



**Republic of Mauritius**

**Ministry of Local Government & Outer Islands**

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# **CUSTOMER CHARTER**

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## **1. ABOUT THE MINISTRY**

The Ministry of Local Government & Outer Islands 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 & Outer Islands 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, as well as the Outer Islands Development Corporation, which is responsible for the development of the outer islands.

## **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;
- (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; and
- (iii) Protect the ecosystem of the Outer Islands of Mauritius and improve the living conditions of inhabitants of Agalega by providing basic infrastructure and social facilities to meet their ends.

## **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.
- To promote social, environment and human development in the Outer Islands.

### **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.

### ***Outer Islands Development Corporation (OIDC)***

The OIDC is a parastatal body responsible for the management and development of the Outer Islands (all the islands comprised in the State of Mauritius other than the Island of Mauritius and Rodrigues). The main functions of the Corporation are:-

- (i) to contribute to the National Interest and Integrity through its presence and the projection of its work to the most remote islands; and
- (ii) to develop activities which may lead to a more economic exploitation of the Outer Islands.

## **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://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 and Outer Islands.

- 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:

**CENTRAL ADMINISTRATION-LOCAL GOVERNMENT DIVISION**

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**LOCAL AUTHORITIES GOVERNANCE UNIT (LAGU)**

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**LAND USE AND PLANNING**

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**HUMAN RESOURCE SECTION**

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## **FINANCE SECTION**

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Manager Financial Operations

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## **PROCUREMENT AND SUPPLY SECTION**

### **Mr Madan BOOLKAH**

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## **ACCOMODATION**

### **Mr Sooriadev RAMPHALL**

Office Management Executive

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## **CONFIDENTIAL REGISTRY**

### **Mrs Hemmowtee CHUMMUN**

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## **WASTE CARRIER'S LICENSING UNIT**

### **Mr. Michael Jean Claude MARIE**

Principal Technical Enforcement Officer

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### **Mr. Gangapersad GOOLY**

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## **COMPLAINTS UNIT and TRANSPORT UNIT**

**Mr. Anil Kumar PARAYAG** (Complaints Unit)

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**Mrs Ansuya SOOKHUN** (Complaints Unit)

Office Management Assistant

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Management Support Officer

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## **FIELD SERVICES UNIT**

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Acting Chief Inspector

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

## **Useful Links**

### **MAURITIUS FIRE AND RESCUE SERVICES**

**Address:** 14, Deschartes St, Port Louis

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

### **OUTER ISLANDS DEVELOPMENT CORPORATION**

**Address:** Edith Cavell Street, Port Louis

**Website:** <http://oidc.govmu.org>

### **LOCAL AUTHORITIES PORTAL**

**Website:** <http://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 Chateaufort, 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.dcgp.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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