

14 January 2011

Ministry of Civil Service and Administrative Reforms
Circular letter No. 5 of 2011
E/60/28/05/01

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 2011

Government is pursuing the *Improvement of Counter/Customer Services Scheme*, which over the past five years has successfully contributed to modernize the physical layout of counter services and enabled an improved public service delivery in an enhanced environment.

2. In view of the benefits devolving from this Scheme and the positive impact on public service delivery, this Ministry will be funding new projects during financial year 2011. Ministries/Departments are accordingly invited to submit project proposals which would help upgrade their counter/customer services.
3. Supervising Officers should ensure that project proposals are well worked out so that counters and waiting areas accommodate customers in comfortable and easily accessible settings. Processes and procedures should be streamlined so that customers are provided with quality and timely services.
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> by your officers.
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 *no. 211 5047* or e-mail at mcsa-arur@mail.gov.mu and should reach this Ministry by **Monday 21 February 2011 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. May I remind you that the improvement of services delivered by public organizations is a government priority. I would therefore, invite you to avail of this scheme and look forward to receive your project proposals.

(S. Seebaluck)
Senior Chief Executive

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