



Republic of Mauritius

Ministry of Local Government and Disaster Risk Management

CUSTOMER CHARTER

Head Office
Levels 3 & 10
Emmanuel Anquetil Building
Port Louis
Mauritius
Tel. No.: (230) 213 3236
Fax No. : (230) 211 7506
E-mail Address : mlg@govmu.org Website:
<http://localgovernment.govmu.org>

1. ABOUT THE MINISTRY

The Ministry of Local Government and Disaster Risk Management is responsible for local government and disaster risk management 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, as well as effective coordination and monitoring of disaster risk reduction and management activities.

The Ministry of Local Government and Disaster Risk Management also has under its aegis two other service providing entities, namely the Mauritius Fire and Rescue Service (MFRS) and the Mauritius Meteorological Services (MMS). The MFRS 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, while the MMS aims at providing timely and accurate weather and climate services, including early warning for natural hazards.

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) maintain a high level of cleanliness, hygiene and embellishment of environment in public places;
- (iii) strengthen the resilience of Mauritius so as to substantially reduce and prevent disaster risks and losses in lives, livelihoods and assets of people, communities and businesses;
- (iv) 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 calamities/emergencies; and
- (iv) establish a weather resilient and climate-smart nation.

3. Our Mission

Our Mission is to:

- ensure that Local Authorities adhere to the principles of good governance;
- empower and provide appropriate support to Local Authorities so as to enable them to manage the affairs of the local communities effectively and efficiently;
- engage all stakeholders in local community affairs;

- establish the necessary framework for holistic disaster management, including risk assessment, disaster risk reduction, early warning and emergency alerts, to preparedness, response, relief, recovery and rehabilitation;
- put in place modern and reliable early warning and emergency alerts early warning and emergency alerts to forewarn the population and first responders as well as emergency management agencies of imminent threats and to advise on appropriate precautionary and preparedness measures to be taken;
- reinforce preparedness at all level of the society through increased understanding to deal with identified risks of natural and potential man-made disasters;
- develop emergency response plans and schemes, and ensure their execution by relevant first responders and emergency management agencies on the ground;
- protect and reduce losses of life and property and prevent damage to the environment due to fire and other threats; and
- provide accurate and timely weather and climate services and early warnings for natural hazards for enhanced socio-economic development of the Republic of Mauritius.

4. Charter Coverage

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

5. 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.

6. 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.

The National Disaster Risk Reduction and Management Centre

The National Disaster Risk Reduction and Management Centre (NDRRMC) acts as the main coordinating body of the Ministry for the planning, organising, coordinating and monitoring of disaster risk reduction and management activities at all levels. The NDRRMC operates under the supervision of the National Disaster Risk Reduction and Management Council:

The key functions of the NDRRMC include, amongst others:

- (i) to act as the primary coordinating agency for national disaster management activities in the Republic of Mauritius;
- (ii) to take a pro-active all-hazard, multi-agency approach to risk management that emphasizes building capacity at all levels, that is the individual, the community, the Local Authorities, and key institutions;
- (iii) to coordinates with all stakeholders to ensure that risk reduction and preparedness planning is included at the required levels, namely at national, municipal and district councils, private sector and communities' levels;
- (iv) it convenes the National Crisis Committee under the chair of the Minister of Local Government and Disaster Risk Management in crisis situation;
- (v) to ensure timely response to emergency situations through the activation of the National Emergency Operations Command (NEOC), for the monitoring and coordination of ground operations by First

Responders;

- (vi) To build capacity of vulnerable communities to be ready for disasters through the Community Disaster Response Programme (CDRP) whereby participants are initiated to basic rescue techniques;
- (vii) to assist Local Authorities in the preparation of Contingency Plans for vulnerable areas; and
- (viii) to sensitise people in vulnerable areas on Disaster Risk Reduction through Training Programmes, Lectures and Workshops.

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.

Mauritius Meteorological Services

The Mauritius Meteorological Services is a department of the Ministry and is the sole authority mandated to provide weather and climate services for the Republic of Mauritius, as well as early warning for natural hazards so as to reduce the loss of life and damage to property.

The main functions of the Mauritius Meteorological Services are, *inter alia*, to:

- (i) provide daily and seasonal weather forecasts and climate services;
- (ii) provide advisories and warnings for extreme weather events and tsunamis;

- (iii) provide advisories and warnings to ensure the protection and safety of maritime navigation within and aeronautical navigation within the jurisdiction of Mauritius;
- (iv) provide customised weather forecasts for weather-sensitive socio economic sectors;
- (v) make, collect and exchange meteorological and other related observations in accordance with the procedures and the standards of the World Meteorological Organisation;
- (vi) record, process and archive meteorological and other related observations for climatological, environmental, research, socio-economic and other purposes;
- (vii) monitor the state of the atmosphere and of the ocean on a local, regional and global scale;
- (viii) keep the National Disaster Risk Reduction and Management Centre and the National Emergency Operation Command informed of the evolution of weather and climate, including extreme weather; and
- (ix) prepare, disseminate and supply meteorological data, information, products and advice.

The MMS strives to provide services complying with customer, statutory and regulatory requirements, including World Meteorological and International Civil Aviation Organisation, and to continually improve the effectiveness of the Quality Management System so as to ensure its continuing suitability for meeting the need and aspiration of its customers.

PROCEDURES FOR OBTENTION OF LICENCES / AUTHORIZATION/ REGISTRATION / GUIDANCE

Waste Carrier's Licence

- No vehicle is authorised to transport municipal solid 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 Licensing Unit, JICA Building, Mgr Gonin Street, Port Louis. Telephone No. (230) 208 8803.

Documents to be produced:

- a. Evidence of registration of the vehicle;
- b. Evidence of fitness of the Vehicle;
- c. NLTA Public Carrier's (A) Licence or Private Carrier's (B) Licence; and
- d. Fees payable: Rs 1,000 yearly or 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 and subject to suitability of the vehicle.

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 Senior Chief Executive of the Ministry of Local Government and Disaster Risk Management.

- 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

Mrs Devi Chand Anandi Rye SEEWOORUTHUN

Senior Chief Executive

Phone: +(230) 213 3236

Fax: +(230) 211 7506

E-Mail: dseewooruthun@govmu.org

Mr Jayraj HAUROO

Deputy Permanent Secretary

Phone: +(230) 201 3008

Fax: +(230) 201 1660

E-Mail: jhauroo@govmu.org

Mr Asish Kumar JHOERREEA

Deputy Permanent

Secretary Phone: +(230)

201 1216

Fax: +(230) 208 9729

E-Mail: ajhoerreea@govmu.org

Mr Ajay TEELUCKDHARRY

Assistant Permanent

Secretary Phone: +(230) 211

7812

Fax: +(230) 201 3940

E-Mail: ateeluckdharry@govmu.org

Mr Toolsy GARBARRUN

Assistant Permanent Secretary

Phone: +(230) 214 3696

Fax: +(230) 208 9729

E-Mail: tgarbarrun@govmu.org

Miss Kanishka GOPAL

Assistant Permanent Secretary

Phone: +(230) 201 1216

Fax: +(230) 208 9729

E-Mail: kgopal@govmu.org

Mr Dhirish Krishna RAGHOO

Assistant Permanent Secretary

Phone: +(230) 201 1109

Fax: +(230) 208 9729

E-Mail: draghoo@govmu.org

LOCAL AUTHORITIES GOVERNANCE UNIT (LAGU)

Ms K Sewbundhun

Analyst

Phone: +(230) 201 1217

Fax: +(230) 208 9729

E-mail : ksewbundhun@govmu.org

LAND USE AND PLANNING

Mr. Rajeshwar PHUL

Land Use & Planning Executive

Phone: +(230) 201 3388

Fax: +(230) 208 9729

E-Mail : rphul@govmu.org

HUMAN RESOURCE SECTION

Mrs Rajcoomaree RAMNARAIN

Manager, Human Resources

Phone: +(230) 201 2221

Fax: +(230) 201 3433

E-Mail: rramnarain@govmu.org

FINANCE SECTION

Mr Gunessan KULLEAN

Manager Financial Operations

Phone: +(230) 201 2300

Fax: +(230) 213 2244

E-Mail: gkullean@govmu.org

PROCUREMENT AND SUPPLY SECTION

Mr Chundun Coomar KALLEE

Manager, Procurement and Supply

Phone: +(230) 201 1278

Fax: +(230) 211 7734

E-Mail: ckallee@govmu.org

ACCOMODATION

Mrs Devi TIRVENGADUM

Office Management Executive

Phone: +(230) 201 3925

Fax: +(230) 201 9729

E-Mail: detirvengadum@govmu.org

CONFIDENTIAL REGISTRY

Mrs Hemmowtee CHUMMUN

Office Supervisor

Phone: +(230) 201 2567

Fax: +(230) 208 9729

OPEN REGISTRY

Mrs B. NUNKOO

Ag Office Supervisor

Phone: +(230) 201 2155

Fax: +(230) 208 9729

E-Mail: mlg@govmu.org

WASTE CARRIER'S LICENSING UNIT

Mr. Jeetendranath JOKHOO

Principal Technical Enforcement Officer

Phone: +(230) 213 0988

Fax: +(230) 208 8804

E-Mail: jjokhoo@govmu.org

Mr. Dinesh CYPARDASE

Technical Enforcement Officer

Phone: +(230) 213 0988

Fax: +(230) 208 8804

COMPLAINTS UNIT and TRANSPORT UNIT

Mr. Anil Kumar PARAYAG (Complaints Unit and Transport Unit)

Office Management Executive

Phone: +(230) 201 3164

Fax: +(230) 208 9729

E-Mail: aprayag@govmu.org

Miss Archana GUNGARAM (Complaints Unit)

Management Support Officer

Phone: +(230) 213 0064

Fax: +(230) 208 9729

Email: mlgcomplaints@govmu.org

Mr. Pradeep Kumar KALLYCHURN (Transport Unit)

Management Support Officer

Phone: +(230) 201 2459

Fax: +(230) 208 9729

FIELD SERVICES UNIT

Mr Prem Dipak Kumar SOOKUN

Acting Chief Inspector

Phone: +(230) 212 2331

Fax: +(230) 208 6539

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

Useful Links/ Contacts

NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT CENTRE

Address: 6th Floor, Citadelle Mall,
Corner Louis Pasteur and Sir Virgil Naz Streets
Port Louis, Mauritius
Phone: +(230) 207 3900
Fax: +(230) 207 3927

WASTE CARRIER'S LICENSING UNIT

Address: Mgr Gonin Street, Port Louis
Phone: +(230) 208 8803
Fax: +(230) 208 8804

MAURITIUS FIRE AND RESCUE SERVICE

Address: Atalian Tower, 57 Labourdonnais St, Port Louis
Website: <https://www.mfrs.govmu.org>
Phone: (+230) 212 0214 **and** (+230) 212 0215
Fax: (+230) 208 3875

MAURITIUS METEOROLOGICAL SERVICES

Address: St Paul Road, Vacoas
Phone: +(230) 686 1031 or +(230) 686 1032
Fax : (+230) 686 1033
E- Mail: meteo@intnet.mu
Website: <http://metservice.intnet.mu/>

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>
Phone: (+230) 406 6600 **Fax:** (+230) 213 6746

MUNICIPAL COUNCIL OF BEAU BASSIN/ ROSE HILL

Address: Town Hall Royal Road, Rose Hill
Website: <http://www.bbrh.org>
Phone: (+230) 413 7600 **Fax:** (+230) 454 9509

MUNICIPAL COUNCIL OF QUATRE BORNES

Address: St. Jean Road, Quatre Bornes

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

Phone: (+230) 454 8054 **Fax:** (+230) 454 6209

MUNICIPAL COUNCIL OF VACOAS/ PHOENIX

Address: St. Paul Ave, Vacoas

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

Phone: (+230) 697 6780 **Fax:** (+230) 696 4668

MUNICIPAL COUNCIL OF CUREPIPE

Address: Rue Chateauneuf, Curepipe

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

Phone: (+230) 660 9776 **Fax:** (+230) 676 5054

DISTRICT COUNCIL OF PAMPLEMOUSSES

Address: Near CAB office, Morrison Road, Pamplemousses

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

Phone: (+230) 243 8300 **Fax:** (+230) 243 1452

DISTRICT COUNCIL OF RIVIERE DU REMPART

Address: Royal Road, Mapou

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

Phone: (+230) 266 2095 **Fax:** (+230) 266 1405

DISTRICT COUNCIL OF MOKA

Address: Royal Road, Quartier Militaire

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

Phone: (+230) 435 5531 **Fax:** (+230) 435 5685

DISTRICT COUNCIL OF FLACQ

Address: Plaine de Gersigny, Central Flacq

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

Phone: (+230) 413 2600 **Fax:** (+230) 413 3055

DISTRICT COUNCIL OF GRAND PORT

Address: Royal Road, Rose Belle

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

Phone: (+230) 627 5588 **Fax:** (+230) 627 4640

DISTRICT COUNCIL OF SAVANNE

Address: Lady Barkly St., Souillac

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

Phone: (+230) 603 7930 **Fax:** (+230) 625 5750

DISTRICT COUNCIL OF BLACK RIVER

Address: Geoffroy Road, Bambous

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

Phone: (+230) 401 3100 **Fax:** (+230) 452 0828

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