MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

13 July 2007

Circular letter No. 29 of 2007
E/60/28/05/01

From: Supervising Officer, 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 2007/2008

The Improvement of Counter/Customer Services Scheme was launched in December 2005 to help upgrade the level of Counter/Customer Services in Ministries/Departments with a view to improve service delivery to the public. 18 projects were thus implemented across the Public Service during the preceding financial year which have contributed in a significant way in enhancing the physical layout of several Counter Services and in attending to the needs of the public more conveniently.

2. In pursuance with the objectives of this Scheme which has impacted positively on public service delivery, this Ministry will be funding a number of new projects during financial year 2007-2008. Ministries/Departments are therefore invited to submit project proposals to the Administrative Reforms Division of this Ministry as per annexed pro-forma. Please note that the Project Proposal Form as well as Guidelines on Quality Counter/Customer Services may also be downloaded from the website of this Ministry at http://civilservice.gov.mu.

3. Project Proposals may also be submitted by fax (No 2115047) or e-mail at the following address: mcsa-aru@mail.gov.mu and should reach this Ministry by Wednesday 15 August 2007 at latest. You may contact Mr. A.K. Hoolass, Principal Assistant Secretary (Tel No. 201-1434) or Mr. D. Mungra, Higher Executive Officer (Tel No 201-3557) for any additional information you may require.

4. We look forward to receiving project proposals from your Ministry/Department.

(P. Jhugroo)
Supervising Officer

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

1. Particulars

Ministry/Department: ____________________________

Address: ____________________________________

Tel No: ___________ Fax No: ___________ e-mail: ____________________________

2. Project Description

(a) Project Title (Give a name, which could be a short description, by which the project will be referred to)

________________________________________________________________________

(b) What are the objectives aimed at? (These should be specific, measurable and realistic.)

________________________________________________________________________

________________________________________________________________________

(c) What are the benefits expected? (To the Organisation/To Customers)

________________________________________________________________________

________________________________________________________________________

(d) What will be the major deliverables? (What will be in place at the end of the project which did not exist previously?)

________________________________________________________________________

________________________________________________________________________

(e) Indicate the number of customers, on a monthly basis, who may benefit from the project?

☐ <50 ☐ 51 – 100 ☐ 100 – 200 ☐ 200 – 500 ☐ >500

.../2
3. Project Management & Implementation

(a) Within how many months will the project be completed?

☐ < 3 months       ☐ a maximum of 6 months

(b) 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: ____________________________

(c) What materials and equipment will be required and what are their estimated costs?

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(d) Is your organization prepared to meet part of the costs?  ☐ Yes  ☐ No
If yes, please specify the quantum: Rs____________________

4. Endorsement

Name of Head of Ministry/Department: ____________________________

Signature: ____________________________  Date: ____________________________