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E/60/28/05/01 V27



Republic of Mauritius

Ministry of Public Service,
Administrative and
Institutional Reforms
Port Louis

07 July 2021

Dear Colleague,

**Improvement of Counter/Customer Services Scheme
Invitation to submit Project Proposals for Financial Year 2021/2022**

The implementation of the "Improvement of Counter/Customer Services Scheme" is being pursued. Over the years, this Scheme has meaningfully contributed in upgrading and modernising the physical layout of counter facilities across the public service and putting in place a conducive environment to respond to the public needs more conveniently. You may wish to note that for the last financial year, 44 projects were considered and approved under this Scheme.

2. I am pleased to inform you that for the financial year 2021/2022, a total amount of Rs 1M has been provided for the funding of projects geared towards enhancing the customer services environment. In this respect, with a view to ensuring a judicious use of this provision, funds will be allocated up to a maximum of Rs 50,000 per project. However, in exceptional cases, projects designed to make a meaningful and positive impact on service delivery will also be considered on a case to case basis according to its merit.

3. You are hereby invited to submit project proposals pertaining to your Ministry, if any, for consideration under the above Scheme as per guidelines on 'Providing Quality Counter/Customer Services' which can be accessed on the website of this Ministry.

4. All proposals should be forwarded to the Administrative Reforms Division of this Ministry as per the enclosed pro-forma, which may also be downloaded from the Ministry's website. The duly filled in Project Proposal Form must be submitted along with photo(s) of the site to be improved. Same may also be submitted by fax on 212 4168 or e-mailed to mcsa-arua@govmu.org so as to reach this Ministry by **31 August 2021 at latest**. Approved projects will have to be completed **before end of the financial year 2021-2022**.

5. Please note that any expenditure in respect of project which has been delayed and carried forward for the subsequent financial year will not be entertained.

6. For any additional information, you may contact Mrs J. Bhugoo, Office Management Assistant, on telephone number 405 5787.

Yours faithfully

B. Boyramboli
Secretary for Public Service

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