



REPUBLIC OF MAURITIUS

MINISTRY OF PUBLIC SERVICE AND ADMINISTRATIVE REFORMS

30 July 2025

Circular Letter No. 52 of 2025
E/60/28/05/06

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 2025-2026

In line with Government Programme 2025-2029, this Ministry is continuing to provide support to Ministries and Departments for improved counter services in order to be more customer-focused and provide citizen-centric service delivery. Funding under the **“Improvement of Counter/Customer Services Scheme”** is, therefore, being reconducted to assist Ministries and Departments in providing adequate and timely services to their customers and the public at large, through upgraded quality counter/customer services. Since the commencement of the Scheme, around 549 projects have been funded and implemented across Government entities and has proved to be beneficial.

2. For financial year 2025-2026, an amount of Rs800,000 has been earmarked for this Scheme. Taking into consideration the high demand for such projects, funds will be allocated subject to **a maximum of Rs50,000 per project**.

3. Supervising Officers are, accordingly, invited to submit their project proposals, if any, for consideration under the Scheme in line with the guidelines on ‘*Providing Quality Counter/Customer Services*’, available on the website of this Ministry.

4. Your proposals should be submitted 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 sent, **along with photo(s)/picture(s)** of the site to be improved, by fax on 212 4160 or mail to **mcsa-ar@govmu.org** by **29 August 2025**. Approved projects should be implemented well **before the end of financial year 2025-2026**.

5. You are kindly reminded that no Departmental Warrant (for approved projects) will be issued in case of delayed projects or projects being carried forward.

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6. For any additional information/clarification, you may contact the Administrative Reforms Division of this Ministry on email: mcsa-arv@govmu.org or Mrs A. Bhowon Tengur, Assistant Permanent Secretary/Miss H. Luchman, Office Management Assistant on telephone numbers 405 5413 and 405 5786 respectively.



C. R. Seewooruthun (Mrs)
Secretary for Public Service

Enc.

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

MINISTRY OF PUBLIC SERVICE AND ADMINISTRATIVE REFORMS

IMPROVEMENT OF COUNTER/CUSTOMER SERVICES SCHEME

Project Proposal Form – Financial Year 2025-2026

1.
**Applicant
Organisation**

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, who 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?

- (e) What is the impact on service delivery in terms of improvement?

- (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	

3. Project Management

- (c) Is your organisation prepared to meet part of the costs?
- ☐
- Yes
- ☐
- No

If yes, please specify the quantum: Rs _____

- (d) Photo(s) of present site to be improved submitted
- ☐
- Yes
- ☐
- No

- (e) 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 :

Name of Head of

Ministry/Department: _____ Signature: _____

4. Endorsement

Date : ____/____/____