



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

MAURITIUS

19 July 2017

Ministry of Civil Service and Administrative Reforms
Circular Letter No 54 of 2017
E/60/28/05/01

From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

To: Supervising Officers-in-charge of Ministries/Departments

Improvement of Counter/Customer Services Scheme
Invitation to submit Project Proposals for Financial Year 2017/2018

For some years now, this Ministry has been implementing the “*Improvement of Counter/Customer Services Scheme*”, in view of supporting Ministries/Departments to ensure proper and timely delivery of services to the public at large through improved counter services. Over the years, quite a number of organisations have benefitted from the scheme. Last year, no less than 18 projects were successfully funded under the Scheme.

2. Based on the positive feedback received, it is proposed to continue with the above Scheme, which is undoubtedly an excellent way to enhance the quality of service delivery and to better reach out to the public whom we serve.

3. In this regard, Ministries/Departments are expected to come up with new project proposals for consideration by this Ministry during the current Financial Year. The proposals should be worked out along the guidelines on ‘*Providing Quality Counter/Customer Services*’ which can be accessed on the website of this Ministry on <http://civilservice.govmu.org>.

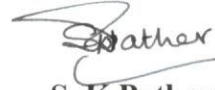
4. Project proposals should be submitted to the Administrative Reforms Division of this Ministry as per the enclosed pro-forma which may also be downloaded from the above website. The duly filled in Project Proposal Form may be submitted by fax on 211 2734 or e-mailed to jbhugoo@govmu.org to reach this Ministry by **end August 2017 at latest**.

5. It is emphasized that proposals that do not satisfy the criteria set out in the Guidelines would not be considered for funding. The approved projects would have to be completed **before end June 2018**, as in no case this Ministry would meet any expenditure carried forward to the next Financial Year.

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6. Should you need any assistance or additional information, Mrs J. Bhugoo, Office Management Assistant, may be contacted on telephone number 405 5787.

7. I thank you for your cooperation.



S. K Pather
Senior Chief Executive

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

Ministry of Civil Service and Administrative Reforms

Improvement of Counter/Customer Services Scheme

Project Proposal Form – Financial Year 2017/2018

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, that 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?

**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) 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	Deputy Project Coordinator
Name : _____	Name : _____
Designation : _____	Designation : _____
Phone : _____	Phone : _____
Fax : _____	Fax : _____
e-mail : _____	e-mail : _____

**4.
Endorsement**

Name of Head of
 Ministry/Department : _____ Signature: _____
 Date : ____/____/____