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MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

29 July 2008


Ministry of Civil Service and Administrative Reforms
Circular letter No. 31 of 2008
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 Financial Year 2008/2009

The aim of the *Improvement of Counter/Customer Services Scheme* is to upgrade the level of counter/customer services of Ministries/Departments and ensure improved public service delivery. Some 40 projects have been successfully implemented across the Public Service during the last three years under this Scheme.

2. Given the positive impact of the Scheme on public service delivery, this Ministry will be funding new projects during financial year 2008-2009. Ministries/Departments are therefore invited to submit project proposals which would help upgrade their counter/customer services and operate along the standards set in this Ministry's Circular Letter No. 6 of 2007 (copy enclosed at *Annex I* for your easy reference).
3. You are further invited to consult the newly published Guidelines on 'Providing Quality Counter/Customer Services', which was circulated on 22 July 2008 and is also available online at <http://civilservice.gov.mu>, for additional guidance on how to put in place and maintain quality counter/customer services.
4. Project proposals should be submitted to the Administrative Reforms Division of this Ministry as per pro-forma at *Annex II* which may also be downloaded from the website of this Ministry at <http://civilservice.gov.mu>. The duly filled Project Proposal Form may be submitted by mail, fax (no. 2115047) or e-mail at mcsa-arv@mail.gov.mu and should reach this Ministry by **Thursday 28 August 2008 at latest**. You may contact Mr. A. K. Hoolass, Principal Assistant Secretary (Tel No. 2011434) or Ms Z. Auladin, Assistant Secretary (Tel No 2013452) of this Ministry for any additional information you may require.
5. 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