



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

03 July 2020

Ministry of Public Service, Administrative and Institutional Reforms

Circular Letter No. 40 of 2020

E/60/28/05/01

From : Secretary for Public Service

To : Supervising Officers in charge of Ministries/Departments

Improvement of Counter/Customer Services Scheme
Invitation to submit Project Proposals for Financial Year 2020/2021

This Ministry is pursuing the implementation of the “Improvement of Counter/Customer Services Scheme”. Over the years, this Scheme has contributed in successfully upgrading and modernising the physical layout of counter facilities across the public service and putting in place an enhanced environment where the needs of the public are attended to more conveniently. For the last Financial Year, 50 projects were considered and approved under the Scheme.

2. For the Financial Year 2020/2021, a total amount of Rs 1 M has been provided for the funding of projects intended to improve the customer services environment. With a view to making optimum use of the budgetary provisions, funds will be allocated up to a maximum of Rs 50,000 per project. This Ministry may, in exceptional cases, entertain projects that exceed the ceiling provided they are designed to make a meaningful and positive impact on service delivery while enhancing significantly customer satisfaction. This will be also dependent on availability of funds. The selection of projects will be carried out on the basis of well-defined set criteria and in order of priority.

3. Supervising Officers are requested to submit their project proposals, if any, to be considered under the above Scheme based on the guidelines on ‘*Providing Quality Counter/Customer Services*’ which can be accessed on the website of this Ministry.

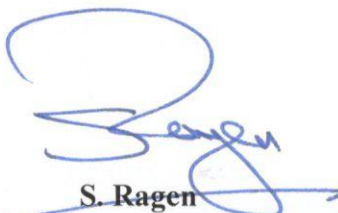
4. All proposals should be forwarded to the Administrative Reforms Division of this Ministry as per the enclosed pro-forma, which may also be downloaded from the Ministry’s website. The duly filled in Project Proposal Form may be submitted along with photo(s) of the present site to be improved by fax on 212 4160 or e-mailed to mcsa-arua@govmu.org so as to reach this Ministry by **31 August 2020 at latest.**

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5. The approved projects would have to be completed *before end of June 2021* and in no case would this Ministry meet any expenditure which would be carried forward to the subsequent Financial Year.

6. Should you need any assistance or additional information, you may contact Mr V. Seedoyal, Assistant Permanent Secretary or Mrs J. Bhugoo, Office Management Assistant, on telephone numbers 405 5776 and 405 5787 respectively.

7. I thank you for your cooperation and support.



S. Ragen
Secretary for Public Service

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