



CUSTOMER CHARTER

1. Introduction

The Prime Minister's Office (Home Affairs) Customer Charter was formulated as a reflection of the existing and intended relationship between this office and its various clients in terms of service delivery.

We have developed our Customer Charter in consultation with members of staff and stakeholders.

2. Vision

To contribute in building a modern and fair society, by upholding good governance principles and consolidating our democratic fundamentals.

3. Mission

To be a dedicated service provider, using proactive, quality and customer-focused policies, administrative practices and emerging technologies, to protect the national and territorial integrity aiming at upgrading the day-to-day lives of the citizens of Mauritius.

4. Objectives

- Ensure law and order, enhance national security and protect the country from terrorist attacks and other security threats
- Consolidate democratic fundamentals
- Reinforce the governance and accountability structure to protect the rights of all individuals including human rights
- Secure the borders of Mauritius, prevent abuse of immigration and citizenship laws and manage migration
- Manage and rehabilitate offenders in order to protect the public and reduce re-offending
- Effective resolution of criminal cases through the provision of scientific evidence
- Review salary and grading structures and conditions of service for an efficient and effective public service
- Provide relevant, timely and objective information on government policies, actions and projects to enhance public awareness.
- Assist the "National Advisory Council" in formulating and implementing the Vision 2030 Blueprint, and coordinating sector strategies to achieve synergies and consistency

5. Core Values

- **Integrity** - We are guided by the highest standards of professional ethics.
- **Quality** - We are committed to providing services of the highest quality to our customers.
- **Timeliness** - We are responsive and strive to meet target.
- **Teamwork** - We believe in teamwork and the importance of mutual trust and respect.

- **Honesty** - We always act in good faith and are trustful.
- **Justice** - We adhere to the principle of natural justice.
- **Objectives** - We favour meritocracy based on rigorous analysis of evidence.

6. Our Service Standards

Service	Standard
1. Visa	To deliver visa within 5 working days to an eligible non-citizen provided the required documents are produced together with the application.
2. Residence Permit	To deliver residence permit within 30 days to an eligible non-citizen provided the required documents are produced together with the application.
3. Permanent Residence Permit	To deliver permanent residence permit within 4 months to an eligible non-citizen provided the required documents are produced together with the application.
4. Citizenship	All duly filled in application forms submitted to the Citizenship Section will be processed within 12 months and upon approval, to inform applicants within 10 working days.
5. Property Restriction	To process applications under the Non-Citizens (Property Restriction) Act within 2 months subject to relevant documents being produced.
6. Apostille	To deliver an "apostilled" document within 2 working days provided all the criteria for the issuance of such document have been met with.

7. Our Customers' rights

The Prime Minister's Office (Home Affairs) undertakes to provide a timely, efficient, effective and ethical service to all customers.

8. Our Customers' obligation

Our customers must observe the dictates of the laws, rules and regulations administered by this Office.

9. Feedback

Any feedback concerning the delivery of the above mentioned services should be directed in writing to the Secretary for Home Affairs. Responses will be forwarded to customers advising them of the outcome.

10. Contacts

Prime Minister's Office
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Website : www.pmo.govmu.org