



MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND INSTITUTIONAL REFORMS



01 August 2023

Circular Letter No. 31 of 2023
E/60/28/05/04

From : Secretary for Public Service

To : Supervising Officers in charge of Ministries/Departments

**Improvement of Counter/Customer Services Scheme
Call for Project Proposals for Financial Year 2023-2024**

For some years now, this Ministry has been implementing the *Improvement of Counter/Customer Services Scheme* to support Ministries/Departments in ensuring proper and timely delivery of services to their customers and the public at large through improved counter services. Since its inception in year 2000, around 496 projects have been funded benefiting different Ministries/Departments.

2. For financial year 2023-2024, a total amount of Rs800,000 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 Rs50,000 per project* to allow a fair distribution and ensure a judicious use of this sum. However, in exceptional cases, projects designed to make a meaningful and positive impact on customer service delivery will be considered on a case-to-case basis according to their merits.
3. You are, therefore, 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.
4. Proposals should be forwarded to the Administrative Reforms Division of this Ministry as per the enclosed pro-forma, which may also be downloaded from this Ministry's website. The duly filled in Project Proposal Form must be submitted along with photo(s)/picture(s) of the site to be improved by fax on 212 4160 or e-mailed to mcsa-arur@govmu.org so as to reach this Ministry by **1st September 2023 at latest**. Approved projects should be completed *before end of financial year 2023-2024*.
5. You are informed that any expenditure in respect of project which has been delayed and/or carried forward for the subsequent financial year will not be entertained.
6. For any additional information/clarification, you are requested to contact Miss H. Luchman, Office Management Assistant, on telephone number 405 5786 or email on hluchman@govmu.org/mcsa-arur@govmu.org.


K. Conhye
Secretary for Public Service

Enc.

Ministry of Public Service, Administrative and Institutional Reforms

Improvement of Counter/Customer Services Scheme

Project Proposal Form – Financial Year 2023-2024

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, who 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?

- (e) What is the impact on service delivery in terms of improvement?

**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 : ____/____/____