



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

19 January 2012

Ministry of Civil Service and Administrative Reforms
Circular letter No.5 of 2012
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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 to submit Project Proposals for Financial Year 2012*

Government is pursuing the *Improvement of Counter/Customer Services Scheme*, which over the past six years has successfully contributed to upgrade public service delivery and see that quality and timely services are provided in an enhanced setting.

2. In view of the benefits derived from this Scheme and the positive impact on public service delivery, this Ministry will continue to fund projects during financial year 2012. Ministries/Departments are accordingly invited to submit project proposals which would help upgrade their counter/customer services.
3. Supervising Officers should ensure that well thought out project proposals that provide for streamlined processes and procedures, as well as for a comfortable area for customers to benefit from an improved service delivery are worked out.
4. For guidance on how to put in place and maintain quality counter/customer services, a copy of the guidelines on 'Providing Quality Counter/Customer Services' is enclosed. Same may also be consulted online at <http://civilservice.gov.mu>.
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 above website. The duly filled in Project Proposal Form may be submitted by fax on 211 5047 or e-mail at mcsa-arur@mail.gov.mu and should reach this Ministry by **29 February 2012 at latest**.

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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 201 1434 and 201 3452 respectively.

7. I invite you to avail of this scheme to improve the services delivered by your organization, particularly as the improvement of public service delivery is a government priority. I look forward to receiving your project proposals.



(S. Seebaluck)
Senior Chief Executive

Copy to: Secretary to Cabinet and Head of the Civil Service