



MINISTRY OF SOCIAL SECURITY, NATIONAL SOLIDARITY
AND REFORM INSTITUTIONS

CUSTOMER CHARTER



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MINISTER'S MESSAGE

I feel honoured and privileged to write the preface to this new Customer Charter. Every civilised nation has a duty to protect its most vulnerable members, including our senior citizens. This newly elected Government has pledged to honour its promise to care for the underprivileged. It is my sincere wish that this Customer Charter will assist in opening the doors of my Ministry and of the organisations under its aegis to all citizens who need to benefit from the services provided by us.

The publication of the Customer Charter is indeed a timely initiative in as much as it will go a long way towards meeting the objectives of transparency, good governance and responsible stewardship. It spells out not only my Ministry's vision, mission and core values but also the details of all the services which we offer. It will also provide useful guidance to those who need to apply for pensions and other benefits by detailing out those benefits and giving the necessary information about the location of all offices where they may call for a friendly service.

I am confident that the information provided in the Customer Charter will go a long way towards ensuring the rapid delivery of a quality service. It will also meet the legitimate expectations of our citizens who are eligible to benefit from our services by providing them with a predetermined operational framework.

My Ministry has a large budgetary outlay of around Rs. 19 billion, devoted mainly to provide our needy and vulnerable citizens with basic pensions, social aid and other social benefits. It has a wide and diverse customer base, comprising the elderly, persons with disabilities, widows, orphans, students, juvenile delinquents, probationers and other vulnerable citizens.

My Ministry considers it imperative that, with such a wide vulnerable customer base, we should aim at delivering an efficient, user-friendly and high quality customer service.

It is my earnest hope that the Customer Charter will mark a new chapter in the service delivery system of my Ministry by assisting our customers to access our services in a more conducive environment of mutual trust and shared expectation for excellence in service delivery.

I have the honour to commend this Customer Charter to all our stakeholders.



**Hon. Mrs Fazila Jeewa-Daureeawoo,
Minister**

OUR CUSTOMER CHARTER

This Charter sets out the wide and diverse range of social services that the Ministry offers.

It spells out our Vision, Mission and Core Values.

You will find listed Our Commitments, Your Rights and Obligations.

This document covers a brief overview of all services provided by the Ministry and organisations found under its aegis.

Details on how to apply for pensions/benefits/assistance, the eligibility criteria for each type of pension as well as other benefits and the relevant documents to be submitted are provided.

It also tells you “Where to find our offices”, and includes contact names, addresses and phone numbers.

You can find details about our services and download application forms at our website at: <http://socialsecurity.govmu.org>

Our Officers will give you the right information, the proper advice and the necessary assistance on any service provided by the Ministry.

OUR VISION

To support national and social development for an inclusive society.

OUR MISSION

- Promote and enhance social protection and national solidarity.
- Empower persons with disabilities, elderly persons and local communities to enhance their quality of life.
- Rehabilitate and integrate offenders in the mainstream society.
- Reduce suicide rate and promote positive living.
- Promote capacity building for NGOs.

OUR CORE VALUES

INTEGRITY

We pledge to be guided by global standards of good governance and professional ethics.

QUALITY

We make total quality the trademark of our services.

TIMELINESS

We are determined to make a timely response and we strive to meet our targets.

CREATIVITY

We are in a perpetual quest to create new ways of doing our business.

EQUITY

We are honest, friendly and courteous and guided by the principle of fairness and social justice.

TEAMWORK

We foster team spirit and share information, knowledge and resources.

CONFIDENTIALITY

We treat all personal information and documents in strict confidentiality.

OUR COMMITMENTS

- To be customer-centric
- To treat all applications/requests/complaints promptly
- To act with fairness, equity and integrity

YOUR RIGHTS

- Be treated with dignity
- Receive fair, equitable and impartial service
- Receive a notification for any decision relating to your application, request or complaint
- Appeal against any decision when you feel aggrieved
- Have your privacy respected and information about you kept confidential
- Give us feedback about our services and make any complaint you may wish
- Submit constructive suggestions that go in the direction of improving the quality of service provided by us.

YOUR OBLIGATIONS

- Treat our staff with courtesy and respect
- Inform us of any change in your circumstances, e.g. your address, income, departure from the country, as well as admission into hospital, prison, residential care, etc.
- Reply to our requests/queries on time
- Be available when a request to visit you is made
- Produce all relevant documents required for the processing of your application/request or complaint
- Provide all relevant and precise information required for determination of your claim for any benefit or social assistance.

MAIN SERVICES PROVIDED BY THE MINISTRY

The Ministry is responsible for the provision of a range of services under the following schemes/ programmes:

- National Pensions Scheme
 - Non-contributory Pensions
 - Contributory Pensions
 - Industrial Injuries Allowances
- National Savings Fund
 - Payment of Lump Sum
 - Transition Unemployment Benefit
 - Health Insurance Scheme
- National Solidarity Fund
 - Financial assistance to persons facing severe personal hardship
- Social Assistance in kind and in cash
- Unemployment Hardship Relief
- Empowerment, welfare, protection and well being of the Elderly
- Empowerment and welfare of Persons with Disabilities
- Rehabilitation of Juvenile offenders
- Suicide Prevention
- Probation and After Care services
- Capacity building of Non-Governmental Organisations
- Welfare of the Chagossian Community
- Managing of emergency centres sheltering evacuees on the occurrence of natural disasters like cyclone, flood, etc. (Annex I)
- Social Welfare/Community Empowerment

OUR CUSTOMERS ARE:

- Needy and destitute persons
- Elderly, widows and orphans
- Persons with Disabilities
- Inmates of Charitable Institutions
- Local communities
- Juvenile Offenders
- Persons facing severe personal hardship
- All employers and employees contributing to the National Pensions Scheme, the National Savings Fund and the Workfare Programme Fund
- NGOs
- Persons with suicidal tendencies

DEALING WITH YOUR APPLICATIONS

PENSION/SOCIAL ASSISTANCE

An application for a pension or a social assistance should be made at the regional Social Security Office. The applicant should produce all supporting documents. After the registration, your eligibility to the pension/social assistance will be determined. In case of social assistance this may include a visit at your residence by the officers.

We need to make sure that you are legally entitled to pension/assistance applied for and to decide on the quantum, in line with legislative provisions.

After determination of your application, you will receive a written notice informing you of the decision of the Ministry.

COMPLAINTS/SUGGESTIONS

If you are dissatisfied with our service delivery, please help us improve our way of doing things by sharing your concern and report your complaint.

Our duty is to look thoroughly and objectively into your complaint and improve our service where required.

Our complaints procedure is easy. You can make a complaint in the way that suits you, namely:

- By submitting any complaint/suggestion in our Suggestion Box located at 13th Floor, R. Seeneevassen Building, Port Louis and all outstations;
- By phone or fax;
- By visiting our regional offices or Information Centres at Rose Hill and Port Louis;
- In writing;
- By email; or through our
- Hot Lines (800 6163, 800 3401)

APPEALS

Whenever you are dissatisfied with a decision regarding a claim for pension payable under the National Pensions Act, you have the right to appeal against that decision within one month from the date of notification.

OUR PLEDGE

The Ministry pledges to provide the highest standard of service to its customers:-

When you submit an application for any benefit –

- We will undertake to process the application with the shortest possible delay and inform you of the outcome within 30 days at latest.

When you telephone us –

- We will do our best to answer your call promptly. Our staff will be courteous and identify themselves by name/section.
- We will ensure that we provide you with correct information.

When you write to us –

- We will acknowledge your letters within five days of receipt.
- Our letters will be clear and easy to understand.
- Our replies will give the reasons of our decisions.

When you have an appointment with us –

- We will ensure that you do not have to wait for longer than 15 minutes.
- Queries will be attended to immediately and any delay or negative reply will be explained.

NATIONAL PENSIONS SCHEME

The philosophy behind the National Pensions Scheme is to promote the concept of national solidarity through the 'magic of averages and statistics' – by pooling resources together - the rich helping the poor, the strong helping the weak, the healthy helping the disabled and the fortunate helping the unfortunate. Thus income is redistributed in the form of non-contributory benefits which is wholly funded by Government.

The Scheme provides for social insurance, under the National Pensions Fund, for employees in the private sector. It also provides for earnings-related contributory pensions and industrial injury benefits to take care of contingencies resulting from retirement, disablement, death and industrial injury. In addition, since 1995 the National Savings Fund, which provides for payment of a lump sum at retirement age or earlier under approved circumstances to all employees including those from the public sector, was introduced.

Persons contributing to the National Pensions Fund as self-employed are not covered for industrial injury

NON-CONTRIBUTORY BENEFITS

(An application may be registered at the local office nearest to the applicant's locality)

1. BASIC RETIREMENT PENSION (BRP)

(Rs 5,250 monthly for those aged 60-89, Rs 15,250 for 90-99 and Rs 20,250 if aged 100 or more)

ELIGIBILITY CRITERIA

- (i) Payable to every person aged 60 or over residing in Mauritius.
- (ii) The Mauritian citizen should have resided in Mauritius for an aggregate period of 12 years since attaining the age of 18
- (iii) The residence qualification does not apply to a Mauritian citizen aged 70 or over
- (iv) Non-citizens must have resided in Mauritius for at least 15 years in aggregate since attaining the age of 40, three of those fifteen years being immediately before the claim is made.

DOCUMENTS TO BE PRODUCED *(Original + photocopies [1 set])*

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) One photo for bus pass *(optional)*
- (iv) Marriage Certificate *(for married women)*
- (v) Bank Account Number and name of bank.

N.B: Applications may be made at any local office three months prior to the date of entitlement.

2. INVALID'S BASIC PENSION (BIP) *(Rs 5,250 monthly)*

ELIGIBILITY CRITERIA

- (i) Applicant to be 15 years and above but below 60 years
- (ii) certified by a Medical Board of the Ministry to be incapacitated to a degree of at least 60 per cent and likely to last for a period of at least 12 months
- (iii) the following residence qualification applies to an invalid person who is a non-citizen: the non-citizen applicant must have resided in Mauritius for at least five years in aggregate in the ten years immediately before the claim, one of those five years being immediately before the claim.

DOCUMENTS TO BE PRODUCED *(Original + photocopies [1 set])*

- (i) Birth Certificates of claimant and dependent children
- (ii) National Identity Card
- (iii) Medical Certificate/Report, Prescriptions, Appointment cards from hospital, if any
- (iv) Bank Account Number and Name of Bank
- (v) One photo for bus pass *(optional)*
- (vi) Marriage Certificate *(for married women)*
- (vii) Proxy's ID, where applicable

3. WIDOW'S BASIC PENSIONS (BWP) *(Rs 5,250 monthly)*

ELIGIBILITY CRITERIA

- (i) payable to widows under the age of 60 including a person whose spouse has disappeared at sea or is missing.
- (ii) these persons should have been civilly or religiously married
- (iii) a non-citizen widow whose late husband was a non-citizen must have resided in Mauritius for at least 5 years in aggregate in the ten years preceding the claim, one of those five years being immediately before the claim.

DOCUMENTS TO BE PRODUCED *(Original + photocopies [1 set])*

- (i) Birth Certificates of claimant and dependent children
- (ii) National Identity Card
- (iii) Marriage Certificate *(a recent one)*
- (iv) Birth Certificate of late husband
- (v) Death Certificate of Spouse
- (vi) Bank Account Number and Name of Bank

4. ORPHAN'S PENSIONS (BOP)

A person whose parents are dead or unknown

(Rs 2,750 monthly if not a full-time student, up to the age of 15 or Rs 4,250 monthly if a full-time student aged between 3 and 20 years)

ELIGIBILITY CRITERIA

- (i) up to the age of 15 *(or 20 if in full-time education)*
- (ii) Both parents are deceased
- (iii) for a non-citizen orphan, the orphan or one of the parents should have resided in Mauritius for at least five years in aggregate in the ten years preceding the claim, one of those five years being immediately before the claim.

DOCUMENTS TO BE PRODUCED *(Original + photocopies [1 set])*

- (i) Birth Certificate of orphan
- (ii) Death Certificates of parents
- (iii) National Identity Card of deceased parents
- (iv) National Identity Card of the guardian
- (v) Marriage Certificate of guardian, if applicable
- (vi) Bank Account Number and name of bank of guardian
- (vii) Certificate of School Attendance for orphans aged 3+

5. GUARDIAN'S ALLOWANCE (Rs 1,000 monthly)

ELIGIBILITY CRITERIA

- (i) payable to the person looking after an orphan.
- (ii) a non-citizen must have resided in Mauritius for an average period of 5 years in the 10 years preceding the application, one of which should be immediate before the application

DOCUMENTS TO BE PRODUCED (Original + photocopies [1 set])

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) Marriage Certificate of guardian (*applicable for civilly married women*)
- (iv) Bank Account Number and name of bank of guardian

6. CHILD'S ALLOWANCE

(Rs 1,400 monthly for a child younger than age 10;

Rs 1,500 monthly for a child aged 10 or above)

ELIGIBILITY CRITERIA

- (i) Payable to the children of beneficiary of a Basic Widow's Pension or Invalid's Basic Pension or Basic Retirement Pension who was in receipt of a basic pension before attaining 60 yrs.
- (ii) the child should be under the age of 15 (*or 20 if in full-time education*)
- (iii) payable in respect of not more than 3 children

DOCUMENTS TO BE PRODUCED (Original + photocopies [1 set])

- (i) Birth Certificate
- (ii) Attendance certificate from colleges for children aged 15 or more

7. INMATE'S ALLOWANCE (Rs 718 monthly)

ELIGIBILITY CRITERIA

Payable to the inmates of Government Subsidised Institutions on condition that they were in receipt of a basic pension or would have been entitled to a basic pension before their admission in such institutions.

DOCUMENTS TO BE PRODUCED (Original + photocopies [1 set])

- (i) Birth Certificate
- (ii) Marriage Certificate, if applicable
- (iii) National Identity Card
- (iv) Pensions Card, if any.

8. CARER'S ALLOWANCE *for a beneficiary of Basic Retirement Pension*

(Rs 3,000 monthly)

ELIGIBILITY CRITERIA

Beneficiaries of Basic Retirement Pension who are disabled to an extent of not less than 60 % and who need the constant care and attention of another person as **certified by a Medical Board of the Ministry.**

DOCUMENTS TO BE PRODUCED *(Original + photocopies [1 set])*

- (i) Pensions Card
- (ii) Birth Certificate
- (iii) National Identity Card
- (iv) Marriage Certificate
- (v) Medical Evidence
- (vi) Proxy's National Identity Card

9. CARER'S ALLOWANCE *for a beneficiary of Invalid's Basic Pension*

(Rs 2,500 monthly)

ELIGIBILITY CRITERIA

Beneficiaries of Invalid's Basic Pension who need the constant care and attention of another person as **certified by a Medical Board of the Ministry.**

DOCUMENTS TO BE PRODUCED *(Original + photocopies [1 set])*

- (i) Pensions Card
- (ii) Birth Certificate
- (iii) National Identity Card
- (iv) Medical Evidence -
(Medical certificate, prescription for medication and appointment cards)
- (v) Proxy's National Identity Card

Note: Where the applicant is holder of a joint bank account, the National Identity Card of both account holders should be produced.

CONTRIBUTORY PENSIONS

The Ministry collects contributions in respect of insured persons, and effect payment of the related benefits to the latter or their dependents.

WHO CONTRIBUTES TO THE NPF?

All employers in respect of their employees – i.e. employees of Private Sector, employees of Parastatal organisations who are not covered by the Pension Schemes of their organisation. Non-citizen workers are also covered as from the first day of employment. Those non-citizens working for an employer having an export-oriented enterprise must have resided in the country for at least two years before becoming an insured person. Employees should be aged between 18 and retirement age and work under either a full-time or a part-time oral or written contract of service. Casual employees are also covered.

Payment of employees' share of NPF and NSF contributions by Government

As from January 2012, Government is paying the employee's share of contribution in respect of employees in domestic service in the private household and agricultural workers in the service of an employer who is an individual where the employee's remuneration does not exceed Rs 3 000 in aggregate for a month.

This implies that the above employers will have to pay only employer's share of contribution 6% NPF and 2.5% NSF for these categories of workers.

Option for private household employees to pay contributions at the Mauritius Revenue Authority (MRA)

Employers of private household workers have the option to declare and pay in their annual return of Income Tax the contributions due for NPF and NSF of their domestic servants to the Director General of the MRA.

Payment of contributions to Health Insurance Scheme

As from January 2012, employees contributing to the NSF have an option to contract a National Health Insurance and apply to the Ministry of Social Security for payment of their premium by using their monthly contributions to the NSF.

CONTRIBUTORY BENEFITS

(A claim may be registered at the local office nearest to the applicant's locality)

CONTRIBUTORY RETIREMENT PENSION

(CRP)

ELIGIBILITY CRITERIA

Payable to a person on reaching retirement age if he has contributed to the National Pensions Fund. The person may opt to apply for the pension at any time between age of 60 and retirement age and in that case the pension will be at a reduced rate.

DOCUMENTS TO BE PRODUCED *

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) Marriage Certificate (*for married women*)
- (iv) Bank account number and name of bank in Mauritius

CONTRIBUTORY WIDOWS PENSION

(CWP)

ELIGIBILITY CRITERIA

Payable to a widow whose late spouse had contributed to the National Pensions Fund (NPF). Payable as long as the widow is alive and unmarried.

DOCUMENTS TO BE PRODUCED *

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) Marriage Certificate
- (iv) Death Certificate of spouse
- (v) Bank Account Number and name of bank in Mauritius

CONTRIBUTORY INVALID PENSION

(CIP)

ELIGIBILITY CRITERIA

- (i) payable to a person who suffers from incapacity of at least 60 percent which is likely to last for a minimum period of 12 months; and
- (ii) that person must have contributed to the NPF

DOCUMENTS TO BE PRODUCED *

- (i) Birth Certificate
- (ii) National Identity Card (*of applicant and proxy, if applicable*)
- (iii) Medical Certificate/Report, if any
- (iv) Bank Account Number and name of bank in Mauritius

CONTRIBUTORY ORPHANS PENSION

(COP)

ELIGIBILITY CRITERIA

Payable to total orphans under the age of 15 (*18 if at school*), if any of the deceased parents had contributed to the NPF.

DOCUMENTS TO BE PRODUCED *

- (i) Birth Certificates (*of orphan and guardian*)
- (ii) Death Certificate of parents
- (iii) National Identity Card (*of orphan and guardian*)
- (iv) Marriage Certificate of guardian, if applicable
- (v) Bank Account Number and name of bank of guardian, if any

* (Original + photocopies [1 set])

* Where the applicant is holder of a joint bank account, the National Identity card of both account holders should be produced

APPLICATION PROCESS FOR THOSE ABROAD

People who have contributed to the National Pensions Scheme and living abroad are entitled to a Contributory Benefit which they can claim by completing an application form (CRP1) available on the Ministry's website. The form together with certified true copies of all documents should be sent by post to the BENEFITS BRANCH, Rose Hill. An account number with a bank in Mauritius should also be submitted. The benefits will be paid at regular intervals on the submission of life certificates.

SELF-EMPLOYED/NON-EMPLOYED

A self-employed or non-employed person may also contribute on a voluntary basis to the National Pensions Fund to qualify for contributory pensions. He has to register himself at the nearest Social Security Office by producing his National Identity Card. He has to choose the monthly amount he wishes to contribute (any amount, in multiple of Rs 5, between Rs 125 and Rs 755). For every 100 rupees paid by a self-employed or non-employed person the National Pensions Fund adds an additional amount of 50 rupees to the National Pensions account of the contributor. This category of insured persons is covered for all available benefits except industrial injury benefits.

INDUSTRIAL INJURY BENEFITS

SERVICES DESCRIPTION	ELIGIBILITY	DOCUMENTS TO BE PRODUCED (Original+photocopies [1set])
Industrial Injury Allowance	Employee suffering from an industrial injury/disease resulting in a total temporary incapacity, subject to medical evidence. The allowance payable is at the rate of 80% of the salary on which contributions are being paid.	<ol style="list-style-type: none"> 1. Birth Certificate 2. National Identity Card 3. Medical Certificates/ Evidence 4. Bank Account Number and name of bank.
Disablement Pension	Payable to an employee who has suffered an industrial injury resulting in a permanent incapacity (partial or total) of not less than 1% as certified by the medical board of the Ministry. If the loss of capacity is less than 20% the person may opt for a lump sum.	<ol style="list-style-type: none"> 1. Birth Certificate 2. National Identity Card 3. Medical Certificates/ Evidence 4. Bank Account Number and name of bank
Survivor's Pension	<p>(i) Payable to the widow of an insured worker who died as a result of an industrial accident</p> <p>(ii) A Widower Survivor's Pension is payable only where the husband suffers from a permanent incapacity of at least 60 per cent for a period of at least 12 months</p>	<ol style="list-style-type: none"> 1. Birth Certificate 2. National Identity Card 3. Marriage Certificate 4. Certificate of Spouse 5. Bank Account Number and name of bank
Dependent Pension	Payable to a close relative who was wholly or partially dependent on the deceased employee in case the latter leaves no surviving spouse or orphan.	<ol style="list-style-type: none"> 1. Birth Certificate 2. National Identity Card 3. Death Certificate of the deceased employee 4. Bank Account Number
Orphan's Industrial Injury Allowance	Payable to orphans whose parents die after an industrial accident	<ol style="list-style-type: none"> 1. Birth Certificate 2. National Identity Card 3. Death Certificate of parents 4. Bank Account Number
Constant Attendance Allowance	Payable to an employee who suffers from a total temporary incapacity or a 100% disability and who requires the constant attendance of another person subject to medical recommendation- through Medical Board	<ol style="list-style-type: none"> 1. Birth Certificate 2. National Identity Card 3. Medical Certificates/ Evidence 4. Bank Account Number and name of bank

Other Benefits

If a female insured person or an unmarried male insured person dies before retirement age, a refund of the NPF contributions paid by the insured person together with accrued interests is made to the heirs of the deceased insured person.

That payment is made on the condition that the insured person has never been in receipt of a contributory pension and no contributory pension is claimable by his dependents after the death.

TRANSITION UNEMPLOYMENT BENEFIT

Transition Unemployment Benefit (TUB) has been introduced in February 2009.

The benefit is payable to workers of private sector whose contract of employment is terminated and who opts to join the Workfare Programme set up under the Employment Rights Act 2008.

The laid off workers are entitled to a TUB of 90% of their insurable salary for the first 3 months, 60% for the next 3 months and 30% for the last 6 months, subject to a minimum of Rs 3 000 per month. The benefit is payable as from the month of redundancy until the person becomes gainfully employed or opts out of the Workfare Programme or sets up a small business.

The benefit is financed by 1% (NSF) employees' contributions, (recycling fee) and Government grant.

BENEFICIARY	DOCUMENTS TO BE PRODUCED (Original+photocopies [1set])	WHERE TO APPLY FOR TUB
Laid off worker who joins the Workfare Programme	<ol style="list-style-type: none">1. Birth Certificate2. National Identity Card3. Letter of Termination of Employment4. Bank Account Number and name of bank	Labour Office, nearest to residence of the laid off worker.

NATIONAL SAVINGS FUND (NSF)

WHO CONTRIBUTES TO THE NSF?

- Every employer (private, public and parastatal) has to effect a monthly payment amounting to 2.5 per cent of the basic wage or salary (up to a ceiling) of every employee, aged between 18 and retirement age. This also includes household workers.

Since February 2009, employees who are insured persons in the NPS, must contribute 1% of their basic wage to the NSF.

BENEFICIARIES	DOCUMENTS TO BE PRODUCED (Original+photocopies [1set])	WHERE TO APPLY?
1. Every employee at retirement age.	<ul style="list-style-type: none"> (i) Birth Certificate (ii) Marriage Certificate <i>(for married woman)</i> (iii) National Identity Card (iv) Bank Account Number and name of bank 	(At any Social Security Office) (List at Annex II)
2. Every employee at time of retirement before retirement age where there is a provision in law for early retirement.	<ul style="list-style-type: none"> (i) A certificate of retirement from employer (ii) Birth Certificate (iii) Marriage Certificate <i>(for married woman)</i> (iv) National Identity Card (v) Bank Account Number and name of bank 	
3. Widow/widower	<ul style="list-style-type: none"> (i) Birth Certificate of contributor <i>(deceased)</i> (ii) Birth Certificate of applicant (iii) Marriage Certificate (iv) Death Certificate (v) Bank Account Number and name of bank 	
4. Heirs(children and/ or legal representatives) where an employee dies before reaching retirement age.	<ul style="list-style-type: none"> (i) An affidavit establishing the heirs of the deceased. (ii) Death Certificate of the deceased (iii) Civil Status documents of heir (iv) Bank Account Number and name of bank 	

BENEFICIARIES	DOCUMENTS TO BE PRODUCED (Original+photocopies [1set])	WHERE TO APPLY?
5. An employee who retires on medical ground.	(i) A certificate of retirement from employer (ii) Birth Certificate (iii) Marriage Certificate <i>(for married woman)</i> (iv) National Identity Card (v) Bank Account Number and name of bank	(At any Social Security Office) (List at Annex II)
6. An employee aged 45 or over who retires on ground of redundancy.	(i) A certificate of retirement from employer (ii) Birth Certificate (iii) Marriage Certificate <i>(for married woman)</i> (iv) National Identity Card (v) Bank Account Number and name of bank	

REFUND OF NPF/NSF CONTRIBUTIONS TO FOREIGN WORKERS

Eligibility criteria

The worker should satisfy the following conditions:-

- (i) (a) His/her work contract or work permit has expired; or
 (b) On the termination of his/her employment;
- (ii) He/she is no longer an insured person (not in employment); and
- (iii) He/she has not received any contributory benefits under Part IV of the National Pensions Act.

Application procedure

- (i) An application form should be filled in and signed by both the applicant and the employer (form NPS 63A)
- (ii) Completed application forms may be submitted to a regional Social Security Office or to the PRO Section of the Contributions Branch, Ground Floor, Renganaden Seeneevassen Building, Jules Koenig St, Port-Louis.
- (iii) The following documents should be produced for verification:-
 - a) Passport (*original + 1 photocopy*)
 - b) Evidence of Bank Account Number (*original + photocopy*)

The original documents will be returned after verification.

SOCIAL ASSISTANCE

A social assistance is a means-tested benefit payable to needy and destitute persons. It originated from the Poor Law Ordinance (1902).

The Social Aid is provided in cash or in kind, to some categories of persons who are temporarily unable of earning adequately their livelihood and have insufficient means to provide for themselves and their dependents. It thus caters for the following: -

- Physical or mental disability
- Abandonment by spouse
- Imprisonment of husband/partner
- Sudden loss of employment
- Beneficiaries of Basic Retirement Pension living alone and paying rent
- Grant for purchase of medicine to centenarians
- Families with twins, triplets – subject to family income not exceeding ceiling as provided for in the existing legislation
- Abandoned children
- Severely disabled children

ALLOWANCES & ASSISTANCE PROVIDED

(An application may be registered at the local office nearest to the applicant's locality)

Any person who is temporarily unable to earn a living as a result of the following:

- (a) any physical or mental disability
- (b) any sickness or accident certified by an approved medical practitioner
- (c) abandonment by her spouse or
- (d) any sudden loss of employment which has lasted continuously for not less than 6 months

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p>1. Social Aid in Cash</p> <p>Claimant's allowance – Rs 1,348 monthly Spouse's allowance – Rs 1,348 monthly Child's allowance –</p> <ol style="list-style-type: none"> (i) Rs 510 for children under 3 years (ii) Rs 490 for children aged 3 and below 10 (iii) Rs 600 for children between 10 and 15 <p><i>* For child allowance</i></p>	<ol style="list-style-type: none"> (i) Birth Certificate of all members of the household (ii) Marriage Certificate, if any (iii) National Identity Card (iv) Documentary evidence of income (if any) (v) Sickness – Updated Medical Certificate (vi) Unemployed – Documentary evidence from last employer (vii) Recent CEB Bill <p><i>* A Certificate of school attendance is needed if child is in college.</i></p>
<p>2. Refund of exam fees to students taking part in vocational training exams</p> <p>Eligibility: The parent/s must be in receipt of social aid or a basic pension from the NPS and from a low income group.</p>	<ol style="list-style-type: none"> (i) Birth Certificate (ii) National Identity Card (iii) Documentary evidence of income (if any) (iv) Documentary evidence from school
<p>3. Allowance to discharged prisoners (Rs 295 monthly)</p> <p>Eligibility: Payable to every discharged prisoner and is not subject to any means test.</p>	<ol style="list-style-type: none"> (i) Birth Certificate (ii) Marriage Certificate, if any (iii) National Identity Card (iv) Documentary evidence of income (if any) (v) Discharge ticket from Prison

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p>4. Allowance to flood victims and evacuees in emergency centres.</p> <p>(i) Cyclone refugee (per night) – Rs 165</p> <p>(ii) Flood (max 3 days) - Rs 165 per member of household</p>	<p>(i) Birth Certificate of all members of household</p> <p>(ii) Marriage Certificate (if any)</p> <p>(iii) National Identity Card</p> <p>(iv) Documentary evidence of income (if any)</p> <p>(v) Documents from Police</p>
<p>5. Allowance to fire victims:</p> <p>a) Foodstuff - Rs 1,975 per member of household</p> <p>b) Clothing – Rs 1,975 per member of household</p> <p>c) Cooking utensils – Rs 1,975 per member of household</p> <p>d) Furniture - Rs 1,975 per member of household</p> <p>e) Resettlement allowance – Rs 3,875 per head of household</p>	<p>(i) Birth Certificate of all members of household</p> <p>(ii) Marriage Certificate, if any</p> <p>(iii) National Identity Card</p> <p>(iv) Memo from Police</p> <p>(v) Memo from Fire Services</p>
<p>6. Allowance to centenarians for the purchase of medicine (Rs 1,180)</p>	<p>(i) Birth Certificate</p> <p>(ii) Marriage Certificate, if any</p> <p>(iii) National Identity Card</p>
<p>7. Assistance to twins/triplets (Rs 2,275 monthly for 24 months max)</p> <p>Eligibility: Subject to income ceiling of the family</p>	<p>(i) Birth Certificate of parents and twins</p> <p>(ii) Marriage Certificate, if any</p> <p>(iii) National Identity Card</p> <p>(iv) Documentary evidence of income (if any)</p>
<p>8. Funeral Grant (Rs 4,950)</p> <p>Eligibility: Payable in respect of a recipient of social aid or his dependents and also to beneficiaries and dependents of persons drawing a basic pension from the NPS who come from low-income group</p>	<p>(i) Death Certificate of deceased</p> <p>(ii) Birth Certificate of Applicant</p> <p>(iii) National Identity Cards of applicant and deceased</p>

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p>9. Rent allowance to needy beneficiaries of Basic Retirement Pension/Basic Widow's Pension/ Invalid's Basic Pension/ Basic Orphan's Pension living alone and paying rent (50% of the rent is paid, up to Rs 1,715)</p> <p>Eligibility: Payable to beneficiaries from low-income group.</p>	<ul style="list-style-type: none"> (i) Birth Certificate (ii) Marriage Certificate, if any (iii) National Identity card (iv) Documentary evidence of income (if any) (v) Rent book
<p>10. Carer's Allowance for a child between the age of 6 months and 15 years where the child suffers from a permanent disability of at least 60% and is in need of constant care and attention as certified by a Medical Board (Rs 2,522)</p> <p>Eligibility: Payable to parents subject to an income ceiling.</p>	<ul style="list-style-type: none"> (i) Birth Certificate (ii) Marriage Certificate, if any (iii) National Identity Card (iv) Documentary evidence of income (if any) of parents (v) Medical Certificate of child
<p>11. Spectacles, Wheelchairs and Hearing aids</p> <p>Eligibility :</p> <ul style="list-style-type: none"> • Spectacles - to pensioners from low income and their dependants • Wheelchairs - to any citizen requiring a wheel chair • Hearing aids - to any citizen subject to income ceiling of Rs 150,000 per year. 	<p>Spectacles:</p> <ul style="list-style-type: none"> (i) Birth Certificate (ii) Marriage Certificate, if any (iii) National Identity Card (iv) Documentary evidence of income (if any) (v) Prescription <p>Wheelchairs:</p> <ul style="list-style-type: none"> (i) Birth Certificate (ii) Marriage Certificate, if any (iii) National Identity Card (iv) Medical Certificate <p>Hearing aids:</p> <ul style="list-style-type: none"> (i) Birth Certificate (ii) Marriage Certificate, if any (iii) National Identity Card (iv) Documentary evidence of income (if any) (v) Medical Certificate (vi) Audiogram
<p>12. Allowance for purchase of rice and flour (Rs 285 monthly to each household member)</p> <p>Eligibility: To all recipients of social aid and to beneficiaries of basic pension from NPS and their dependents where the beneficiaries are from low-income group.</p>	<ul style="list-style-type: none"> (i) Birth Certificate (ii) Marriage Certificate, if any (iii) National Identity Card (iv) Documentary evidence of income (if any)

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p>13. Single Mother's Allowance</p> <p>Claimant's Allowance – Rs 1,409</p> <p>(i) Child's Allowance –</p> <p>a) Under age of 3 – Rs 548</p> <p>b) Aged 3 and below 10 –Rs 528</p> <p>c) Between 10 and 15 – Rs 641</p> <p>d) Between 15 and 23 in full-time education – Rs 805</p> <p>e) Between 15 and 20 and unable to earn a living on account of any physical or mental disability and is not in receipt of a benefit under the National Pensions Act – Rs 1,409</p> <p>(ii) Compassionate Allowance where claimant or her dependent suffers from a serious illness certified by an approved medical practitioner –Rs 841</p> <p>(iii) Rent Allowance (50% of rent) –up to Rs 1,040</p> <p>(iv) Funeral Grant – Rs 4,950</p> <p>(v) Young Children's Allowance - Rs 1,338 per child between 3 months and 7 years</p> <p>Eligibility: Payable to single mothers who are employed and have children between 3 months and 7 years. Income ceiling of less than Rs 7,000 per month is applicable.</p>	<p>(i) Birth Certificate</p> <p>(ii) National Identity Card</p> <p>(iii) Documentary evidence of income (if any)</p> <p>(iv) Sickness – Updated Medical Certificate</p> <p>(v) Unemployed – Documentary evidence from last employer</p> <p>(vi) Rent – Rent book</p> <p><i>Applicant must provide the exact name and address of her employer.</i></p>
<p>14. Dentures-one-off payment to beneficiaries of BRP who would have qualified for social aid in absence of Basic Benefit (Rs 3,415)</p>	<p>(i) National Identity Card</p> <p>(ii) Birth Certificate</p> <p>(iii) Prescription from Dentist</p>

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p>15. Unemployment Hardship Relief-to every person under the age of 60 (Rs 425)</p> <p>(a) Who is unemployed</p> <p>(b) Has a wife or a child or who is a disabled person</p> <p>(c) Whose resources are insufficient to meet his requirements</p> <p>(i) Claimant's Allowance – Rs 425</p> <p>(ii) Spouse's Allowance – Rs 425</p> <p>(iii) Child's Allowance –</p> <p>a) Under age of 3 – Rs 174</p> <p>b) Aged 3 and below 10 –Rs 164</p> <p>c) Between 10 and 15 – Rs 200</p> <p>d) Between 15 and 20</p> <p>- in full-time education – Rs 277</p> <p>- unable to earn a living through any physical or mental disability– Rs 292</p> <p>(iv) Rent Allowance (50% of rent) –up to Rs 330</p>	<p>(i) Birth Certificate</p> <p>(ii) Marriage Certificate, if any</p> <p>(iii) National Identity Card</p> <p>(iv) Employment Registration Card</p> <p>(v) Unemployed – Documentary evidence from last employer</p> <p>(vi) Rent – Rent book</p> <p>(vii) Sickness- updated medical certificates</p> <p>(viii) Documentary evidence of income of other members of family (if any)</p>
<p>16. Social Register Mauritius Child's Allowance (SRM-CA)</p> <p><i>(Rs 825 per month and income support of Rs 285 per month in favour of each child).</i></p> <p>Eligibility: Payable to families from very low income group having children between 3 and 23 years attending an educational institution on a regular basis.</p>	<p>(i) Birth Certificates of all members of the household</p> <p>(ii) Marriage Certificate, if any</p> <p>(iii) National Identity Card for adult members</p> <p>(iv) Certificate from school</p> <p>(v) Medical Certificate in favour of children suffering from disability/chronic illness</p> <p>(vi) Bank Account Number and name of bank</p> <p>(vii) National Identity Card of joint bank account holders, if applicable</p> <p>(viii) Recent CEB Bill</p>

SOCIAL REGISTER OF MAURITIUS

WHAT IS SRM?

The Social Register of Mauritius has been designed as a large database of potential and actual social welfare programme beneficiaries. It assists the Ministry of Social Security in identifying beneficiaries of each programme and deciding upon the level of assistance for each beneficiary. It is also used to assist programmes and improve their performance.

The social welfare system in Mauritius is complex and costly to manage. There are a multitude of programmes, spread across several Ministries and institutions. The eligibility threshold differs across programmes, and its definition is heavily based on *ad hoc* welfare assessments to identify the beneficiary. Moreover, the existing databases do not contain all relevant information for poverty targeting and do not cover the poor who are not eligible for social programmes.

The objectives of the project have been identified as follows:-

- (i) Managing the social programmes in an integrated manner;
- (ii) Enhancing the targeted performance of the chosen programmes;
- (iii) Design of a fusional approach to welfare and targeting criteria; and
- (iv) Analysing cyclical and structural poverty reduction policies.

The SRM database will be used in a multi-dimensional manner, not only to effect payment to beneficiaries, but also for economic analyses, anti-poverty monitoring and assessment through the establishment of a Proxy Means Test (PMT) first of its kind in Mauritius, schemes which will improve the target efficiency of Social Aid and other social programmes.

WHAT IS PROXY MEANS TEST (PMT)?

Anti-poverty cash transfer schemes are the provision of assistance in cash to the poor. Many of these schemes, called the 'proxy means tests' (PMT), are based on the predictions of household living standards used to calculate the transfers. The predictions are obtained by using the household survey data for regressing the living standard variable on household characteristics easy to observe. In countries where there is a large informal sector, income cannot be verified such as the case in Mauritius. The Proxy Means Test, as such, is being used for the Social Aid Programme for Mauritius. The PMT provides a formula for selecting beneficiaries and a formula for calculating allocations for selected beneficiaries. They are based on household characteristics which are easy to observe and to use for administrative purposes. These household characteristics should also be hard to modify and to hide by applicants in order to avoid frauds and wrong selections.

SCHEMES

SOCIAL REGISTER OF MAURITIUS - HOUSING SCHEME

In the context of the implementation of its ongoing Housing Scheme for vulnerable groups, eligible beneficiaries should be owners of a plot of land and have a monthly household or combined income of not exceeding Rs 6,200 for the construction of concrete housing units with corrugated iron sheet roofs (CCIS Scheme).

The concerned stakeholders such as Ministry of Social Integration and Economic Empowerment and National Empowerment Foundation (NEF) determine on the final eligibility for their beneficiaries after a first PMT income test has been carried out at the Ministry of Social Security, National Solidarity and Reform Institutions.

SRM - CHILD ALLOWANCE

SRM Child Allowance, using PMT as its eligibility assessor, became functional in 2013 after announced in Budget 2013 and eligible to families whose threshold income has been assessed at less than Rs 6,200 per month and is payable to a maximum of 3 children who satisfy a school attendance criteria of 90 % for two consecutive months for normal children and 75 % for disabled children. Among all the schemes present under the SRM Database, only SRM-Child Allowance is payable through the Ministry of Social Security, National Solidarity and Reform Institutions.

Ministry of Education and Human Resources, Tertiary Education and Scientific Research-

Scholarships *(Social criteria and merit) (Threshold Income < Rs 6,200 and < Rs 12,000)*

The new Government Scholarship Scheme was officialised on 25 January 2013 with the promulgation of the Education (Amendment) Regulations governing the award of the Government Scholarships under the New Government Scholarship Schemes. It is to be noted that the Ministry of Social Security, National Solidarity and Reform Institutions has been assigned the responsibility of carrying out a social inquiry report with a view to assessing scholarship eligibility.

WELFARE OF THE SENIOR CITIZENS

The Ministry is responsible for the empowerment, protection and promotion of the well-being of all senior citizens. The Elderly Sector comprises mainly Departments of the Ministry and other specialised organisations falling under the aegis of the Ministry.

MEDICAL UNIT

The Medical Unit

- Provides free domiciliary medical visits for:
 - a) bedridden persons aged 75 and above
 - b) all persons aged 90 and above.
- Carries out anti-influenza vaccination campaign for elderly and severely disabled children.
- Provides medical and paramedical care to the inmates of charitable institutions.
- Promotes preventive health.

Ag. Director, Medical Unit

2nd Floor, Social Security House

Moka Road, Rose Hill

Tel: 465 3363 e-mail: vsoopal-lutchmun@govmu.org

Applications for free domiciliary visits to be done at the Social Security Offices.

RECREATION CENTRES

- Recreation centres provide two-night residential stay for senior citizens and persons with disabilities including:-
 - a) services of qualified nursing officers and social workers;
 - b) delivery of talks on health, nutrition, protection, security and other issues related to elderly; and
 - c) swimming sessions under the supervision of a coach
- Recreation centres provide fully-equipped conference room for workshops/seminars for rent at the James Burty David and Lady Sushil Ramgoolam Recreation Centres.

The Managers of the different Recreation Centres are as follows:

Manager

James Burty David

Recreation Centre

Royal Road,

Pointe aux Sables

Tel: 2341316, 2343079

Fax: 2342164

e-mail: rcentre@intnet.mu

Manager

Sir Seewoosagur Ramgoolam

Recreation Centre

Coastal Road, Belle Mare

Tel: 415 2385

Fax: 415 2132

e-mail: ssrcentre@gmail.com

Manager

Lady Sushil Ramgoolam

Recreation Centre

Coastal Road,

Pointe aux Piments

Tel: 2656795, 2656827

Fax: 2656796

e-mail: lsrrc@intnet.mu

ELDERLY WATCH

Elderly watch has been set up to

- reports cases of repeated abuse against elderly persons to the Welfare and Elderly Persons Protection Unit.
- Provide support to families that need assistance and protection for the elderly persons.

List of Elderly Watch – *See Annex III*

RESIDENCE BOIS SAVON

Residence Bois Savon provides accommodation to widows over 60 years living alone and previously occupying rented premises and who are eligible for social aid.

Officer-in-Charge

Residence Bois Savon
Ste Croix, Port Louis

Tel: (230) 216 4613

e-mail: rmohideen@govmu.org

FOYER TROCHETIA (*Centre for Severely Disabled Elderly Persons*)

Functions:

- Provides medico-social care to elderly persons with severe disabilities; and
- Fosters a homely environment so that the residents may enjoy a decent life.

Management of Centre

- Public-Private-Partnership – Arya Sabha Mauritius in collaboration with the Ministry

Criteria for admission

- A person should be 55 years old and above;
- Medically assessed to be severely disabled and recommended by the Medical Director
- Approved by Board of Management

Manager

Arya Sabha Mauritius
Petit Verger Road, Pte aux Sables

Tel: 234 0869

Administrator: Ministry

Tel: 234 0826

e-mail: santamungra@gmail.com

WELFARE AND ELDERLY PERSONS' PROTECTION UNIT

(set up under the Protection of Elderly Persons Act 2005)

Functions:

- Ensures protection of the elderly.
- Receives complaints from elderly persons who are in need of protection or assistance and take such measures as may be necessary.
- Organises public awareness campaigns on the rights of elderly persons and the need to provide them with assistance and protection.
- Exercises general supervision and control over Residential Care Homes in line with the Residential Care Homes Act 2003 and Residential Care Homes Regulations 2005.
- Ensures that codes of practice for Residential Care Homes are being observed and monitors compliance
- Participates in the birthday celebration of centenarians.
- Organises leisure activities for inmates of charitable institutions, orphanages and senior citizens.

- Provides hearing aids to needy persons
- Organises programmes for the elderly living alone.

Assistant Commissioner

Welfare and Elderly Persons' Protection Unit
10th Floor, R. Seeneevassen Building
Port Louis

Tel/Fax: 208 8287

e-mail: hbunoomally@govmu.org

Hotlines:

199 (Port Louis) - 24/7

172 (Port Louis) -Office Hours

RESIDENTIAL CARE HOMES BOARD

There are 27 charitable institutions (Annex IV) and 32 private licensed homes.

- The Residential Care Homes Act 2003 and the Residential Care Homes Regulations 2005 regulate the Residential Care Homes.
- The Residential Care Homes Board has been set up under section 4 of the Residential Care Homes Act 2003.;

Objectives of the Board

- i) Exercises general supervision and control over residential care homes;
- ii) Monitors compliance by licensees with the conditions of their licences;
- iii) Exercises control over inspectors in the discharge of their functions under this Act; and
- iv) Establishes codes of practice for residential care homes and monitor compliance with the codes.

The Residential Care Homes Unit caters for the following:-

- i) Receives and processes applications for Residential Care Homes Licences;
- ii) Receives members of the public;
- iii) Provides information /advice to managers/ proposed managers;
- iv) Attends to complaints;
- v) Effects site visits at Residential Care Homes; and
- vi) Implements decisions of the Board

Secretary

Residential Care Homes Board
10th Floor, R. Seeneevassen Building,
Port Louis

Tel: 207 0625 (Ext) 1222,
213 1146

e-mail: pnveera2005@yahoo.com

ELDERLY DAY CARE CENTRES

Functions:

Organise activities and programmes for the benefits of the elderly, as follows:-

- i) Preventive health care;
- ii) IT literacy to promote lifelong learning; and
- iii) Leisure, educational and empowerment programmes

See Annex V for addresses and telephone numbers.

WELFARE OF THE DISABLED

DISABILITY EMPOWERMENT UNIT

Functions:

The Ministry empowers persons with disabilities and promotes their inclusion in mainstream society. The Disability Empowerment Unit serves as the “focal point” for issues relating to disability. The following services are also provided by the Disability Empowerment Unit:

1. Free Travel Bus Pass

Eligibility

- a) Children with disabilities below 15 years of age.
- b) Children with disabilities between 15-18 years and attending an educational institution.
- c) Parents/guardians should report to the Disability Empowerment Unit, with the following documents:
 - i) Social aid card and/or medical certificate;
 - ii) 2 passport size photos.
 - iii) Birth Certificate;
 - iv) Proof of attendance at educational institution (for 15-18 years old)

N.B: Beneficiaries of BIP should report to the local Social Security Offices with relevant documents like Birth Certificates, National Identity card, Pension Card and a passport-size photo.

2. Refund of Bus Fares to Disabled Children attending Schools/Day Care Centres

- a) To encourage parents to send disabled children to school (mainstream, special or day-care centers), the bus fare of one accompanying parent is refunded.

- b) In case the child is severely disabled and travels by special means of transport such as taxi, bus fare for both the child and the parent is refunded.
- c) Payment is made on the basis of attendance submitted by the schools.

3. Refund of Taxi Fares to Students with Severe Disabilities

- a) Taxi fare is refunded for university students with severe disabilities who cannot travel by ordinary means of transport.
- b) Payment is made on the basis of attendance submitted by University and claim from parents.

Documents to be produced:

Beneficiaries should produce the following documents to the Disability Unit:-

- a) Medical Certificate
- b) Birth Certificate
- c) National Identity Card of parents
- d) Pension Card, if any
- e) Bank Account Number and name of bank.

4. François Sockalingum Award

The François Sockalingum Award is a scholarship scheme set up by the National Council for the Rehabilitation of Disabled Persons (NCRD). Its objectives are to encourage disabled students to pursue higher

studies as well as promote the concept of self-reliance and independent living among them.

Through this award, students with disabilities who pass the Certificate of Primary Education (CPE) and pursue their secondary studies are eligible to a monthly stipend of Rs 750.

5. Concessionary airfare

- a) Concessionary airfare is provided to persons with disabilities travelling by Air Mauritius.
- b) Applicants should call at the Disability Empowerment Unit with the following documents:
 - i) Pension card and medical certificate.
 - ii) Birth Certificate and National Identity Card.
 - iii) Memo from Social Security Office

6. Concessionary Fee for Passport

To obtain a passport, persons with disabilities are allowed to pay a concessionary fee of Rs 400, as opposed to Rs 700 for others.

Documents to be produced:

- i) Birth Certificate and National Identity Card
- ii) Memo from Social Security Office
- iii) Medical Certificate

7. Free Parking Coupons

- a) To enable easy access to public places like shopping centers and other amenities, free parking coupons are being provided to persons with disabilities with severe mobility

problems.

- b) There are 2 types of parking coupons:-
 - i) Yellow parking coupon – to be used in any vehicle in which the severely disabled person is travelling.
 - ii) Blue parking coupons – to be used in the vehicle driven by a disabled person or a vehicle owned by an NGO in the disability sector.

Applicants should call at the Disability Empowerment Unit with the following documents:

- a) Medical Certificate from Government Medical Officer;
- b) Photocopy of National Identity Card and Birth Certificate;
- c) 2 passport size photos; and
- d) Horsepower of the vehicle if the disabled person owns and drives it.

(Same applies for NGOs).

8. Respite Care Programme

- a) In view of providing some relief to parents, leisure activities are organized in collaboration with NGOs in the disability sector regularly at the Ministry's Recreation Centres around the island for the benefit of persons with disabilities.
- b) Interested parties should register their wards with the Disability Empowerment Unit of the Ministry.

9. Duty-Free Facilities

Persons with disabilities are entitled to duty-free facilities to purchase adapted cars.

Eligibility

- i) The vehicles they intend to purchase should be adapted to their disability;
- ii) They should use it as 'outil de travail'; and
- iii) They should hold a valid driving licence.

As from 16 June 2012, the Excise (Amendment of Schedule) Regulations 2012 provide for the granting of a concessionary rate of excise duty of 15% on a motor car not exceeding 1,450 cc once in 7 years to:-

- i) a deaf or blind person with disability of 60% and above and who is in gainful employment; and
- ii) a parent/legal guardian of a disabled person -
 - a) with permanent orthopedic disability
 - b) having severe mobility problem; and
 - c) heavily dependent on others for activities of daily living.

The motor car must be a specially adapted one for the conveyance of a disabled person as determined by the Medical Board of the Ministry.

Interested parties should fill an application form at the Mauritius Revenue Authority (MRA), with copy to the Disability Empowerment Unit of the Ministry.

10. Physiotherapy and Occupational Therapy Sessions

- a) Children with severe disabilities benefit from physiotherapy and occupational therapy sessions held at Foyer Trochetia, Petit Verger and Pointe aux Sables.
- b) Interested parties should register their wards with the Disability Empowerment Unit.

11. Athletes with disabilities

Encouragement is given to athletes with disabilities to participate in local and international competitions by providing ad-hoc allowance as and when necessary and also prizes to those who have won medals.

12. Loan for Persons with Disabilities from Employees Welfare Fund

With a view to improving the quality of life of persons with disabilities, a special loan scheme has been launched by Employees Welfare Fund in collaboration with the Ministry since February 2014.

Purpose of Loan

- Purchase of assistive devices either new or refurbished;
- Upgrading of living conditions through infrastructural adjustments and/or movables (furniture & equipment);
- For medical treatment prescribed by official health service providers;
- For studies/training (locally or abroad), approved by authorized institutions

Eligibility Criteria

- i) All employees from the public and private sector who are disabled or have immediate disabled family member/s
- ii) The applicant or beneficiary should be registered with the Ministry of Social Security, National Solidarity and Reform Institutions

Any person who wishes to apply for this loan may contact the Disability Empowerment Unit on 2070625 or the Employees Welfare Fund (EWF) on 2088353.

Head Disability Unit

1stFloor, R. Seeneevassen Building, Port Louis
Tel: 207 0625
Fax No: 208 9913
Email: disability@govmu.org
Website:disability.govmu.org

NATIONAL COUNCIL FOR THE REHABILITATION OF DISABLED PERSONS (NCRD)

The NCRD is the national coordination committee on disability issues. Its main objectives are to:-

- a) co-ordinate the activities of voluntary organisations catering for disabled persons;
- b) promote the development and expansion of rehabilitation services;
- c) advise on aspects of disabled persons; and
- d) co-ordinate with private national and international agencies engaged in the rehabilitation of disabled persons and to disseminate technical information received from these sources.

Secretary

NCRD

1stFloor, R. Seeneevassen Building
Port Louis
Tel: 207 0625 Ext : 2358
Fax: 208 9913, 213 0184
e-mail: shulman@govmu.org

TRAINING AND EMPLOYMENT OF DISABLED PERSONS BOARD (TEDPB) (set up in April 1996)

Functions:

The Training and Employment of Disabled Persons Board works towards the integration of persons with disabilities in mainstream employment. The TEDP Act 1996 (amended in 2012) provides that the workforce of all enterprises employing 35 or more employees, should include 3% persons with disabilities. The TEDPB acts as a facilitator in finding employment or training for persons with disabilities..

Its main objectives are to:-

- a) prevent discrimination against persons with disabilities;
- b) liaise with appropriate vocational training organisations and other training institutions for the training of persons with disabilities;
- c) Educate and sensitize employers on the importance of employing persons with disabilities and contribute to remove barriers or prejudices with regard to the

employment of such persons;

- d) operate and encourage schemes and projects for the training and employment of persons with disabilities;and
- e) improve generally the social and economic status and condition of persons with disabilities.

Officer-in-charge

Training and Employment
of Disabled Persons Board

Head Office

Social Security House,
West Wing 2nd Floor,
Old Moka Road, Rose Hill

Tel: 466 3128, 465 9463

Fax: 4663260

Email: tedpb@intnet.mu

LOIS LAGESSE TRUST FUND

Functions:

The Lois Lagesse Trust Fund (LLTF) has been set up under the LLTF Act to integrate visually impaired in the mainstream society.

Its main objectives are to:

- a) aid, train and educate the visually impaired in Mauritius;
- b) assist the visually impaired in obtaining medical treatment and suitable employment;
- c) set up and manage training centres,

schools and hostel for the visually impaired; and

- d) cater for the general welfare of the visually impaired.

Officer in Charge

Lois Lagesse Trust Fund

101 Colonel Maingard Street
Beau Bassin

Tel: 465 5119

Fax: 465 9961

Email: l.lagesse@intnet.mu

SOCIAL WELFARE

SOCIAL WELFARE DIVISION

The Social Welfare Division is responsible for the management of 57 Social Welfare Centres (Annex VI) as well as 2 Regional Embroidery Training Centres, 3 Boutiques and 20 Elderly Day Care Centres (EDCCs)

Objectives:

- To further health, advance education, provide facilities for mental and physical training and generally for recreation and for social, moral and intellectual development.
- Each Social Welfare Centre is managed by a Committee comprising 18 members representing diverse groups and interests from local communities.

Activities:

- Sensitisation/Prevention/Information/Education
- Healthy lifestyle programme
- Skills development programme
- Training in dressmaking, crafts and embroidery
- Informal Education
- Basic Computer Literacy/Net PC
- Adult Functional Literacy
- Income generating through monthly Foires Artisanales/ regional and national sales exhibition
- Sale of products by potential entrepreneurs through Boutiques

- Social and empowerment activities.
- Leisure/Recreational/Cultural activities
- Indoor Games and Sports
- Keep-fit and physical fitness
- Annual Sports Day
- Intercentre exchange programmes
- Intergenerational activities
- Group recreational programmes
- Community kitchen gardening and Award for Best Kitchen Garden
- Community Services (hire of tarpaulins, chairs, tubular frames, TV Show).
- Open days for the community
- Creativity activities for children during April and August school holidays
- Leisure course in music and dance (Ecole de Musique et Danse)
- Distribution of toys to needy children at Christmas
- Annual award of certificates to successful trainees
- Capacity-building programmes for staff and volunteers

Social Welfare Commissioner

Tel: 210 8144

Secretary

Tel: 210 1804 / 210 2765

REFORM INSTITUTIONS

PROBATION AND AFTERCARE SERVICE

Objectives of the Service

- Assisting the Courts in planning sentences for juvenile offenders.
- Rehabilitating juvenile offenders in the community.
- Aiming at the reduction of crime and protection of the public.
- Assisting families in conflict and safeguarding the welfare of children.
- Educating people on social problems through the preventive work project.

Commissioner:

Tel: 466 2531

Email: cpahobb@intnet.mu,
csprob@intnet.mu

Deputy Commissioner:

Tel: 466 2420

Email: dcpabb@intnet.mu

Assistant Commissioners:

Tel: 466 2020, 466 6020, 466 2399

e-mail: acpahl@intnet.mu
acpadp@intnet.mu
acpasf@intnet.mu
acpagr@intnet.mu

Address:

Sir F. Herchenroder Street,
Barkly, Beau Bassin

The Service has also under its responsibility the following institutions:

- i) The Probation Hostel for Boys
*Desvaux Street, Les Casernes
Curepipe • Tel: 676 2438;*
and
- ii) The Probation Home for Girls
*Charles Regnaud Street, Eau Coulée,
Curepipe • Tel: 686 5133*

Services Description:

Social Enquiries – Carrying out independent enquiries in civil and criminal matters referred by Courts and other institutions.

Supervision – Supervising probationers, aftercare cases, parole licencees and community service workers in view of their rehabilitation.

Institutional Care – Providing residential treatment to minors on probation whose home conditions are un conducive to rehabilitation in the open, or subjected to a committal order.

Throughcare – Providing a throughcare service to residents of the Rehabilitation Youth Centre, the Probation Hostel for Boys and the Probation Home for Girls.

Counselling – Providing counselling to members of the public facing social and emotional problems, including the welfare of children.

The Service also runs three Attendance Centres:

(i) Beau Bassin

Sir F. Herchenroder St, Barkly
Beau Bassin
Tel: 466 6520

(ii) Curepipe

1st Floor, Cheekooree Building
Malartic St., Curepipe
Tel: 670 5144

(iii) Pamplemousses

Royal Road, Pamplemousses (Probation Office)
Tel: 243 3317

List of Regional Probation Offices at Annex VIII

REHABILITATION YOUTH CENTRES

Cater for the detention and rehabilitation of children (under 18 years) who have been convicted for offences and are punishable by imprisonment.

Main objectives:

- To offer safe custody to juveniles.
 - To provide a good rehabilitation program including educational, recreational, vocational and spiritual activities in collaboration with other Ministries and non-governmental organisations.
 - To ensure that medical care, including psychiatric and psychological, is provided to the young offenders.
 - To work closely with the family of the young offenders before their release from the Centre.
 - To work in close collaboration with the Probation Service for the through care and after-care programmes.
-

Superintendent

Rehabilitation Youth Centre (Boys)
Sir F.Herchenroder Street , Beau Bassin
Fax: 465 6451 **Tel:** 454 2041
e-mail: gthimmadu@yahoo.com

Assistant Superintendent

Rehabilitation Youth Centre (Girls)
Beau Bassin
Tel: 464 6452 / 467 5822
e-mail: shirleykamanah@yahoo.com

LIFE PLUS+

The vision of Life Plus+ Unit is to devise collaborative actions and coordinated strategies and efforts to promote positive living and to reduce suicide.

Mission

Life Plus+ is dedicated to helping people live positively, manage their stress and reduce suicidal behavior through public education and awareness with the concerted efforts of the Government, the private sector, the civil society and the community.

It aims at reducing the suffering of persons with suicidal tendencies and helps them live their lives differently by giving them the required support to better handle emotional stress, pain and pressure.

Functions

There are two main levels of functioning of the Life Plus+ Unit:

At the intervention level: Listening to people in distress, counselling them and offering them psychological support if necessary. Actively collaborating with other sectors in the Government such as the Police and the Fire Services and with non-governmental organisations.

At the prevention level: Holding talks on Positive Living, Stress Management in schools, at the work place and the Community. Also holding awareness training sessions/ seminars for officers in various Governmental Departments/ Private Sector.

Officer in Charge

2nd Floor, NPF Building,
Sholto Douglas Street,
Beau Bassin

Tel: 466 5310

Fax: 466 1290

Hot Line: 188

Email: lifepius@govmu.org

Website: <http://lifepius.govmu.org>

SUGAR INDUSTRY LABOUR WELFARE FUND (SILWF)

The Sugar Industry Labour Welfare Fund was set up in 1948 and is governed by the Sugar Industry Labour Welfare Fund Act. (Act No. 47 of 1974)

Objectives:

- To do all such things as appear requisite and advantageous for or in connection with the advancement and promotion of the welfare of sugar workers and their children.
- The SILWF has extended its jurisdiction in urban areas also and is operating at national level irrespective of the occupation of the people.

Vision

To contribute towards Government objectives and to transform Mauritius into a smart island through community development.

Mission statement

- To develop welfare programs to enhance the well-being and condition of living of sugar workers and their family for a proper integration in the new emerging socio-economic environment; and
- To mobilise and develop local leadership to ensure an effective and meaningful participation of the community in the harmonious development of the Mauritian Society.

Activities of the Fund

The Fund undertakes mainly Community Development activities through its network of 135 Community Centres (Annex VII). Activities include:

- Educational:** talks, seminars, workshops, training, lectures, literacy, audio visual, home economics, sewing, dressmaking, arts and crafts, ethics and values, technical training, computer literacy, essay writing, quiz, discussions, and community awareness programmes.
- Cultural:** instrumental music, songs, dances, folk, theatre, traditions, mutual understanding and celebration of national and international events.
- Social:** welfare to society, child development and protection, advancement of women, elderly care, grants, free issue of amenities to socio-cultural organisations and families in distress, self-help projects, mutual help, struggle against social problems, patriotic, inter-community harmony, protection of environment, shelter to victims of cyclones, floods, torrential rainfall and sea-swells, community service and social gatherings.
- Recreational and Leisure:** indoor and outdoor games and competitions, sports, outings and tours, film shows, visits, fun games, and school vacation programmes.
- Economic:** agriculture, gardening, co-operatives, handicrafts, small scale enterprises, and entrepreneurship, and poverty alleviation projects.

Acting General Manager

Tel: 212 2056

Commissioner/

Acting Deputy General Manager

Tel: 212 2056 | 210 4108

e-mail: silwf@intnet.mu

OTHER SERVICES PROVIDED BY ORGANISATIONS UNDER THE AEGIS OF THE MINISTRY

SENIOR CITIZENS COUNCIL

The Senior Citizens Council is a body corporate governed by the Senior Citizens Council Act 1995, as amended in 2011. It operates under the aegis of the Ministry of Social Security, National Solidarity and Reform Institutions.

Functions:

- promote generally activities and projects for the welfare of senior citizens;
- maintain effective communication with senior citizens;
- establish contacts with organisations engaged in similar activities in Mauritius and abroad;
- advise the government on matters relating to the welfare of senior citizens;
- implement such policies and programmes in favour of senior citizens, as may be specified or approved by the Minister.

Facilities and Support to Senior Citizens

IT Course: Organisation of IT Course for senior citizens in all regions with the support of National Computer Board

Management Of Association: Organisation of Talks on Management of Association at district/ward level to senior citizens to better manage their Associations in accordance with the legal requirements

Preventive Health Care: Organisation of talks on Preventive Health at district level to senior citizens on healthy ageing

Seminar on Intergeneration: Financial support is provided to District/Ward representatives for organisation of seminar on intergeneration for the members of the Senior Citizens Associations

Legal Counselling Programme: A Legal Counselling programme is organised at district/ward level to provide advice to members of Senior Citizens Association on property rights

Support at District/Ward level:

Financial support is provided to District/Ward representatives of Senior Citizens Associations for organising activities in their respective region.

Competitions: Various competitions such as drama, Quiz, Story Telling, Games and Folk Dance are organised annually with a view to promoting active and healthy ageing and recognising the talents of elderly persons. Cash prizes and trophies are provided to the winners of the competitions.

Best Senior Citizen Award:

Organisation of Best Senior Citizens Award which aims at recognising best performance among Senior Citizens Associations and encourages them to participate in the activities of the Council. Cash prizes and trophies are provided to winners of the Award.

Annual Grant: An Annual Grant is provided to each of the 750 Senior Citizens Associations in Mauritius and Rodrigues to assist them in organising their activities.

News Bulletin: The Council releases a News Bulletin twice yearly with a view to providing necessary information and maintaining communication with the 750 affiliated Senior Citizens Associations

Rodrigues: Organisation in Rodrigues of various activities such as workshop, Intergeneration Programme, Legal Counselling Programme and competition for members of Senior Citizens Associations in Rodrigues

CONTACT DETAILS:

Administrative Secretary Senior Citizens Council

2nd Floor, Astor Court, Port Louis, Mauritius

Tel: (230) 211 3246

Fax: (230) 208 0907

Email: sencico@intnet.mu

NON-GOVERNMENTAL ORGANISATION (NGO) TRUST FUND

The NGO Trust Fund contributes to the development of NGOs by providing financial assistance and running programmes for capacity-building.

Its objectives are to:

- i) consider and approve applications for assistance from NGOs;
- ii) finance, wholly or partly, services and projects of NGOs which have been approved by the Committee;
- iii) ensure an effective use of resources; and
- iv) rationalise the disbursement of funds to NGOs.

Officer-in-Charge

NGO Trust Fund
2nd Floor, Renganaden Seeneevassen Building
Port Louis

Tel: 211 5575

Fax: 211 4930

Email: ngotfund@intnet.mu

MAURITIUS COUNCIL OF SOCIAL SERVICES (MACOSS)

MACOSS promotes social and community development and voluntary action through national non-governmental organisations (NGOs). It strengthens its member constituents by initiating communication and collaboration firstly among NGOs and secondly, between NGOs and Government, primarily through meetings, publications and institutional development activities.

Its objectives are to:

- (a) promote any charitable purposes for the benefit of the community in Mauritius and, in particular, the advancement of social education, the furtherance of health and the relief of poverty, distress and sickness; and
- (b) promote and foster co-operation in the achievement of the purposes under paragraph (a) by bringing together representatives of the statutory bodies and voluntary organisations engaged in the furtherance of those purposes.

- iii) organize or assist in organising workshops, seminars, conferences and training courses for voluntary social workers, personnel of voluntary, non-governmental organisations and managerial capabilities;
- iv) co-ordinate the activities of NGOs in emergency and natural disaster activities and programmes; and
- v) collect, diffuse and share information pertaining to adult education and development in particular.

Executive Secretary

Mauritius Council of Social Services (MACOSS)
2nd Floor, Astor Court,
Lislet Geoffroy Street, Port Louis

Tel: 212 0242, 210 3614, 208 4425

Fax: 208 6370

Email: macoss@intnet.mu

Web: <http://macoss.ngo.mu>

Its activities are to:

- i) promote economic, social and cultural activities for the advancement of the community;
- ii) assist in the planning and coordination of activities of member organisations;

NON STATE ACTORS UNIT (NSA)

The NSA Unit was set up in 2009 to promote capacity-building of NGOs.

Its objectives are to:

- i) build capacity of NGOs;
- ii) provide technical support to NGOs;
- iii) set up a professional corps of volunteers; and
- iv) provide monitoring and evaluation system for programmes

Project Officer

3rd Floor, NPF Building
Sholto Douglas Street
Beau Bassin

Tel No. 465 2522

Fax: 465 1473

Email Address: priscilla.ravaton@undp.org

CHAGOSSIAN WELFARE FUND BOARD (1999)

Its objectives are to:

- (a) promote the welfare of the members of the Chagossian Community and their descendants in Mauritius;
- (b) develop programmes and projects for the total integration of the members of the Chagossian community and their descendants in the island of Mauritius; and
- (c) maintain and manage the Marie Lisette Talate Chagossian Community Centre of

Pointe aux Sables and the Chagossian Community Centre of Tombeau Bay and other community facilities vested in it for the benefit of the Chagossian Community and their descendants.

Secretary

Chagossian Welfare Fund
Avenue Trois Frères,
Baie du Tombeau

Tel: 247 2278, 247 2289

Fax: 247 2285

NATIONAL SOLIDARITY FUND (1991)

The National Solidarity Fund was set up under the NSF Act 1991 with the following objectives :

- (a) to provide financial assistance to citizens of Mauritius, residing in Mauritius who may require surgical operations which can only be performed abroad or in medical institutions in Mauritius, approved by the Ministry of Health and Quality of Life; and
- (b) to provide, with the approval of the Minister, financial assistance directly to individuals who have undergone severe personal hardship.

Application should be made in writing to the Administrative Secretary, with relevant original documents by registered post to the National Solidarity Fund, 3rd Floor, Max City, 21 Pope Hennessy St., Port Louis or submitted on every Wednesday between 9.30 to noon at the Information Counter of Ministry of Social Security, National Solidarity and Reform Institutions, Ground Floor, R. Seeneevassen Building, Port Louis.

Schemes:

The Severe Personal Hardship schemes are grouped into the following core areas:

- (a) Medical
- (b) Destitute;
- (c) Needy Students; and
- (d) Other Schemes (Tragic Accident, repatriation of mortal remains, multiple birth, natural calamities, centenarians)

SCHEMES		DOCUMENTS TO BE PRODUCED
Medical	<ul style="list-style-type: none"> • Overseas Treatment • Local Treatment • Incurable Disease • Cancer and Other Severe Medical cases • Purchase of expensive drugs • Oxygen Therapy 	<ol style="list-style-type: none"> 1. Letter of application 2. Copy of National Identity Card 3. Original Medical Certificate certifying nature of medical treatment 4. Receipt of expenses incurred for medical and air tickets (<i>where applicable</i>) 5. Letter from M/Health and Quality of Life specifying assistance received from the Ministry through the Overseas Treatment Scheme (<i>where applicable</i>) 6. Boarding Pass/Copy of Passport (<i>where applicable</i>) 7. Prescription (<i>where applicable</i>)
	<ul style="list-style-type: none"> • Purchase of assistive devices (nappies, spectacles, walking frame, commode chair, hearing aid, dentures, medical bed, ripple mattress, wheelchair, etc.) 	<ol style="list-style-type: none"> 1. Letter of application 2. Copy of National Identity Card 3. Original Medical Certificate certifying need of the assistive device 4. Quotations from suppliers (<i>where applicable</i>) 5. Receipts of expenses (<i>where applicable</i>)
Needy Student	Refund of university fees	<ol style="list-style-type: none"> 1. Letter of application 2. Original Memo from University 3. Original receipt of payment from university/ institutions 4. Copies of National Identity Cards (<i>Parents + Student</i>) 5. Copy of Birth Certificate (<i>Student</i>)
	Refund of SC/HSC exams fees	<ol style="list-style-type: none"> 1. Letter of application 2. Original Memo from school 3. Original receipt of payment / Certified receipt of exams fees paid 4. Copy of National Identity Card 5. Disallowance Notice from Ministry of Social Security, National Solidarity and Reform Institutions

Destitute

1. Letter of application
2. Original memo from school
3. Original Medical Certificate from Ministry of Health and Quality of Life
4. Copy of National Identity Card
5. Receipts of expenses
6. Police Memo/ Fire memo in fire cases

CONTACT DETAILS:

Secretary

National Solidarity Fund, 3rd Floor, Max City,
21, Pope Hennessy St., Port Louis
Tel: 211 3438, 210 0350, 210 8152
Fax: 213 1847
E-mail: rmurdan@govmu.org

NOTE: THE RATES OF THE DIFFERENT BENEFITS ARE SUBJECT TO REVISION BY THE MINISTRY.

LEGAL DISCLAIMER NOTICE

THE STATEMENTS OF COMMITMENTS IN THIS CHAPTER DO NOT CONFER ANY LEGAL RIGHTS CONTRACTURAL OR OTHERWISE. THIS CHARTER IS PUBLISHED FOR INFORMATION PURPOSES ONLY.

EMERGENCY SHELTERS

Emergency shelters used by the Ministry in case of natural disasters - cyclone Class III, floods etc...

Port-Louis - Area No. 1

	EMERGENCY SHELTER	TEL NO
1	Camp Yoloff Community Centre, Route Militaire	241 9678
2	Cité Gabriel Martial Community Centre, Route Militaire	216 5108
3	Vallée des Prêtres Co-operative Credit Centre Complex, Vallée des Prêtres	217 5335
4	Roche Bois Social Welfare Centre, Rue Desperoux, Roche Bois	240 9607
5	Ste Croix Social Welfare Centre, Ducray Road, Ste Croix	240 3329

Port-Louis – Area No. 1A

	EMERGENCY SHELTER	TEL NO
1	Camp Chapelon Community Centre, Camp Chapelon, Pailles	208 7596
2	Cité Vallijee Community Centre	211 1664
3	Grand River North West Community Centre	210 1682
4	Pailles Village Hall	286 6591

Beau Bassin – Area No. 2

	EMERGENCY SHELTER	TEL NO
1	Mont Roches Social Welfare Centre, Royal Rd, Mont Roches	454 8546
2	Barkly Community Centre, Boule de Neige St, Barkly	464 6405
3	Colonel Maingard Community Centre, C. Maingard St, Beau Bassin	467 6609

Rose Hill – Area No. 3

	EMERGENCY SHELTER	TEL NO
1	Beau Séjour Community Centre, Ave Tourterelle Res., Beau Sejour	464 6987
2	S. Murday SSS (Vocational), Marcel Cabon St, Stanley, R. Hill	465 5381

Quatre Bornes – Area No. 4

	EMERGENCY SHELTER	TEL NO
1	Shrimati Indira Gandhi Social Hall, Palma	426 0226
2	La Source Community Centre	425 3193
3	Nehru Community Centre, Bassin St	424 4325

Annex I *Emergency Shelters*

Vacoas – Area No. 5

	EMERGENCY SHELTER	TEL NO
1	Henrietta Community Centre, Nr Henrietta Govt. School	5 294 1557
2	La Marie Community Centre (Near Shiv Mandir),Royal Road, La Marie	684 1053 /5 290 1348
3	Hollywood Community Centre	684 4671/5 290 9730
4	Reunion Community Centre, Nr Winner's Supermarket	686 3041
5	Cité La Caverne Community Centre, Jugarnath St, Cité La Caverne	697 3605 / 5 290 7008
6	Solferino Municipal Complex, Solferino No. 1 (Near football ground)	5 738 7624

Curepipe – Area No. 5A

	EMERGENCY SHELTER	TEL NO
1	Prof. B. Bissoondoyal Community Centre, Lapeyrouse-Sterling St, Eau Coulée	5 292 2859
2	Robinson Community Centre, Robinson Rd, Curepipe Rd	5 950 1070
3	Midlands Village Hall	5 775 3775
4	16 ^{ème} Mile Community Centre, 16ème Mile	664 5166
5	Cité L'Oiseau Community Centre, Cité L'Oiseau, Floreal	5 290 7099
6	Dubreuil Community Centre	665 5308
7	La Brasserie Community Centre	675 0640
8	Bananes Village Hall	-

Phoenix – Area No. 5

	EMERGENCY SHELTER	TEL NO
1	Camp Fouquereaux SWC	686 2242
2	Trianon Community Centre	697 1692
3	Cinq Arpents Community Centre	290 9732
4	Belle Terre Municipal Social Hall	-

Grand Port – Area No. 6

	EMERGENCY SHELTER	TEL NO
1	Grand Sable Social Welfare Centre, Royal Rd, Grand Sable	417 6548
2	Old Grand Port Social Welfare Centre, Royal Rd, Old Grand Port	634 5181
3	Bois des Amourettes, Village Hall, Royal Rd, B. des Amourettes	-
4	Anse Jonchée Sub- Hall, Royal No, Anse Jonchée	-
5	Mahebourg Social Welfare Centre, Hollandais St, Mahebourg	631 9530
6	La Chaux Social Welfare Centre, Cité La Chaux, Mahebourg	5 290 1208
7	Beau Vallon Community Centre, Royal Rd, Beau Vallon	631 5500
8	St Hilaire Community Centre, Rue Cent Gaulettes	633 5325
9	Petit Bel Air SW Centre, Royal Rd, Petit Bel Air	631 3142
10	Grand Bel Air Multi Purpose Complex, School Lane, Grand Bel Air	-
11	Petit Sable Sub Hall, Royal Rd, Petit Sable	-
12	Bambous Virieux Multi Purpose Complex, Royal Rd, Bambous Virieux	-
13	Morc. Ferney Community Centre, Cité Longtill, Riv. des Creoles	631 8689

Grand Port - Plaine Magnien, Rose Belle – Area No. 6

	EMERGENCY SHELTER	TEL NO
1	Trois Boutiques Community Centre, Royal Rd, Trois Boutiques	637 3690
2	Carreau Acacia Village Hall, Trois Boutiques, Royal Rd, Carreau Accacias	5 786 6038
3	Camp Carol Sub- Hall, Trois Boutiques	5 757 4915
4	Plaine Magnien Social Welfare Centre	637 7416
5	Mare D'Albert Social Welfare Centre, Royal Rd, Mare D'Albert	627 4034
6	La Rosa Social Welfare Centre, Royal Rd, La Rosa	627 4911
7	Mare Tabac Social Welfare Centre, Royal Rd, Mare Tabac	627 4941
8	Cluny Community Centre, Res. Beemanique, Cluny	677 0123/ 677 0011
9	Rose Belle Social Welfare Centre, Royal Rd, Rose Belle	627 4910
10	Mare Chicose Village Hall, Royal Rd, Mare Chicose	5 754 3596
11	Nouvelle France Community Centre, Nouvelle France	677 9007
12	Union Park Village Hall, Royal Rd, Union Park	5 754 9049
13	New Grove Village Hall, Royal Rd, New Grove	627 4533
14	Gros Billot Sub Hall, Samputh Lane, Gros Billot	5 797 6107
15	Carreau Esnouf Community Centre, Plaine Magnien	637 5991

Annex I *Emergency Shelters***Savanne – Area No. 6A**

	EMERGENCY SHELTER	TEL NO
1	Batimaraï Community Centre, Flamboyant St, Batimaraï, Rivière des Anguilles	626 2892
2	St Aubin Community Centre, Cité, St Aubin, Rivière des Anguilles	626 1490
3	Riv des Anguilles Community Centre, SSR Rd, Rivière des Anguilles	626 1467
4	Tyack Sub Hall, Village Hall, Tyack, Rivière des Anguilles	-
5	Camp Diable Community Centre, Mamad St (Near Dispensary), Camp Diable	626 2046
6	Rivière du Poste Community Centre, Royal Rd, Rivière du Poste	617 5240
7	Grand Bois Social Welfare Centre, Royal Rd, Grand Bois	617 5409
8	La Flora Village Hall, Royal Rd (Savanne Rd), La Flora	-
9	Bois Chéri Village Hall, Royal Rd, Bois Chéri	-
10	L'Escalier Social Welfare Centre, Royal Rd, L'Escalier	636 7538
11	Britannia Community Centre, Camp Berthaud, Poste Office Rd, Britannia	626 2946
12	Nouvelle France Village Hall, Royal Rd, Nouvelle France	-
13	Benares Village Hall, Royal Rd, Benares	-
14	Chemin Grenier Social Welfare Centre, SWC Rd, Chemin Grenier	622 6535
15	Chamouny Community Centre, School Lane, Chamouny	622 7197
16	Bel Ombre Village Hall, Cemetary Rd, Chamouny	-
17	Riviere des Galets Community Centre, Royal Rd, Rivière des Galets	622 7057
18	Surinam Social Welfare Centre, SWC Rd, Surinam	625 5578
19	Gris Gris Community Centre, Cité Gris Gris, Souillac	625 6808
20	Riambel Community Centre, EDC, Riambel, Surinam	625 6292
21	Baie du Cap Community Centre, Royal Rd, Baie du Cap	622 8673

Moka – Area No. 7

	EMERGENCY SHELTER	TEL NO
1	St Pierre Social Welfare Centre, Royal Road, St. Pierre	433 5658
2	Mount Ory Social Community Centre, Royal Road, Mt. Ory	433 2139
3	Quartier Militaire Social Welfare Centre, Royal Road, Quartier Militaire	435 7878
4	Providence Community Centre, Royal Road, Providence	435 5481
5	Montagne Blanche Social Welfare Centre, Royal Road, Montagne Blanche	437 5178
6	Melrose Village Hall, C. De Masque Road, Melrose	-
7	Deep River Social Welfare Centre, Deep River	419 3127
8	GRSE Community Centre, Post Office Road GRSE	417 6474
9	Quatre Sœurs Village Hall	-
10	Deux Frères Sub Hall, Royal Road, Deux Frères	-
11	Quatre Soeurs Community Centre, Royal Road, Quatre Soeurs	417 5400

Flacq – Area No. 7A

	EMERGENCY SHELTER	TEL NO
1	Laventure Social Welfare Centre, Royal Rd, Laventure	418 5533
2	Poste de Flacq Village Hall, Govt School Rd, Poste de Flacq	413 2951
3	Argy Community Centre, Flamboyant St, Argy	413 0414
4	Mare La Chaux Social Welfare Centre, Royal Rd, Mare la Chaux	415 2398
5	Bramsthan Social Welfare Centre, Royal Rd, Bramsthan	413 2731
6	Camp Ithier Village Hall, Branch Rd, Camp Ithier	-
7	Trou d'Eau Douce Community Centre, Royal Rd, Trou d'Eau Douce	480 2231
8	Belle Mare Community Centre, Royal Rd, Belle Mare	415 1044
9	St Julien d'Hotman Social Welfare Centre, Royal Rd, St Julien D'Hotman	416 5779
10	Camp de Masque Social Welfare Centre, Royal Rd, Camp de Masque Pavé	416 8410
11	Brisée Verdière Social Welfare Centre, Royal Rd, Brisée Verdière	418 7764
12	Lallmatie Social Welfare Centre, Royal Rd, Lallmatie	418 3404

Annex I *Emergency Shelters*

Goodlands, Grand Gaube, Grand Baie and Morcellement St. Andre – Area No. 8-8A

	EMERGENCY SHELTER	TEL NO
1	Goodlands Social Welfare Centre, Royal Rd, Goodlands	285 9557
2	Fond du Sac Village Hall, Royal Rd, Fond du Sac	266 9962
3	Plaines des Papayes Social Welfare Centre, Royal Rd, Plaines des Papayes	266 8768
4	Vale Village Hall, Royal Rd, Lower Vale	-
5	Poudre D'Or Community Centre, Bois D'Oiseaux Rd, Poudre D'Or Village	282 0571
6	Triangle Community Centre, Triangle, Goodlands	283 8631
7	Roche Terre Community Centre, Community Centre Rd, Roche Terre	288 8626
8	Grand Gaube Community Centre, Royal Rd, Grand Gaube	288 2438
9	Petit Raffray Social Welfare Centre, Royal Rd, Petit Raffray	283 8010
10	Sottise Community Centre, Reservoir Rd, Sottise	263 5092
11	Grand Bay Social Welfare Centre, Royal Rd, Grand Bay	263 1279
12	Cap Malheureux Village Hall, Mosque Rd, Cap Malheureux	-

Triolet and Pamplémousses – Area No. 8 - 8A

	EMERGENCY SHELTER	TEL NO
1	Triolet Social Welfare Centre, Royal Rd, 9th Mile Triolet	261 6722
2	Pte aux Piments Social Welfare Centre, Royal Rd, Petite Pointe aux Piments	261 5206
3	Trou aux Biches Community Centre, Pte Père Laval, Trou aux Biches	265 5685
4	Pamplémousses Social Welfare Centre, Royal Rd, Pamplémousses	243 3520
5	Khoyratty Community Centre, Royal Rd, Khoyratty	248 2551
6	Petite Julie Social Welfare Centre, School Rd, Petite Julie	418 4707

Terre Rouge and Long Mountain – Area No. 8 - 8A

	EMERGENCY SHELTER	TEL NO
1	Le Hochet Social Welfare Centre, Dr Manilall Rd, Terre Rouge	248 8078
2	Tombeau Bay Community Centre, Royal Rd, Tombeau Bay	247 1332
3	D'Epinay Village Hall, D'Epinay Rd, D'Epinay	-
4	Congomah Village Hall, Royal Rd, Congomah	-
5	Long Mountain Social Welfare Centre, Royal Rd, Long Mountain	245 2526
6	Bois Pignolet Community Centre, Royal Rd, Bois Pignolet	248 0012
7	Bois Marchand Community Centre, Bois Marchand	248 8978

Riviere du Rempart and Piton – Area No. 8 – 8A

	EMERGENCY SHELTER	TEL NO
1	Plaine des Roches Community Centre, Dispensary Rd, Plaine des Roches	412 8505
2	Riviere du Rempart Social Welfare Centre, Maurel Rd, Rivière du Rempart	412 7252
3	Roches Noires Community Centre, Branch Rd, Roches Noires	411 5363
4	Barlow Community Centre, Royal Rd, Barlow	412 8598
5	Amaury Social Welfare Centre, Royal Rd, Amaury	412 7813
6	Pointe des Lascars Community Centre, Royal Rd, Pointe des Lascars	412 8796
7	Hermitage Community Centre, Royal Rd, Panchvati	412 5750
8	L'Amitie Community Centre, Royal Rd, Gokhoola	264 8260
9	Mapou Community Centre (opposite Mapou roundabout)	266 6480

Pointe aux Sables and Black River – Area No. 9

	EMERGENCY SHELTER	TEL NO
1	Pte aux Sables Community Centre, Coastal Rd (Near Post Office), Pointe aux Sables	234 6016
2	Richelieu Community Centre, L. Churchill St, Cité Richelieu, Pointe Rivière	233 6684
3	Petite Rivière Social Welfare Centre, Royal Rd (opposite Police Station), Petite Riviere	233 1826
4	Albion Community Centre, Royal Rd, Camp Creole (Near Police Station)	238 4347
5	Gros Cailloux Community Centre, Royal Rd, Gros Cailloux	238 5650
6	Canot Community Centre, Royal Rd, Canot	238 4936
7	Bambous Social Welfare Centre, Royal Rd, Bambous	452 0237
8	Cascavelle Village Hall, Camp Bombaye	-
9	Flic-en-Flac Community Centre, Mooneeram Lane	453 8508
10	Beau Songes Community Centre, Beangali Rd	290 2577
11	Tamarin Village Hall, Temple Rd, Tamarin	-
12	Petite Rivière Noire Village Hall, Royal Rd, Petite Rivière Noire	451 5977
13	Grande Rivière Noire Village Hall, Royal Rd, Grande Rivière Noire	-
14	Case Noyale Social Welfare Centre, Royal Rd, Case Noyale	451 5063
15	Le Morne Community Centre, Royal Rd, Le Morne	451 5423
16	Chamarel Village Hall	-
17	La Gaulette Community Centre	451 5407

Annex II

SOCIAL SECURITY OFFICES

1. Head Office

R.Seeneevassen Bldg,
Jules Koenig St, Port Louis
Tel: 207 0625

2. Benefits Branch

Social Security House,
Moka Rd, Rose Hill
Tel: 403 2700
Fax: 465 3290

3. Contributions Branch

R. Seeneevassen Bldg, Jules
Koenig St, Port-Louis
Tel: 207 0625

4. Port Louis Central

Astor Court,
Lislet Geoffroy Street,
Port Louis
Tel: 213 0951, 212 9958,
208 0969, 212 2658,
208 8361, 212 0510,
212 5181, 213 0514,
213 0532, 213 0728

5. Port Louis Visiting

Astor Court,
Lislet Geoffroy Street,
Port Louis
Tel: 210 9224, 212 9918,
210 9211, 212 0326,
208 8286, 208 1117, 2126009
Fax: 212 6497

6. Port Louis Eastern

Astor Court,
Lislet Geoffroy Street,
Port Louis
Tel: 213 0572, 213 0510,
213 0514, 213 0728

7. Port Louis Western (Cassis)

Astor Court,
Lislet Geoffroy Street,
Port Louis
Tel: 213 0922, 213 0532,
208 1592

8. Beau Bassin SSO

NPF Building,
Douglas Street, Beau Bassin
Tel: 465 9344, 465 7410, 464 6450,
465 8957 (Welfare Protection
Elderly Unit)
Fax: 465 9221

9. Baie du Cap SSO

Royal Road, Baie du Cap
Tel: 622 1070

10. Bambous SSO

Geoffroy Road, Bambous
Tel: 452 1197, 452 2426
Fax: 452 0156

11. Morcellement Marousssem, Trou d'Eau Douce, Bel Air Rivière Sèche

Tel: 419 2441, 419 7197
Fax: 419 7490

12. Bon Accueil SSO

Royal Road, Bon Accueil
Tel: 418 4341, 418 0108
Fax: 418 8420

13. Case Noyale SSO

Royal Road, Case Noyale
Tel: 451 5063

14. Chemin Grenier SSO

Ernest Le Maire St,
Chemin Grenier
Tel: 622 6002, 622 6250,
622 6257, 622 2420
Fax: 622 5070

15. Curepipe SSO

Jerningham Street, Curepipe
Tel: 670 5023, 670 5028,
670 5053, 670 0595,
670 5054, 670 5057,
670 5058, 670 5061
Fax: 670 5042

16. Central Flacq SSO

Hospital Road, Central Flacq
Tel: 413 5722, 413 5714, 413 6944,
413 6350
Fax: 413 6369

17. Grand Gaube SSO

NDU Complex, Royal Road,
Grand Gaube
Tel: 288 8696,
288 0068, 288 4341

18. Grand Bay SSO

Dispensary Road, Grand Bay
Tel: 263 1476, 269 0715,
263 8743

19. Grand Bois SSO

Royal Road, La Flora
(Near Shivala)
Tel: 617 8673

20. Goodlands SSO

NPF Building,
Royal Road, Goodlands
Tel: 283 5142, 283 0023,
283 2114, 283 7602
Fax: 283 2249

21. L'Escalier SSO

La Sourdine, L'Escalier
 Tel: 636 0126, 636 7537
 Fax: 636 7537

22. Montagne Longue SSO

Royal Road, Long Mountain
 Tel: 245 2388, 245 3158
 Fax: 245 1033

23. Mahebourg SSO

La Passe Street, Mahebourg
 Tel: 631 9544, 631 0677, 631 9021,
 631 0662, 631 0661
 Fax: 631 2596

24. Medine Camp de Masque SSO

Royal Road, Mont Ida
 Tel: 416 5199, 416 5951

25. Plaine des Papayes SSO

Royal Road, Plaine des Papayes
 Tel: 266 2446, 266 2603
 Fax: 266 2470

26. Montagne Blanche SSO

Petit Paquet Road,
 Montagne Blanche
 Tel: 437 5167, 437 5168

27. Phoenix SSO

Royal Rd, St Paul
 Tel: 696 4278, 696 0681
 Fax: 697 5624

28. Piton SSO

NPF Building, Piton
 Tel: 264 2364, 264 2099,
 264 2007
 Fax: 264 1756

29. Petite Rivière SSO

Royal Road, Petite Rivière
 Tel: 233 7542, 233 4454,
 233 1442

30. Pamplemousses SSO

Royal Road, Pamplemousses
 Tel: 243 3522
 Fax: 243 3510

31. Pointe aux Sables SSO

Royal Road, Pointe aux Sables
 Tel: 234 7605
 Fax: 234 6044

32. Plaine Magnien SSO

NPF Building, Plaine Magnien
 Tel: 637 3525, 637 8966
 Fax: 637 8967

33. Quatre Bornes SSO

Behind Market,
 Brown Sequard Street,
 Quatre Bornes
 Tel: 427 0493, 425 3792,
 427 4271, 427 9825,
 424 1157
 Fax: 427 6344

34. Quartier Militaire SSO

Royal Road, Quartier Militaire
 Tel: 435 7551, 435 6663,
 435 6752

35. Rose Hill SSO

NPF Building, Moka Road,
 Rose Hill
 Tel: 465 1355, 403 2700
 Fax: 465 1993

36. Rivière des Anguilles SSO

La Baraque Road , Rivière des
 Anguilles
 Tel: 626 2536, 626 4563,
 626 1749, 626 1207
 Fax: 626 1749

37. Rose Belle SSO

Mme Lolo, Rose Belle
 Tel: 627 2844, 627 4532,
 627 2451

38. Rivière du Rempart SSO

SSR Street, Rivière du Rempart
 Tel: 412 7527, 412 8068
 Fax: 412 4485

39. Souillac SSO

Morisson Street, Souillac
 Tel: 625 4121, 625 4496,
 625 8134
 Fax: 625 5548

40. St Pierre SSO

Ripailles Road, St Pierre, Behind
 Post Office
 Tel: 433 7620, 433 7230,
 433 4250, 433 1440,
 433 7259, 433 9625
 Fax: 433 1266

41. St Hubert SSO

Community Centre Building,
 Royal Road, St Hubert

42. Triolet SSO

NPF Building, Triolet
 Tel: 261 3036, 261 1453,
 261 6527
 Fax: 261 1258

Annex II Social Security Offices

43. Terre Rouge SSO

Le Hochet, Terre Rouge

Tel: 248 4047, 248 4048,
248 3886, 249 1494,
249 1610

Fax: 248 9369

44. Vacoas SSO

New Municipal Building,
Independence Avenue, Vacoas

Tel: 698 4279, 698 3188,
698 1775, 697 4575,
697 4582

Fax: 697 1371

45. Vieux Grand Port SSO

Royal Road, Vieux Grand Port

Tel: 634 5408

46. Rodrigues

Port Mathurin

Tel: 832 0320, 832 0315,
832 0317, 832 0319,
832 1169

47. Rodrigues

La Ferme

Tel: 831 7248, 832 7895

48. Rodrigues

Malabar

Tel: 832 4174, 831 5575,
832 5633, 832 4428

Annex III

ELDERLY WATCH

	REGION	TEL NO
1.	Port Louis	208 8287
2.	Beau Bassin	454 6226
3.	Rose Hill	466 7219
4.	Quatre Bornes	427 9825
5.	Phoenix	676 4278
6.	Curepipe	676 2272
7.	Rose Belle	627 4532
8.	Mahebourg	631 9021
9.	Rivière des Anguilles	626 2536
10.	Souillac	625 4121

	REGION	TEL NO
11.	Petite Rivière	233 4454
12.	Bel Air	419 2441
13.	St Pierre	433 4250
14.	Central Flacq	413 5722
15.	Piton	264 1756
16.	Goodlands	283 5142
17.	Camp de Masque	416 5951
18.	Pamplemousses	243 3522
19.	Terre Rouge	248 9369
20.	Triolet	261 3036

CHARITABLE INSTITUTIONS & ORPHANAGES

- 1. Shardanand Infirmary**
2, Gayasingh, Port Louis
Tel: 212 1128
- 2. St Hugh's Anglican Home**
6, Sir Edgar Laurent St, Rose Hill
Tel: 464 1124
- 3. Mère Augustine Home**
Chapel Lane, Rose Belle
Tel: 627 4546
- 4. Hospice St Jean De Dieu**
Route du Moulin à Poudre,
Pamplemousses
Tel: 243 3552
- 5. Belle Rose Home**
St Louis Ave, Belle Rose
Tel: 466 8722
- 6. Krishnanand Seva Ashram**
c/o Human Service Trust
Calebasses, Pamplemousses
Tel: 248 9651 / 249 1873
- 7. Lady Sarojini Jugnauth,
Women's Home**
c/o Human Service Trust
Calebasses, Pamplemousses
Tel: 248 9651
- 8. Cheshire Home**
Royal Road, Tamarin
Tel: 483 6652
- 9. Cheshire Home**
Pierrefonds, Palma Road,
Quatres Bornes
Tel: 424 9011
- 10. Rosie Lernene House**
Telfair Ave, Belle Rose
Tel: 464 4373
- 11. Foyer Marcel Catherine**
Telfair Ave, Belle Rose
Tel: 464 4373
- 12. Currimjee Jeewanjee
Infirmary (Male)**
St Georges St, Port Louis
Tel: 212 2672
- 13. Currimjee Jeewanjee
Infirmary (Female)**
40, Labourdonnais St, Port Louis
Tel: 212 1585
- 14. L.P. Govindramen Arya
Sabha Home (Male)**
Union Vale, Trois Boutiques
Tel: 637 3198
- 15. Arya Sabha Judoonanund**
Ballgobeen Rd, St Paul Phoenix
Tel: 686 9118
- 16. Pavillon Ste Marie**
Gordon St, Rose Hill
Tel: 465 5848
- 17. Meenatchee Home**
Nicolay Rd, Port Louis
Tel: 216 1732
- 18. Gayasing Orphanage**
Gayasingh St, Port Louis
Tel: 212 1128
- 19. Crèche Coeur Immaculé**
Sir Vigil Naz Ave, Quatres Bornes
Tel: 424 5041
- 20. Foyer Père Laval**
Nicolay Rd, Port Louis
Tel: 242 1637
- 21. Mauritius Muslim
Orphanage**
Labourdonnais St, Port Louis
Tel: 212 1585
- 22. Foyer Mgr Leen**
Gordon St, Rose Hill
Tel: 464 3909
- 23. SOS Children Village**
G. Ithier St, Mare Gravier,
Beau Bassin
Tel: 464 8379
- 24. Foyer Trochetia**
Petit Verger, Pointe aux Sables
Tel: 234 0881
- 25. Sreematee F.Babooram
Asram**
Belle Vue, Chemin.Grenier
Tel: 622 2072
- 26. Dr. Chiranjiv Bhardwaj
Asram**
Belle Mare
Tel: 415 2857
- 27. Maharana Pratab
Residential Care Home**
Coastal Rd, Belle Mare
Tel: 415 2387

Annex V**ELDERLY DAY CARE CENTRES**

	REGION	TEL NO
1.	Roche Bois, c/o Social Welfare Centre, Roche Bois	216 8227
2.	Piton, c/o SWC, Piton	264 9016
3.	Petite Rivière, c/o SWC, Petite Rivière (<i>also for Persons with Disabilities</i>)	233 7077
4.	Rivière du Rempart, Gandhi Square, Pavé Road, Rivière du Rempart	412 5753
5.	Petit Raffray, Royal Road, Petit Raffray	283 4726
6.	Grand Baie, c/o SWC, Royal Road, Grand Baie	263 1170
7.	La Rosa, c/o SWC, La Rosa	627 8698
8.	L'Escalier, c/o SWC, L'Escalier	636 0589
9.	Surinam, SWC Road, Surinam	625 5954
10.	Chemin Grenier, Royal Road, Chemin Grenier (<i>also for Persons with Disabilities</i>)	622 2080
11.	Camp Fouquereaux, c/o SWC, Camp Fouquereaux	696 3471
12.	Bramsthan, c/o SWC, Bramsthan	413 2731
13.	Brisée Verdière, c/o SWC, Brisée Verdière	418 7838
14.	Nouvelle Decouverte, c/o SWC	431 5596
15.	Mare La Chaux (Royal Road), c/o SWC	415 2398
16.	Bois Savon, Ste Croix, Port Louis	216 4613
17.	Camp Yoloff, Route Militaire	216 3682
18.	Poste de Flacq, c/o SWC	413 4021
19.	St Pierre, Behind SWC, St Pierre	433 6843
20.	Floreal, Jhurry Lane, Floreal	696 3466

SOCIAL WELFARE CENTRES

The Social Welfare Centres are divided into 4 Regional Units as follows:

(I) PAMPLEMOUSSES/RIVIÈRE DU REMPART REGIONAL UNIT

1. Pamplemousses

(Regional Centre)

Royal Road, Pamplemousses

Tel/Fax: 243 3520

2. Amaury

Royal Road, Amaury

Tel/Fax: 412 7813

3. i) Grand Bay

Royal Road, Grand Bay

Tel/Fax: 263 1279

ii) Regional Embroidery

Training Centre cum

Boutique

Grand Bay Social Welfare Centre,

Grand Bay

Tel: 263 3524

4. Goodlands

Social Welfare Centre Road,

Goodlands

Tel/Fax: 283 9557

5. Petit Raffray

Royal Road, Petit Raffray

Tel/Fax: 283 8010

6. Plaine des Papayes

Royal Road, Plaine des Papayes

Tel/Fax: 266 8768

7. Pointe aux Piments

Royal Road, Pointe aux Piments

Tel/Fax: 261 5206

8. Piton

Royal Road, Piton

Tel/Fax: 264 5127

9. Rivière du Rempart

Maurel Road, Rivière du Rempart

Tel/Fax: 412 7252

10. Triolet

Royal Road, Triolet

Tel/Fax: 261 6722

11. Mon Goût

Shivala Road, Mon Gout,

Pamplemousses

Tel/Fax: 243 3467

12. Petite Julie

School Road, Petite Julie

Tel/Fax: 418 4707

13. Long Mountain

Royal Road, Long Mountain

Tel/Fax: 245 2546

(II) PORT LOUIS/PLAINES WILHEMS/BLACK RIVER REGIONAL UNIT

**14. Wooton Social Welfare
cum Resource Centre and
Boutique (also Regional
Centre)**

Alagender Hill, Wooton

Email: wootonswrcr@yahoo.com

Tel/Fax: 670 9651

15. Bambous

Royal Road, Bambous

Tel/Fax: 452 0237

16. Camp Fouquereaux

Royal Road, Camp Fouquereaux

Tel/Fax: 686 2242

17. Case Noyale

Royal Road, Case Noyale

Tel/Fax: 451 5063

18. Mont Roches

Raymond Rivet Street,

Mont Roches

Tel/Fax: 454 8546

19. Petite Rivière

Royal Road, Petite Rivière

Tel/Fax: 233 1826

20. Roche Bois

Desperoux Street, Roche Bois

Tel/Fax: 240 9607

21. Ste Croix

Ducray Street, Sainte Croix

Tel/Fax: 240 3329

22. Le Hochet

Dr. Manilall Road, Le Hochet,

Terre Rouge

Tel/Fax: 248 8078

23. Grannum (rented building)

Grannum Road, Vacoas

Tel/Fax: 686 0440

24. Rivière Sèche

Mississippi Road, Rivière Sèche

Tel/Fax: 686 2140

25. Floréal

Pierre Simonet Street, Floréal

Tel/Fax: 686 5813

Annex VI Social Welfare Centres

(III) GRAND PORT/SAVANNE REGIONAL UNIT

26. Plaine Magnien (Regional Centre)

Royal Road, Plaine Magnien
Tel/Fax: 637 7416

27. Chemin Grenier

Royal Road, Chemin Grenier
Tel/Fax: 622 6535

28. Grand Bois

Royal Road, Grand Bois
Tel/Fax: 617 5409

29. Grand Sable

Royal Road, Grand Sable
Tel/Fax: 417 6548

30. La Rosa

Royal Road, La Rosa
Tel/Fax: 627 9203

31. L'Escalier

Royal Road, L'Escalier
Tel/Fax: 636 7538

32. Mahebourg (Regional Centre)

Royal Road, Mahebourg
Tel/Fax: 631 9530

33. Mare Tabac (SILWF building)

Royal Road, Mare Tabac
Tel/Fax: 627 4941

34. Mare Tabac

SSR Street, Mare Tabac
Tel/Fax: 627 1292

35. Rose Belle

Royal Road, Rose Belle
Tel/Fax: 627 4610

36. i) Surinam

Social Welfare Centre Road,
Surinam
Tel/Fax: 625 5578

ii) Women Empowerment cum Regional Embroidery Training Centre and Boutique

Social Welfare Centre, Surinam
Tel/Fax: 625 6532

37. Mare D'Albert

Royal Road, Mare D'Albert
Tel/Fax: 627 4034

38. Le Jardin

Royal Road, Riche-En-Eau,
Le Jardin
Tel/Fax: 633 5815

39. Petit Bel Air

Royal Road, Petit Bel Air,
Tel/Fax: 631 3142

40. Old Grand Port

Royal Road, Old Grand Port
Tel/Fax: 634 5181

41. La Chaux

Cité La Chaux, La Chaux
Tel/Fax: 5 290 1208

42. Camp Carol

Camp Carol, Plaine Magnien
Tel/Fax: 637 8309

(IV) MOKA/FLACQ REGIONAL UNIT

**43. Quartier Militaire
(Regional Centre)**

Royal Road, Quartier Militaire
Tel/Fax: 435 7878

44. Bel Air

Royal Road, Bel Air
Tel/Fax: 419 2443

45. Bramsthan

Royal Road, Bramsthan
Tel/Fax: 413 2731

46. Camp de Masque Pavé

Royal Road,
Camp de Masque Pavé
Tel/Fax: 416 0581

47. Brisée Verdrière

Royal Road, Brisée Verdrière
Tel/Fax: 418 7764

48. Laventure

Royal Road, Laventure
Tel/Fax: 418 5533

49. Montagne Blanche

Royal Road, Montagne Blanche
Tel/Fax: 437 5178

50. Mare La Chaux

Royal Road, Mare La Chaux
Tel/Fax: 415 2398

51. Saint-Pierre

Route Nicolière, St. Pierre
Tel/Fax: 433 5658

52. Saint-Julien D'Hotman

Royal Road, St. Julien
Tel/Fax: 416 5779

**53. Lady Sushil Ramgoolam
SWC Complex**

Royal Road, Caroline,
Bel Air Rivière Sèche
Tel/Fax: 419 2734

54. Lallmatie

Nehru Road, Lallmatie
Tel/Fax: 418 3404

55. Mount Ory

GSWC Royal Road, Mount Ory
Tel/Fax: 433 2139

56. Deep River

Royal Road, Olivia
Tel/Fax: 419 3127

57. Nouvelle Découverte

Royal Road, Nouvelle Découverte
Tel/Fax: 431 5983

Annex VII**COMMUNITY CENTRES****ZONE 1**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Cité Gabriel Martial	Cité Martial, Port Louis	216 5108
2	Vallée Pitot	Rajcoomar Gajadhur Road, Vallée Pitot, Plaine Verte	242 6466
3	Camp Yoloff	No. 1, Military Road, Port Louis	241 9678
4	Bois Marchand	Bois Marchand, Terre Rouge	248 8978
5	Trou aux Biches	Trou aux Biches, Triolet	265 5685
6	St. Malo	Royal Road, St. Malo, Baie du Tombeau	247 3157
7	Tombeau Bay	Royal Road, Tombeau Bay	247 1322
8	Cité La Cure	Jhelum Street, Cité La Cure, Port Louis	241 3925
9	Riche Terre	St. Michele Road, Riche Terre, Terre Rouge	249 2103
10	Batterie Cassée	Batterie Cassée, Ste. Croix, Riche Terre	240 2998
11	Vallée des Prêtres	Royal Road, Vallée des Prêtres, Port Louis	216 6156
12	Paul Toureau	Paul Toureau, Croisée, Vallée des Prêtres	241 9635
13	Terre Rouge	Mahatma Gandhi Road, Cité CHA, Terre Rouge	248 1938
14	Notre Dame	Railway Road, Notre Dame	245 0153
15	Ruisseau Rose	Ruisseau Rose, Long Mountain	245 3438
16	Les Mariannes	Dosiah Road, Les Mariannes, Long Mountain	245 2200
17	Ilot	Ilot, Pamplemousses	243 1318
18	Khoyratty	Royal Road, Khoyratty, Pamplemousses	248 2551
19	Morc. St. Andre	Royal Road, Morcellement, St André	261 4892
20	Bois Pignolet	Royal Road, Bois Pignolet, Terre Rouge	248 0012

ZONE 2

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Coeur Immaculée	Cité Immaculée, Rivière du Rempart	412 8838
2	Pte des Lascars	Pointe des Lascars, Rivière du Rempart	412 8796
3	Panchavati	Panchavati, Rivière du Rempart	412 5750
4	Grand Gaube	Royal Road, Grand Gaube	288 2438
5	Pont Praslin	Royal Road, Rivière Rempart	418 2264
6	Phoolyar	Phoolyar Nagar, Belle Vue Maurel	412 8653
7	Barlow	Royal Road, Rivière du Rempart	412 8598
8	Plaine des Roches	Rajcoomar Road, Plaine des Roches, Riv. du Rempart	412 8595
9	Roches Noires	Royal Road, Pont Praslin, Villebague	411 5363
10	Mapou	Cité CHA, Mapou	266 6480
11	La Paix Piton	Naik Road, La Paix Piton, Rivière du Rempart	264 5111
12	Amitié	L'Amitié, Rivière du Rempart	412 8599
13	Gokhoola	Royal Road, Gokhoola, Piton	264 8260
14	Shree Nagar (Sottise)	Sottise, Grand Bay	263 5092
15	Triangle	Triangle, Goodlands	283 8631
16	Roche Terre	Community Centre Road, Roche Terre, Grand Gaube	283 8626
17	Poudre D'Or Village	Royal Road, Poudre D'Or Village	282 0571

ZONE 3

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Mare D'Australia	Amaury Road, Mare D'Australia, Brisée Verdrière	418 5412
2	Bon Accueil	Community Centre Road, Bon Accueil	418 5450
3	Grande Retraite	Royal Road, Grande Retraite, Bon Accueil	418 2159
4	Pont Blanc	Pont Blanc, Flacq	413 4579
5	Riche Mare	Royal Road, Riche Mare, Centre de Flacq	413 7303
6	Cité Argy	Flamboyant St, Argy	413 0414
7	Bonne Mère	Bonne Mère, Union Flacq	413 0319
8	Poste de Flacq	Royal Road, Poste de Flacq, Flacq	413 9714
9	Petite Retraite	Royal Road, Petite Retraite, Bon Accueil	418 1306
10	Bois D'Oiseaux	Bois D'Oiseaux, Laventure	418 1494
11	Isidore Rose	Royal Road, Isidore Rose, Flacq	413 3752
12	Palmar	Royal Road, Palmar, Quatre Cocos	415 1220
13	Belle Mare	Royal Road, Belle Mare, Flacq	415 1044
14	Queen Victoria	Queen Victoria, Flacq	413 5028

Annex VII *Community Centres***ZONE 4**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Bonne Veine	Bonne Veine, Quartier Militaire	435 6389
2	Providence	Providence, Quartier Militaire	435 5481
3	Telfair	Telfair, Moka	433 2017
4	Circonstance	Circonstance, Saint Pierre	433 5897
5	Sebastopol	Royal Road, Sebastopol	437 2982
6	Clavet	Clavet, Sebastopol	437 3019
7	Lesur	Lesur, Sebastopol	437 3791
8	La Nourrice Olivia	Royal Road, La Nourrice, Olivia, Bel Air Rivière Sèche	419 8129
9	Mont Ida	Royal Road, Mont Ida	417 9207
10	Medine Camp de Masque	Royal Road, Medine Camp de Masque	-
11	Belle Rose Clemencia	Bel Air Rivière Sèche	419 7726
12	Belle Rive	Belle Rive	419 1894
13	Pont Lardier	Pont Lardier, Bel Air Rivière Sèche	419 3780
14	Olivia	Olivia, Bel Air Rivière Sèche	419 1668
15	Trou D'Eau Douce	Royal Rd, Trou d'Eau Douce	480 2231
16	GRSE	Post Office Road, GRSE	417 6474
17	Ernest Florent	Ernest Florent, Bel Air	419 6733
18	La Lucie Roy	Ramguttty Road, St. Michel, Bel Air Rivière Sèche	-
19	Petit Bois	Petit Bois, Caroline, Bel Air Rivière Sèche	419 8997
20	Camp de Masque	Peeroo Lane, Camp de Masque	416 5315
21	Cote D'Or	Cote D'Or, Saint Pierre	-

ZONE 5

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Plaisance	Ex-Airport Road, Plaisance	637 4051
2	Beau Vallon	Beau Vallon, Mahebourg	631 5500
3	Trois Boutiques	Royal Rd, Trois Boutiques	637 3690
4	Carreau Esnouf	Carreau Esnouf, Trois Boutiques	637 5991
5	Plein Bois	Plein Bois, L'Escalier	636 8415
6	Nouvelle France	Nouvelle France	677 9007
7	Balisson	Balisson, Rose Belle	627 0250
8	Cluny	Cluny, Rose Belle	290 9599
9	St. Hillaire	St. Hillaire, St. Hubert	633 5325
10	Ferney	Ferney, Rivière des Creoles, Mahebourg	631 8689
11	Quatre Soeurs	Quatre Soeurs, GRSE	417 5400
12	Rivière du Poste	Royal Rd, Rivière du Poste	617 5240
13	Rivière des Anguilles	SSR Rd, Rivière des Anguilles	292 0735
14	Britannia	Camp Berthaud, Poste Office Rd, Britannia	626 2946
15	Camp Diable	Mamad St, Nr Dispensary, Camp Diable	626 2046
16	Batimerais	Batimerais, Rivière des Anguilles	626 2892
17	Chamouny	Chamouny, Chemin Grenier	292 6874
18	Camp Charlot	Camp Charlot, Chemin Grenier	622 6761
19	Riambel	Riambel, Surinam	625 6692
20	Rivière des Galets	Rivière de Galets, Chemin Grenier	622 7057
21	St. Aubin	St. Aubin, Rivière des Anguilles	626 1490
22	Gris Gris	Gris Gris, Souillac	625 6808

Annex VII *Community Centres***ZONE 6**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Très Bon	Très Bon No.1, Vacoas	950 3677
2	Allée Brillant	Allée Brillant, Castel	291 1165
3	Lapeyrouse	Allée Brillant, Castel	292 2859
4	Henrietta	Henrietta, Vacoas	294 1551
5	La Marie	La Marie Road, Vacoas	290 1348
6	Reunion	Reunion Road, Vacoas	686 3041
7	Cité L'Oiseau	Cité L'Oiseau, Floréal	290 7099
8	Glen Park	Glen Park, Vacoas	684 1149
9	Trianon	Petit Camp, Phoenix	697 1692
10	Hollyrood	Hollyrood, Vacoas	290 9730
11	La Caverne	La Caverne, Vacoas	290 7008
12	Cinq Arpents	Cinq Arpents, Phoenix	290 9732
13	Hermitage	Hermitage, Phoenix	290 9733
14	La Brasserie	La Brasserie, Curepipe	675 0640
15	Eau Coulée	Engrais Cathan, Eau Coulée, Curepipe Road	697 3579
16	Robinson	Robinson Road, Curepipe	674 5412
17	16eme Mille	16eme Mille, Forest Side	664 5166
18	Highlands	Highlands, Phoenix	290 9731
19	Camp Caval	Camp Caval, Curepipe	670 9802
20	Dubreuil	Dubreuil, Midlands	665 5308
21	La Mairie	Engrais Martial Eau Coulee	5 950 6818
22	Cité Joachim	Forest Side, Curepipe	-

ZONE 7

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Residence Vallijee	Wagner Street, Cité Valijee, Bell Village	211 1664
2	Pte aux Sables	Royal Road, Pointe aux Sables	234 6016
3	Coromandel	Morcellement Montreal, Coromandel	233 1559
4	Albion	Albion, Camp Creole	238 4347
5	Cité Barkly	Boule de Neige St, Barkly	464 6405
6	Camp Chapelon	Camp Chapelon, Pailles, Bell Village	208 7596
7	GRNW	Cité Mauvillac, Petite Rivière	210 1682
8	Colonel Maingard	Colonel Maingard, Beau Bassin	467 6609
9	Cité Richelieu	L. Churchill St, Cité Richelieu, Pointe Rivière	233 6684
10	Gros Cailloux	Royal Road, Gros Cailloux, Petite Rivière	238 5650
11	La Source	La Source, Palma, Quatre Bornes	425 3193
12	Beau Séjour	Avenue des Tourterelle, Beau Séjour, Rose Hill	464 0983
13	Nehru Road	Bassin Road, Quatre Bornes	424 4325
14	Beaux Songes	Beaux Songes, Bengali Road	290 2577
15	Canot	Simonet Street, Canot	238 4936
16	Baie du Cap	Royal Rd, Baie du Cap	622 8273
17	Le Morne	Royal Road, Le Morne	451 5423
18	La Gaulette	La Gaulette, Case Noyale	451 5407
19	Flic en Flac	Village Hall Lane, Flic en Flac	453 8508

Annex VIII

REGIONAL PROBATION OFFICES

1. Family Court

Probation Office

5th Floor, New Court House,
Port Louis
Tel: 231 2242

2. Port Louis Probation Office

1st Floor, New Court House,
Port Louis
Tel: 208 2018

3. Rose Hill Probation Office

District Court, Rose Hill
Tel: 464 4407

4. Curepipe Probation Office

Curepipe Court, Curepipe
Tel: 676 2771

5. Black River

Probation Office

Black River Court, Black River
Tel: 452 0086

6. Moka Probation Office

NPF Building, Rose Hill
Tel: 465 4572

7. Flacq Probation Office

Mahra Building, Central Flacq
Tel: 413 3173

8. Pamplemousses

Probation Office

Pamplemousses Court,
Pamplemousses
Tel: 243 3317

9. Rivière du Rempart

Probation Office

NPF Building, Piton
Tel: 264 9580

10. Savanne Probation Office

Dr Wiehe Street, Souillac
Tel: 625 6848

11. Grand Port Probation Office

Grand Port Court, Mahebourg
Tel: 631 2575

12. Rodrigues Probation Office

Rodrigues Court, Port Mathurin
Tel: 831 2220

