



MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND INSTITUTIONAL REFORMS
MAURITIUS

13 July 2022

Ministry of Public Service, Administrative and Institutional Reforms
Circular Letter No. 42 of 2022
E/60/28/05/03

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 2022/2023

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. Since its inception in year 2000, around 460 projects have been funded across Ministries/Departments. During the last financial year, 38 projects were considered and approved under this Scheme.

2. Based on the positive feedback received, this Ministry is pursuing with this scheme to further upgrade and modernise the physical layout of counter facilities across the public service and put in place a conducive environment to respond to the public needs more conveniently.
3. I am pleased to inform you that for the financial year 2022/2023, a total amount of Rs 1M has been provided for the funding of projects geared towards enhancing the customer services environment. Taking into consideration the high demand for financial support, funds will be allocated up to a maximum of Rs 50,000 per project with a view to ensuring a judicious use of this provision. 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.
4. 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.
5. 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-ar@govmu.org so as to reach this Ministry by **31 August 2022 at latest**. Approved projects will have to be completed *before end of the financial year 2022-2023*.

/2..

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



B. Boyramboli
Secretary for Public Service

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

Ministry of Public Service, Administrative and Institutional Reforms

Improvement of Counter/Customer Services Scheme

Project Proposal Form – Financial Year 2022/2023

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) Photo(s) of present site to be improved submitted Yes No

(e) 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 : ___/___/___