



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

MAURITIUS

11 July 2018

Ministry of Civil Service and Administrative Reforms

Circular Letter No 52 of 2018

E/60/28/05/01

From : Secretary for Public Service

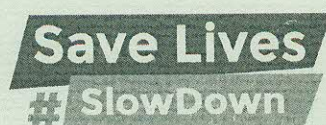
To : Supervising Officers in charge of Ministries/Departments

*Improvement of Counter/Customer Services Scheme  
Invitation to submit Project Proposals for Financial Year 2018/2019*

In line with the Government vision to make the Public Service more efficient and more creative, this Ministry is pursuing the implementation of the "Improvement of Counter/Customer Services Scheme". Over the past years, projects supported under the above Scheme have helped in ensuring that client experience across the Civil Service is continually enhanced. During the last Financial Year, no less than 42 projects were considered and approved under the Scheme.

2. For the Financial Year 2018/2019, an amount of Rs 4.8M has been provided for the funding of projects designed to improve the customer services environment. Taking into consideration the high demand for financial support and to make optimum use of the budgetary provisions, funds will be allocated up to a maximum of Rs 100,000 per project. However, this Ministry may, in exceptional cases, entertain projects that exceed the ceiling subject to such projects showing that they would create a meaningful and positive impact on service delivery while enhancing significantly customer satisfaction. The selection of projects will be carried out on the basis of well-defined criteria.

3. Supervising Officers are requested to submit their project proposals, if any, to be considered under the Scheme based on the guidelines on *Providing Quality Counter/Customer Services* which can be accessed on the website of this Ministry on <http://civilservice.govmu.org>.



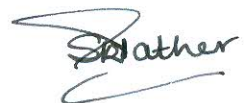
/2...

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 by fax on 211 2734 or e-mailed to [jbhugoo@govmu.org](mailto:jbhugoo@govmu.org) so as to reach this Ministry by **31 August 2018 at latest**.

5. Your attention is drawn to the fact that proposals that do not satisfy the criteria set out in the Guidelines would not be entertained. Also, the approved projects would have to be completed *before end June 2019*; and in no case would this Ministry meet any expenditure which is 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 number 405 5787.

7. I thank you for your cooperation.



**S. K. Pather**  
**Secretary for Public Service**

**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 2018/2019

**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**

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 : \_\_\_\_/\_\_\_\_/\_\_\_\_