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MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

MAURITIUS

19 January 2010

Ministry of Civil Service and Administrative Reforms

Circular letter No. 3 of 2010

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 for Financial Year 2010*

In line with the vision of Government of 'Putting People First', the *Improvement of Counter/Customer Services Scheme* was launched in December 2005 to upgrade the level of counter/customer services provided by Ministries/Departments and ensure an improved public service delivery. Over the past four years, around 50 projects have been implemented across the public service and have contributed in successfully modernizing the physical layout of counter services and putting in place an enhanced environment where the needs of the public are attended to more conveniently.

2. Given the positive impact of this Scheme on public service delivery, this Ministry will be funding new projects during financial year 2010. Ministries/Departments are accordingly invited to submit project proposals which would help upgrade their counter/customer services.

3. Project proposals should be well worked out so that counters and waiting areas are efficiently designed to accommodate customers in comfortable and easily accessible settings where they will be provided services in an orderly and fast manner. As such, Supervising Officers are encouraged to ensure that, wherever required, provision is also made for the review and streamlining of processes and procedures so that physical improvements are accompanied by necessary measures to result in timely and expedient services.

4. You are invited to consult the guidelines on 'Providing Quality Counter/Customer Services', which were circulated on 22 July 2008, for guidance on how to put in place and maintain quality counter/customer services. A copy is enclosed for your easy reference and same may be consulted online at <http://civilservice.gov.mu> by your officers.

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5. Project proposals should be submitted to the Administrative Reforms Division of this Ministry as per pro-forma at Annex which may also be downloaded from the website of this Ministry at <http://civilservice.gov.mu>. The duly filled in Project Proposal Form may be submitted by fax no. 2115047 or e-mail at mcsa-arua@mail.gov.mu and should reach this Ministry by Thursday 11 February 2010 at latest.

6. Should you need any assistance or additional information, Mr. A. K. Hoolass, Principal Assistant Secretary, and Ms Z. Auladin, Assistant Secretary of this Ministry, may be contacted on telephone numbers 2011434 and 2013452 respectively.

7. Improvement of services delivered by public organizations is a government priority and, as such, I appeal to you to seize this opportunity and come up with project proposals.



(S.K. Pather)
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 – Financial Year 2010

1.
**Applicant
Organization**

Ministry/Department : _____

Address : _____

2.
**Project
Description**

- (a) Project Title (By which name will the project be known?)

- (b) Give a short description of what needs to be put in place/innovated

- (c) Indicate the exact location where the project will be implemented.

- (d) What are the benefits expected?

- (e) What is the number of customers, on a monthly basis, that is expected to benefit from the project? (Please tick as appropriate)
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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 organization 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 : _____