



REPUBLIC OF MAURITIUS

MINISTRY OF PUBLIC SERVICE AND ADMINISTRATIVE REFORMS

02 October 2026

Circular Letter No. 34 of 2026

E/60/28/05/07

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 2026-2027**

In line with Government Programme 2025-2029, this Ministry continues to provide support to Ministries and Departments for improved counter services in order to be more customer-focused and to 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 574 projects have been funded and implemented across Government entities and has proved to be beneficial.

2. For the financial year 2026-2027, 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**.

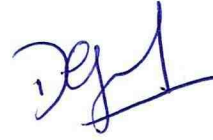
3. Supervising Officers are, accordingly, invited to submit their project proposals, if any, for consideration under the Scheme in line with the guidelines on ‘Providing Quality Counter/ Customer Services’, available on the website of this Ministry.

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 **30 October 2026**. Approved projects should be implemented well **before the end of financial year 2026-2027**.

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 Secretary/Miss H. Luchman, Office Management Assistant on telephone numbers 405 5413 and 405 5786 respectively.



D. Gopaul
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 2026-2027

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?

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 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 :

4. Endorsement

Name of Head of

Ministry/Department: _____ Signature: _____

Date : ____/____/____