



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

MAURITIUS

14 July 2016

Ministry of Civil Service and Administrative Reforms

Circular Letter No 26 of 2016

E/60/28/05/01 V15

**From:** Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

**To :** Supervising Officers in charge of Ministries/Departments

*Improvement of Counter/Customer Services Scheme  
Invitation for Project Proposals for Financial Year 2016-2017*

One of the priorities of Government is to continuously enhance the quality of services provided to the public by improving the counter services through the provision of new and/or additional facilities under the *Improvement of Counter/ Customer Services Scheme*, which is coordinated by this Ministry.

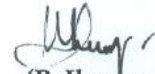
2. Over the years, this Scheme has enabled several organisations to successfully upgrade and modernise the physical layout of their respective counter facilities, resulting into an enhanced environment for officers to attend to the needs of the public. Given its positive impact on service delivery, this Ministry proposes to consider new projects for financial year 2016/2017 under this Scheme.

3. Ministries/Departments are therefore invited to take advantage of this Scheme and come up with project proposals for consideration by this Ministry. The proposals should be worked out on the basis of the "*Guidelines on Providing Quality Counter/Customer Services*", which can be accessed on the website of this Ministry on <http://civilservice.govmu.org>.

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4. Proposals should be submitted to the Administrative Reforms Division of this Ministry as per pro-forma at *Annex* which can also be downloaded from this Ministry's website. The duly filled in Project Proposal Forms can be submitted by fax on 211 2734 or sent by mail at *mcsa-arur@govmu.org* and should reach this Ministry by *Friday 26 August 2016 at latest*.

5. It is worth pointing out that project proposals not satisfying the criteria set out in the Guidelines would not be considered for funding by this Ministry. Mrs J. Bhugoo or Miss V. Rama of this Ministry may be contacted on 405 5787 and 405 5788, respectively, for any additional information/clarification on the matter.



(P. Jhugroo)

Senior Chief Executive

**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 2016/2017

**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**

**Deputy Project Coordinator**

Name : \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Designation : \_\_\_\_\_

Phone : \_\_\_\_\_

Phone : \_\_\_\_\_

Fax : \_\_\_\_\_

Fax : \_\_\_\_\_

e-mail : \_\_\_\_\_

e-mail : \_\_\_\_\_

**4. Endorsement**

Name of Head of

Ministry/Department : \_\_\_\_\_ Signature: \_\_\_\_\_

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