



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS  
MAURITIUS

13 July 2007

Circular letter No. 29 of 2007  
E/60/28/05/01

From: Supervising Officer, 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 2007/2008*

The *Improvement of Counter/Customer Services Scheme* was launched in December 2005 to help upgrade the level of Counter/Customer Services in Ministries/Departments with a view to improve service delivery to the public. 18 projects were thus implemented across the Public Service during the preceding financial year which have contributed in a significant way in enhancing the physical layout of several Counter Services and in attending to the needs of the public more conveniently.

2. In pursuance with the objectives of this Scheme which has impacted positively on public service delivery, this Ministry will be funding a number of new projects during financial year 2007-2008. Ministries/Departments are therefore invited to submit project proposals to the Administrative Reforms Division of this Ministry as per annexed pro-forma. Please note that the Project Proposal Form as well as *Guidelines on Quality Counter/Customer Services* may also be downloaded from the website of this Ministry at <http://civilservice.gov.mu>.

3. Project Proposals may also be submitted by fax (No 2115047) or e-mail at the following address: [mcsa-arur@mail.gov.mu](mailto:mcsa-arur@mail.gov.mu) and should reach this Ministry by **Wednesday 15 August 2007 at latest**. You may contact Mr. A.K. Hoolass, Principal Assistant Secretary (Tel No. 201-1434) or Mr D. Mungra, Higher Executive Officer (Tel No 201-3557) for any additional information you may require.

4. We look forward to receiving project proposals from your Ministry/Department.

(P. Jhugroo)  
Supervising Officer

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

**1. Particulars**

Ministry/Department: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No: \_\_\_\_\_ Fax No: \_\_\_\_\_ e-mail: \_\_\_\_\_

**2. Project Description**

(a) Project Title *(Give a name, which could be a short description, by which the project will be referred to)*

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(b) What are the objectives aimed at? *(These should be specific, measurable and realistic.)*

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(c) What are the benefits expected? *(To the Organisation/To Customers)*

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(d) What will be the major deliverables? *(What will be in place at the end of the project which did not exist previously?)*

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(e) Indicate the number of customers, on a monthly basis, who may benefit from the project?

<50     51 – 100     100 – 200     200 – 500     >500

.../2

### 3. Project Management & Implementation

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

< 3 months

a maximum of 6 months

(b) 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**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

e-mail: \_\_\_\_\_

**Deputy Project Coordinator:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

e-mail: \_\_\_\_\_

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

Items	Costs (Rs)

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

If yes, please specify the quantum: Rs \_\_\_\_\_

### 4. Endorsement

Name of Head of Ministry/Department: \_\_\_\_\_  
 \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_