place/renovated.

- (c) What is the number of customers, on a monthly basis, that is expected to benefit from the project? (*Please tick as appropriate*)
 <50 51 – 100 101 – 200 201 – 500 >500
- (d) What are the benefits expected?

**3.
Project
Management**

(a) Within how many months will the project be completed?

< 3 months a maximum of 6 months

(b) What materials and equipment will be required and what are their estimated costs?

Items	Costs (Rs)
1.	
2.	
3.	
4.	
5.	
6.	
7.	
TOTAL	

(c) Is your organization prepared to meet part of the costs? Yes No

If yes, please specify the quantum: Rs _____

(d) Please indicate who will be the Project Coordinator responsible for implementation of the project and Deputy Project Coordinator who will assist him/her in this task.

Project Coordinator	Deputy Project Coordinator
Name : _____	Name : _____
Designation : _____	Designation : _____
Phone : _____	Phone : _____
Fax : _____	Fax : _____
e-mail : _____	e-mail : _____

**4.
Endorsement**

Name of Head of
Ministry/Department : _____ Signature: _____
Date : ____/____/____