



**MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND INSTITUTIONAL REFORMS
REPUBLIC OF MAURITIUS**

25 July 2024

Circular Letter No. 57 of 2024
E/60/28/05/05

From : Secretary for Public Service

To : Supervising Officers in charge of Ministries/Departments

**Improvement of Counter/Customer Services Scheme
Call for Project Proposals for Financial Year 2024-2025**

For financial year 2024-2025, an amount of Rs800,000 has been provided for the funding of projects under the "Improvement of Counter/Customer Services Scheme" aiming essentially at enhancing customer services.

2. In view of the high demand for financial support, funds under this Scheme will be allocated up to *a maximum of Rs50,000 per project*. This Ministry may, in exceptional cases, entertain projects that exceed the ceiling provided that appropriate justifications are submitted that such projects are specifically intended to improve service delivery.
3. Supervising Officers are invited to submit project proposals pertaining to their Ministry, if any, for consideration under the Scheme as per the guidelines on '*Providing Quality Counter/Customer Services*' which can be accessed on the website of this Ministry.
4. Proposals should be forwarded to this Ministry as per the enclosed pro-forma, which may also be downloaded from this Ministry's website. The duly filled in Project Proposal Form should be submitted, along with photo(s)/picture(s) of the site to be improved, by fax on 212 4160 or e-mail to mcsa-ar@govmu.org by **31 August 2024**. Approved projects should be completed ***before the end of financial year 2024-2025***.

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5. You are informed that any expenditure in respect of project which has been delayed and/or carried forward for the subsequent financial year, will not be entertained.

6. For any additional information/clarification, you may contact the relevant unit of this Ministry, on telephone number 405 5787 or email on mcsa-aru@govmu.org.



K. Conhye
Secretary for Public Service

Encl.

Copy to: (1) Secretary to Cabinet and Head of the Civil Service
(2) Acting Financial Secretary