Prime Minister’s Office (External Communications Division)

Customer Charter
FOREWORD

In this Charter, we set our standards, the core values and the levels of services which our customers expect to receive. Serving our customers, with the dedication and professionalism of our personnel, is our priority.

CONCEPT

The concept of this Customer Charter is to provide a framework for defining service delivery standards for more efficiency and integrity for all the services provided by the External Communications Division of the Prime Minister’s Office. It spells out its vision, mission, core values and objectives and provides access to consistent, accurate and relevant services and information.
CHARTER COVERAGE

This Charter covers all the activities carried out by this Division and includes a brief overview of all the services provided by the different organisations falling under its purview namely:

Department of Civil Aviation;
Airports of Mauritius Co. Ltd;
Airport Terminal Operations Ltd;
Mauritius Ports Authority; and
Cargo Handling Corporation Ltd.

VISION

To be the centre of excellence and a leading organization for port and aviation matters.
MISSION

- To respond effectively and professionally to the growing needs and aspirations of our customers, in particular, the stakeholders of the port and air transportation industry in terms of enhanced safety and security.

- Establishment of a solid regulatory framework.

- Provision of quality services that meet international standards.

OUR PLEDGE

- To recognize the role of the Port and Airport as important pillars of our socio-economic development.

- To provide value-added and quality services to the Port and Aviation communities.
OUR CORE VALUES

- To be guided by the highest standards of professional ethics.
- To be result-oriented and committed to provide quality services in an effective manner.

ROLES AND FUNCTIONS OF THE DIVISION

- This Division oversees Department/ Organisations operating under its aegis in the Aviation and Port sectors.
- This Office defines and formulates national policies and programmes for the effective functioning and operation of the Aviation and Port Sectors.
OUR PEOPLE

The most valuable asset.

The External Communications Division is under the Supervision of the Permanent Secretary supported by a team of twenty-three administrative staff who work in a conducive working environment to deliver quality service to stakeholders.

The Organisation Structure is as hereunder:

- Administration;
- Human Resources Unit;
- Finance Unit;
- Procurement and Supply Unit;
- Registry; and
- Logistic Support and Office facilities.
AVIATION SECTOR
This Office has the responsibility to:

- Advise the Government on the policy and regulatory framework for the Airport and the aviation industry at national, regional and international levels. We are committed to cater for the needs and legitimate expectations of our customers while complying with set processes, procedures, standards, rules and regulations.

- Facilitate and provide guidance to the Department of Civil Aviation in the delivery of air transport and related services.

- Facilitate flight operations in Mauritius for scheduled flights, new flights, charter flights, private and special flights.

- Ensure that the Airport, being entry and exit points, are tightly secured while at the same time ensure smooth operations.
The Port of Port Louis being strategically located between Asia, Africa and the Middle East has great potential of transformation into a Mauritian hub catering for needs of shipping companies in terms of transshipment, bunkering and cruise tourism. In this respect, this Division ensures that land management in the Port area is according to the Port Master Plan.

The main tasks and responsibilities can be summarized as follows:

- To ensure that the Port makes good progress in its transition to becoming a regional maritime hub.

- To formulate and plan port policies for port promotion and development of maritime infrastructure.

- To oversee all matters pertaining to port development.

- To ensure adherence to International Conventions related to maritime issues and port.
ORGANISATIONS OPERATING UNDER THE AEGIS OF THIS OFFICE

Δ Aviation Sector

: Department of Civil Aviation (DCA); and

: Airports of Mauritius Co. Ltd. (AML)

The AML Group has four subsidiaries, namely:

- The Mauritius Duty Free Paradise Co. Ltd., a company engaged in the duty free travel retail market;

- Airport Logistics Ltd. (which is in the process of winding up);

- Airport Terminal Operations Ltd. (ATOL) which is responsible, under a management contract, for operating the Passenger Terminal at the Sir Seewoosagur Ramgoolam International Airport (SSRIA) and;

- Airport of Rodrigues Ltd. (ARL) which is the Licensed Aerodrome Operator for Plaine Corail Airport in Rodrigues.

Δ Port Sector

: Mauritius Ports Authority (MPA)

: Cargo Handling Corporation Limited (CHCL)
The Department of Civil Aviation (DCA) plays a leading role in the development of the aviation industry in Mauritius. The DCA regulates the civil aviation activities in Mauritius and provides air navigation services within the Mauritian Flight Information Region in line with the International Standards and Recommended Practices (SARPs) of the International Convention to Civil Aviation and the Civil Aviation Act and Regulations.
Mission

- Promote the development of safe, secure, timely and efficient civil aviation operations;

- Regulate and promote civil aviation activities in Mauritius;

- Provide safe and efficient air navigation within the territory of the Republic of Mauritius and within the assistance under its responsibility;

- Serve the interests of the Mauritian community at large.
Vision

To be recognized as the best regulator of Civil Aviation and the best provider of air navigation services in the region.

Pledge

- Partnerships with aviation stakeholders;
- Highly trained, competent and empowered staff;
- Compliance with International Civil Aviation Industry standards and practices;
- High level of customer service, responsive to the industry and to the public;
- Documented policies and procedures; and
- State-of-the-art technology.
MANAGEMENT

The DCA is headed by the Director of Civil Aviation, Mr. Iswarduth Pokhun, who is responsible for safety and security oversight of Civil Aviation in Mauritius and provision of Air Navigation Services in the Mauritian Flight Information Region.

Contact Details

The Director of Civil Aviation
Sir Seewoosagur Ramgoolam International Airport
Plaisance
Plaine Magnien
Republic of Mauritius

: (230) 603 2000
: (230) 637 3164
: civil-aviation@govmu.org
: http://civil-aviation.govmu.org
AIRPORTS OF MAURITIUS CO. LTD. (AML)

Airports of Mauritius Co. Ltd. (AML), a public company incorporated on 29 May 1998, started operations on 01 April 1999. It is the licensed aerodrome operator of Sir Seewoosagur Ramgoolam International Airport (SSRIA) and has the Government of Mauritius as principal shareholder.

AML provides a unique business, environment friendly, safe and efficient airport facility, continually enriched by innovative services to ensure pleasant passenger experience, whilst striving to meet stakeholders’ expectations and contributing to the national economy, by managing resources with professionalism and integrity. AML’s vision is to make SSRIA a SMART Airport.

AML is committed to deliver world class airport services while being at the forefront of the continuous modernisation and sustained development of the airport infrastructure to meet challenges ahead.
Conscious of the key role played by such a vital infrastructure, AML has embarked its partners on a Journey to Excellence, a holistic service quality improvement programme, a commitment which has translated in SSRIA progressing through the global and regional airport rankings in terms of service quality.

MANAGEMENT

AML is managed by Mr. Anoop Kumar Nilamber, Chief Executive Officer, and administered and controlled by Mr. Ken Arian, Chairman.

Contact Details

The Chief Executive Officer
Airports of Mauritius Co. Ltd.
AML Corporate Office
Sir Seewoosagur Ramgoolam International Airport
Plaine Magnien, 51520
Republic of Mauritius

: (230) 603 6000
: (230) 637 5306
: airportinfo@aml.aero
: http://aml.mru.aero
Airport Terminal Operations LTD. (ATOL) is a private company, incorporated under the laws of the Republic of Mauritius. Airports of Mauritius Co. Ltd. (AML) is the owner and operator of Sir Seewoosagur Ramgoolam International Airport. The Government of Mauritius is the major shareholder of AML.
Airport Terminal Operations Ltd. (ATOL) is a Mauritian company incorporated on 24 July 2008 and is responsible for:

- the management and operation of the new passenger terminal at SSRIA which has a capacity of 4 million passengers per year; and

- all matters related to passenger facilitation services and the terminal building.

Its shareholders are the State of Mauritius via AML and Aéroport de Paris International S.A., a fully owned group of Aéroport de Paris (ADP), now, Paris Airport.

The Company manages the new Passenger Terminal at SSRIA and is responsible for its operations and maintenance. The success story of ATOL allowed financing, designing and operating the SSRIA new Passenger Terminal in a sustainable way with increased traffic growth.
ATOL is managed by Mr. Joël Genty, Chief Executive Officer and administered and controlled by Mr. Ken Arian, Chairman.

Contact Details

The Chief Executive Officer
Airport Terminal Operations Ltd.
New Airport Terminal
Sir Seewoosagur Ramgoolam International Airport
Plaine Magnien
Republic of Mauritius

: (230) 603 8000/603 8204
: (230) 637 8203
: info@atol.aero
: https://mauritius.airport.aero
Formerly known as the Mauritius Marine Authority (MMA), the Mauritius Ports Authority (MPA) is the sole national port authority set up under the Ports Act 1998, to regulate and control the port sector in Mauritius and Rodrigues.
As the principal gateway of the country, Port Louis Harbour plays a vital role in the national economy by handling about 99% of the total volume of the external trade.

Over the past decades, the Port has been transformed into an economic nerve centre, with modern port equipment, a dynamic Freeport, extensive port-based facilities together with an impressive waterfront and dedicated cruise facility.

The administration and control of MPA are vested in a Board of Directors.

The MPA is managed by a Director-General, who is responsible for the execution and implementation of the policy of the Board and implementation of its regulatory and control functions, as well as for the control and management of the day-to-day business of the Authority. The Director-General is assisted in the above functions by two Deputy Directors-General.
Functions and Duties

MPA’s functions and duties as a landlord port are to:

- Provide and improve port infrastructure, superstructure, heavy equipment and related facilities;

- Provide marine services and navigational aids, and assist in sea rescue;

- Regulate and control:
  
  - shipping, navigation, dredging and other related matters in ports;
  
  - the entry of vessels in ports, their stay, movements or operations in, and departure from ports, the loading, unloading and storage of cargo/containers and the landing and embarkation of passengers; and
  
  - pollution and protection of the environment within ports, and the enhancement of safety and security.

- Provide for the welfare of employees, and of persons working or living on a vessel in the Port;

- Enter into concession contracts for the provision of port and cargo handling services by qualified and licensed operators under such general terms and conditions as the Authority may determine;
Promote the use, improvement and development of ports;

Exercise licensing, regulating and controlling functions in respect of port and marine services not provided by the Authority;

Implement Government port policies and keep them under review, and advise Government on all matters concerning the port sector, its facilities, services and related issues; and

Regulate and control the development within ports in accordance with approved port master plans, and to be the responsible authority for land use control in the port area with the power to lease land under such terms and conditions as the Authority may determine.
MANAGEMENT

The Mauritius Ports Authority is managed by Mr. Shekur Suntah, Director-General and administered and controlled by Mr. Ramalingum Maistry, Chairman.

Contact Details

The Director General
Mauritius Ports Authority
H. Ramnarain Building
Mer Rouge
Port Louis
Republic of Mauritius

: (230) 206 5400
: (230) 240 0856
: info@mauport.com
: http://www.mauport.com
The Cargo Handling Corporation Limited (CHCL) is a state-owned private company incorporated in October 1983 to take over the activities of four private stevedoring companies. The CHCL is the sole operator for container handling activities at Port Louis. It also handles general and bulk cargoes excluding products through pipelines.

Under a Concession Contract with the Mauritius Ports Authority, CHCL has the responsibility to load, unload, receive and deliver cargoes in the most efficient way.
In addition to the provision of the said conventional services, the CHCL offers a number of value added services amongst which are transshipment of containers destined for other ports of call, providing ancillary services viz. reefer monitoring, storage and transfer of containers, leasing of equipment and management of an Empty Container to name a few.

CHCL is fully compliant with International Ship and Port Facility Security (ISPS) code and as such cargoes loaded at Port Louis have no difficulty in entering American and European Ports.

CHCL has a staff of trained and experienced people for provision of a quality service. To keep pace with ongoing development of container vessels, CHCL is equipped with seven cranes out of which there are two state-of-the-art cranes capable of serving container vessels of latest configurations. The Mauritius Container Terminal (MCT) quay has been extended from 560 metres to 800 metres, thus enabling CHCL to service two mega container vessels at one time.
The CHCL has as mission to offer reliable, quality and competitively priced services to support the economic growth of Mauritius and to be the Port of choice for the region.

**MANAGEMENT**

The CHCL is managed by Mr. Ram Prakash Nowbuth, Managing Director, and administered and controlled by Mr. Presley Paul, Chairman.

Contact Details

The Managing Director  
Cargo Handling Corporation Limited  
Mer Rouge  
Port Louis  
Republic of Mauritius

: (230) 206 1700/ 206 1724  
: (230) 240 2237 / 242 5848  
: registry@chcltd.intnet.mu  
: http://www.chcl.mu
SERVICE DELIVERY STANDARDS

• Feedback and suggestions from our valued customers to improve service delivery are most welcome.

Contact Details of the External Communications Division

The Permanent Secretary
Prime Minister’s Office (External Communications Division)
Level 1, Newton Tower
Sir William Newton Street
Port Louis
11328

📞 : (230) 213 9482/ 201 2410
📞 : (230) 211 7708
📧 : mexc@govmu.org
🌐 : http://www.externalcom.govmu.org
CONCLUDING REMARKS

The External Communications Division, conscious of the dynamic environment in which it operates and the collaboration of a dedicated staff and stakeholders, is confident of meeting the new challenges lying ahead.

LEGAL DISCLAIMER NOTICE

The statements of commitments in this Charter do not confer any legal rights contractual or otherwise. This Charter is published for information purposes only.
Customer Charter

2019