



PRIME MINISTER'S OFFICE
(EXTERNAL COMMUNICATIONS DIVISION)

CUSTOMER CHARTER

INTRODUCTION

This Charter sets our commitment to provide customer-oriented services to the satisfaction of our internal and external clients.

VISION

Transforming Mauritius into a centre of excellence and competitive hub in the region for the provision of the state-of-the-art and efficient port operations as well as safe and secure civil aviation services that foster economic growth.

MISSION

The mission of this Office is:

- To respond effectively and professionally to the growing needs and aspirations of the stakeholders of the port and air transportation industries;
- To transform the Port Louis Harbour into a leading hub in the region for transshipment, bunkering and other related port activities in terms of competitiveness and delivery of quality services;
- To establish a robust regulatory framework for civil aviation activities in Mauritius and to ensure safe and secure air navigation services within our air space;
- To enable the provision of top-quality services that meet international standards at competitive tariffs; and
- To create a conducive environment to support local economic operators through reasonable import charges and concessionary export tariffs.

CORE VALUES

This Office practises and upholds the following values:

Integrity:

Keeping of highest standards of professional ethics.

Innovation:

Striving towards continuous innovation.

Quality:

Result-orientation and commitment to the provision of quality services in an effective and timely manner.

Teamwork:

Fostering synergy among staff, promoting communication and information sharing.

Respect and Caring:

Providing a healthy working environment and nurturing the well-being and morale of the staff.

ROLES AND RESPONSIBILITIES

Port Sector

- Formulation and planning of policies for port promotion and development of maritime infrastructure and overseeing all matters pertaining to related capital investment;
- Implementation of port development projects in accordance with the Government Programme and the Port Master Plan;
- Transformation of the Port Louis Harbour into a modern and competitive regional maritime hub catering for the needs of shipping companies in terms of transshipment, bunkering, cruise tourism and other port services;
- Management and allocation of scarce port lands and other infrastructure judiciously to support economic operators in the port area;
- Compliance with International Conventions related to maritime and port matters; and
- Supervision and monitoring so that port operations and navigation are carried out in a conducive environment in relation to port safety, security and environmental protection.

Aviation Sector

- Advising the Government on policies and regulatory frameworks for the airport and the aviation industry at national, regional and international levels;
- Formulation of policies and programmes and the development of rules and regulations in the Aviation Sector taking into account international conventions and bilateral agreements;
- Supervision, facilitation and provision of guidance on organisational activities to the Department of Civil Aviation in the delivery of air transport and related services;
- Facilitation of flight operations in Mauritius for scheduled flights, new flights as well as charter, private and special flights;
- Oversight of all matters pertaining to air navigation safety and security, in collaboration with the Department of Civil Aviation, in line with international standards and practices; and
- Development of airport security policy for safe and secure operations in and around the airports.

ABOUT OUR CUSTOMERS

Our Customers

Our customers are classified as external or internal.

Our Commitment towards our Customers

- We will identify ourselves to callers when answering a query and provide a contact name and telephone number.
- We will reply to any query within five working days of receipt.
- If we are not able to give a definite reply, we will inform the customer either by phone, mail or letter when a reply can be expected.
- If you have an appointment, we will try to respect our commitment. In case of urgency, you will be informed of postponement within due time.
- We are committed to providing services on an equal status basis.
- We will answer calls promptly and in a courteous and friendly manner.

Customer Responsibility

- We expect you to provide the required information/documents and to give us ample time to process your query.
- Please quote reference numbers when contacting us about an existing request or query. Please provide your contact details on all correspondence.
- We also expect you to be courteous towards our officers.

Suggestions

We encourage you to propose any improvement that could be made in the service offered.

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 purpose only.

CONTACT DETAILS:

Prime Minister's Office (External Communications Division)

Level 1, Newton Tower

Corner Remy Ollier and Sir William Newton Streets,

Port Louis 11328

Republic of Mauritius.

Telephone: (230) 213 9482/ 201 2410

Fax: (230) 211 7708

Email: mexc@govmu.org

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