



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

16 July 2019

Ministry of Civil Service and Administrative Reforms
Circular Letter No 50 of 2019
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 2019/2020

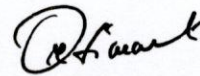
In its quest to make the Public Service more efficient and more creative, this Ministry is pursuing the implementation of the "Improvement of Counter/Customer Services Scheme". Over the past years, projects supported under the above Scheme have helped in ensuring that client experience across the Civil Service is continually enhanced. For the last Financial Year, no less than 63 projects were considered and approved under the Scheme. This brings the total number of projects for which support was provided to over 325 since the Scheme came into operation in the year 2000.

2. For the Financial Year 2019/2020, an amount of Rs 3.5M has been provided for the funding of projects intended to improve the customer services environment. Taking into consideration the high demand for financial support and with a view to making optimum use of the budgetary provisions, funds will be allocated up to a maximum of Rs 100,000 per project. This Ministry may, in exceptional cases, entertain projects that exceed the ceiling provided they are designed to make 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 above Scheme based on the guidelines on 'Providing Quality Counter/Customer Services' which can be accessed on the website of this Ministry.

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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 mcsa-arua@govmu.org so as to reach this Ministry by **30 August 2019 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 of June 2020* and in no case would this Ministry meet any expenditure which would be 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 numbers 405 5776 and 405 5787 respectively.
7. I thank you for your cooperation and support.



J. M. Simonet
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 2019/2020

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 : ____/____/____