



Republic of Mauritius

Ministry of Local Government

CUSTOMER CHARTER

Head Office
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1. ABOUT THE MINISTRY

The Ministry of Local Government is responsible for local government matters in Mauritius. Its main functions include overseeing the local authorities and formulating appropriate policies and legislative framework to ensure that local authorities operate smoothly. The Ministry of Local Government also has under its aegis the Mauritius Fire and Rescue Service which aims at making Mauritius a safe place by minimizing the risks of loss of life, property and environmental damage through enforcement of fire legislations, education and rescue services.

2. Our Vision

Our vision is to:

- (i) foster a vibrant local democracy; to promote effective, transparent and proactive delivery of services by Local Authorities and to bridge the development divide between rural and urban areas; and
- (ii) make the Republic of Mauritius a safe place to live in, work and visit anytime and anywhere free from the threats of fire and other emergencies.

Our Mission

- To ensure that Local Authorities adhere to the principles of good governance.
- To empower and provide appropriate support to Local Authorities so as to enable them to manage the affairs of the local communities effectively and efficiently.
- To engage all stakeholders in local community affairs.
- To protect and reduce losses of life and property and prevent damage to the environment due to fire and other threats.

3. Charter Coverage

This Charter gives an overview of the services and activities of the different units of the Ministry.

4. Charter Objectives

Under this Charter, we -

- (a) give you a brief description of our various units, services and activities;

- (b) inform you about how and where to get access to our services;
- (c) set standards and targets for our services; and
- (d) inform you about our complaints and feedback mechanism.

5. Our Services/Activities

Strategies/Policies

- We provide the legal framework to empower the Local Authorities to deliver their services efficiently and effectively.
- We make such regulations for the smooth implementation of the Local Government Act.
- We provide general policy guidance to Local Authorities in respect of Local Government matters and other central Government objectives.

Clearances/Approval

- We process requests and issue clearances/authorization/advice to Local Authorities in respect of finance and establishment matters.
- We attend to queries and complaints from the public and other stakeholders in respect of local government matters.
- We process requests for approval of the Minister in line with the provisions of the Local Government Act.

Field Services Unit

We execute minor upgrading works across the island, including landscaping, provision of amenities in public places, etc.

Fire Services

The Mauritius Fire and Rescue Service is a Department of the Ministry, which has, as main functions:

- (i) the protection of life and property against destruction by fire;
- (ii) the provision of adequate support in rescue operations during natural calamities and major accidents;
- (iii) the issue of Fire Certificates and clearances; and

- (iv) the organization of education, information and awareness programmes to the public on fire safety and rescue operations.

6. PROCEDURES FOR OBTENTION OF LICENCES/AUTHORIZATION/REGISTRATION/GUIDANCE

Waste Carrier's Licence

- No vehicle is authorised to transport waste unless it holds a valid licence under the Local Government (Dumping and Waste Carriers) Regulations 2003.
- Application for a Waste Carrier's Licence may be made on downloadable prescribed form WC 1 from the website of the Ministry (<http://www.localgovernment.govmu.org>) or may be obtained at the Waste Carrier's Licencing Unit, JICA Building, Mgr Gonin Street, Port Louis. Telephone No. (230) 208 8803.

Documents to be produced:

- (i) Evidence of registration of the vehicle.
- (ii) Evidence of fitness of the Vehicle.
- (iii) NTA Public Carrier's (A) Licence or Private Carrier's (B) Licence
- (iv) Fees payable: Rs 1,000 yearly
Rs 100 for one day

Our Commitment

Waste Carrier's Licences are delivered by the Enforcement Unit of the Ministry, after examination of vehicles by Enforcement Officers of the Ministry on either Mondays or Thursdays, upon appointment.

We will ensure that a Licence is delivered within 15 days from the date of application, subject to all required documents being submitted.

7. Complaints/Feedback Mechanism

- We will receive all your complaints and suggestions whether orally or in writing and acknowledge them.

- We will attend to all requests/complaints by the general public/local authorities/employees within a week or earlier, depending on the nature/urgency of the request/complaint.
- In dealing with any request/complaint from you, we will do our best to:
 - (i) answer your call within three rings;
 - (ii) be courteous;
 - (iii) provide you with correct information; and
 - (iv) acknowledge your letter within a week of receipt thereof.

8. Administrative Support Services

[A] Registry

- All correspondence received at the Registry will be filed and submitted to Schedule Officers within a maximum of two days.

[B] Finance

- Bills/Claims for services rendered to the Ministry will be transmitted to the Accountant-General's Department for payment within two days, provided all relevant receipts/invoices are submitted.

[C] Human Resources

- All human resource matters relating to officers of the Ministry, i.e. application for leave, passage benefits, advance for motor vehicles, release, etc. will be processed and approved within one week, except for cases where other Ministries/Departments have to be consulted.

- Officers of Local Authorities are accountable to their Chief Executives. Only requests for duty-free facilities, auto/motor vehicle loans, leave without pay, study leave without pay are processed at the level of the Unified Local Government Service Board.

[D] Unified Local Government Service Board

- The Unified Local Government Service Board has been set up in line with the provisions of the Local Government Act 2011. It is chaired by the Permanent Secretary of the Ministry of Local Government.

- The Unified Local Government Service Board is empowered to –
 - (a) approve the establishment of any office of emolument in the service of a local authority;

- (b) change the posting of an officer, except an officer from the workmen's group, from one local authority to another;
- (c) redeploy officers;
- (d) issue guidance on general human resource matters;
- (e) approve loans to eligible local government officers;
- (f) determine applications for leave without pay made by officers;
- (g) decide whether a temporary vacancy, arising from officers being on leave without pay or on extended leave, shall be filled and recruit, on a contract basis, any such temporary replacements; and
- (h) establish training policy for officers and ensure that appropriate security bonds are entered into by officers who are sponsored to follow courses.

For any further information, you may please contact us on the following:

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FIELD SERVICES UNIT

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Website of the Ministry: <http://www.localgovernment.govmu.org>

Useful Links

MAURITIUS FIRE AND RESCUE SERVICES

Address: 14, Deschartes St, Port Louis

Website: <http://www.mfrs.govmu.org>

LOCAL AUTHORITIES PORTAL

Website: <https://la.govmu.org/>

MUNICIPAL COUNCIL OF PORT LOUIS

Address: Jules Koenig St, Port Louis

Website: <http://www.mpl.intnet.mu>

MUNICIPAL COUNCIL OF BEAU BASSIN/ ROSE HILL

Address: Town Hall Royal Road, Rose Hill

Website: <http://www.bbrh.org>

MUNICIPAL COUNCIL OF QUATRE BORNES

Address: St. Jean Road, Quatre Bornes

Website: <http://www.qb.mu>

MUNICIPAL COUNCIL OF VACOAS/ PHOENIX

Address: St. Paul Ave, Vacoas

Website: <http://www.vacoasphoenix.org>

MUNICIPAL COUNCIL OF CUREPIPE

Address: Rue Chateauneuf, Curepipe

Website: <http://www.municipal-curepipe.org>

DISTRICT COUNCIL OF PAMPLEMOUSSES

Address: Near CAB office, Morrison Road, Pamplemousses

Website: <http://www.dcp.mu>

DISTRICT COUNCIL OF RIVIERE DU REMPART

Address: Royal Road, Mapou

Website: <http://www.dcrempart.mu>

DISTRICT COUNCIL OF MOKA

Address: Royal Road, Quartier Militaire

Website: <http://www.mokadc.mu>

DISTRICT COUNCIL OF FLACQ

Address: Plaine de Gersigny, Central Flacq

Website: <http://www.flacqdc.mu>

DISTRICT COUNCIL OF GRAND PORT

Address: Royal Road, Rose Belle

Website: <http://www.dcgcp.mu>

DISTRICT COUNCIL OF SAVANNE

Address: Lady Barkly St., Souillac

Website: <http://www.dcsavanne.mu>

DISTRICT COUNCIL OF BLACK RIVER

Address: Geoffroy Road, Bambous

Website: <http://www.brdc.mu>

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