



Republic of Mauritius

**Ministry of Social Integration
and Economic Empowerment**

Customer Charter

Charter Coverage

This Charter gives an overview of the services provided by the Ministry of Social Integration and Economic Empowerment, crafted on its vision, mission and core values.

Our Vision

Our vision is the eradication of extreme and chronic poverty and the creation of an inclusive and more equitable society.

Our Mission

To support and empower the vulnerable groups who are registered and found eligible under the Social Register of Mauritius with a view to mainstreaming them in society and improving their quality of life in a sustainable manner through the provision of an effective and efficient service delivery, imbued in equity, fairness and impartiality.

Our Core Values

- Integrity
- Inclusivity and Equity
- Excellence in Service Delivery
- Teamwork and Loyalty to Serve with Passion
- Dedication and Readiness to Help
- High Sense of Professionalism
- Customer Focus

Our Main Responsibilities

- Formulate policies and national action plans for the social integration of vulnerable groups
- Ensure sustainable development for the needy and enhancement of social progress
- Provide continued support to empower vulnerable families
- Enlist the commitment of stakeholders through regular national consultations
- Empower and widen the circle of opportunities for vulnerable groups
- Improve the living conditions of vulnerable families in deprived regions
- Empower the poor and vulnerable by the provision of specific and targeted services including capacity building and training programmes
- Provide basic shelter to homeless and vulnerable families
- Assist needy children in deprived regions through the provision of educational support as well as school materials

**Related
Organisations/
Stakeholders**

- National Empowerment Foundation (NEF)
- National Corporate Social Responsibility Foundation
- Decentralised Cooperation Programme.

Contact Details

The Permanent Secretary Ministry of Social Integration And Economic Empowerment

Level 9, Air Mauritius Centre
John Kennedy Street
Port Louis
Tel. No. 210 0783
Fax No. 212 1673
Email: ahoolass@govmu.org

The Chief Executive Officer National Empowerment Foundation

8th Floor, Garden Tower
La Poudrière Street, Port Louis
Tel. No. 405 5100
Fax No. 211 1350
Email: Contact@nef.mu
Website: <http://www.nef.mu>

The Secretary-General National Corporate Social Responsibility Foundation

6th Floor, Garden Tower
La Poudrière Street
Port Louis
Tel. No. 405 5100
Email: info@ncsrfoundation.org
Website: www.ncsrfoundation.org

The Programme Coordinator And Administrator Decentralised Cooperation Programme

9th floor, Emmanuel Anquetil Building
Port Louis
Tel. No. 201 2145
 201 2148
 201 3353/3252/3367
Fax No. 213 1956
Email: pcu-dcp@govmu.org

Ministry of Social Integration and Economic Empowerment

Level 9, Air Mauritius Centre

Port Louis

Tel: 201 1089 Fax: 2081409

Website: <http://www.gov.mu/portal/site/socialintegration>