



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

1 September 2006

Circular letter No. 34 of 2006
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

In line with the policy of 'Putting People First', a scheme was launched in December 2005 to upgrade the level of Counter/Customer Services provided by public organizations. Under this scheme, this Ministry has assisted a number of Ministries/Departments to impart quality and timely services to citizens and businesses through the provision of improved Counter/Customer Services.

2. In pursuance of this effort, 'Guidelines on Quality Counter/Customer Services' have been elaborated and a copy is herewith enclosed for your guidance.

3. We are pleased to announce that this Ministry will be funding new projects under this scheme during financial year 2006-2007. Ministries/Departments are hereby invited to take advantage of this scheme and to submit project proposals to the Administrative Reforms Division of this Ministry as per annexed pro-forma. Please note that the Project Proposal Form may also be downloaded from the website of this Ministry at <http://civilservice.gov.mu> and submitted by e-mail at the following addresses: mcsa-ar@mail.gov.mu or ahoolass@mail.gov.mu.

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4. Project Proposals should reach this Ministry by 12 October 2006 at latest. You may contact Mr. A.K. Hoolass, Principal Assistant Secretary, (Tel No. 2011434) or Mr D. Mungra, Higher Executive Officer (Tel No 2013557), for any additional information you may require.

5. I look forward for project proposals from your Ministry/Department under this scheme.


(P. Jugfou)
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 Title*(Give a name, which could be a short description, by which the project will be referred to)*

3. Project Description and Deliverables(a) What are the objectives aimed at? *(These should be specific, measurable and realistic.)*

(b) What are the benefits expected?


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

(d) Indicate the number of customers estimated to benefit from the project?

Monthly: _____ Yearly: _____

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4. 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 manage and be the Project Coordinator for implementation of the project and the officer who will assist him/her in this task.

Project Coordinator

To be assisted by:

Name: _____

Name: _____

Designation: _____

Designation: _____

Phone: _____

Phone: _____

Fax: _____

Fax: _____

e-mail: _____

e-mail: _____

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

| Items | Cost (Rs) |
|-------|-----------|
| | |
| | |
| | |
| | |
| | |
| | |

(d) Can the project be implemented on a phased basis?

If yes, please indicate in how many phases.

Yes No

(e) Is your organization prepared to meet part of the costs?

If yes, please specify the quantum: Rs _____

Yes No

5. Endorsement

Name of Head of Ministry/Department: _____

Signature: _____

Date: _____