



REPUBLIC OF MAURITIUS

MINISTRY OF TOURISM



CUSTOMER CHARTER

INTRODUCTION

Government is committed to building a responsible and responsive Civil Service that meets the needs of the business community, the most vulnerable groups and empowers the Mauritian citizens.

We are committed to delivering a quality service to our customers and creating the necessary environment for sustained growth through systematic achievement of the established objectives based on a quality system that drives continuous improvement throughout the Ministry.

We are also committed to address the need for greater transparency and accountability.

We pledge to give a level of service that would meet the expectations of our stakeholders.

OUR VISION

“A LEADING AND SUSTAINABLE ISLAND DESTINATION”

OUR MISSION

- To propel the tourism sector as a key engine of growth.
- To enhance the visibility of Mauritius as a top class tourist destination in traditional, emerging and new markets.
- To broaden the tourism product portfolio to include eco-tourism, spa and wellness tourism, cruise tourism, cultural tourism, business tourism and sporting events.

OUR OBJECTIVES

- To assist in tourism planning through the development of tourism policies and preparation of long-term plan.
- To extend support for the development and upgrading of tourism structures and infrastructure.
- To work in close collaboration with all our stakeholders, including international organisations for the development and promotion of sustainable tourism.
- To appraise and monitor tourism projects.
- To elaborate and implement standards, norms and guidelines for tourism activities.
- To formulate legislation to regulate the tourism sector.
- To create awareness on the importance of sustainable tourism development and support enterprises in their drive to be environmentally compliant.
- To prepare and provide statistical data and information on tourism matters.
- To make leisure and recreational activities accessible and affordable to the population at large.
- To develop schemes to promote the welfare of the employees of the tourism sector.

OUR CORE VALUES

- > **Integrity** – We are guided by the highest standards of professional ethics.
- > **Quality** – We are result-oriented and committed to providing services of the highest quality to our customer.
- > **Transparency** – we operate in a consultative and transparent manner.
- > **Timeliness** – we are responsive and make every effort to meet set targets.
- > **Teamwork** – We foster teamwork and value mutual trust and respect.
- > **Honesty** – We always act in good faith and are trustful.
- > **Justice** – We adhere to the principle of natural justice.
- > **Objectivity** – We favour meritocracy and base our decisions on rigorous analysis of evidence.

OUR SERVICES

The tourism industry is today evolving in a highly competitive environment where customers' needs and tastes are fast changing. To continue to prosper, we must strive to fully meet the expectations of our customers. The Ministry of Tourism has adopted a customer-centric approach with a view to rejuvenating the industry and repositioning Mauritius as a leading island destination.

The Ministry of Tourism is responsible for the formulation and implementation of strategies and policies for the harmonious and sustainable development of the tourism sector and the promotion of leisure for the benefit of the citizens and tourists.

The Ministry of Tourism, which is headed by the Senior Chief Executive, consists of the Administration and Technical Unit. The Technical Unit comprises three sections, namely the Land-Based, Sea-Based and the Leisure Unit. The Land-Based and Sea-Based Units, which fall under the purview of the officers of the Tourism Planning Executive Cadre, are headed by a Director. The Leisure Unit is headed by an Organiser, Leisure Events.

OUR SERVICES

The Sea-Based Unit promotes the sustainable development of sea-based tourism activities through the formulation and revamping of policies and strategies as well as guidelines and regulations pertaining to nautical activities and pleasure craft. The Unit also aims at addressing potential user conflicts arising from numerous sea-based activities.

The Land-Based Unit is responsible for the management of land based tourism activities across the island. Greening and sustainable development of the tourism sector remain the prime objective of the Unit. The Unit deals with, *inter-alia*:

- a) appraisal of land based projects related to the accommodation sector, restaurants, night clubs and private clubs, eco-tourism, among others;
- b) formulation of policies;
- c) monitoring of implementation of hotel projects;
- d) development of guidelines and regulations for land based tourism activities; and
- e) implementation of Capital Projects.

The Leisure Events Unit is responsible for promoting leisure and recreational activities for citizens and tourists. The Unit organises leisure events and activities at national level, provides assistance in terms of logistic support to other leisure-oriented organisations and collaborates with other Ministries and Departments for the organisation of leisure activities.

OUR COMMITMENTS VIS-À-VIS OUR CUSTOMERS

- We provide relevant information to customers concerning the appropriate documents and procedures for the issue of clearances.
- We ensure that letter of intent/approval for accommodation projects is issued within 20 days.
- We are impartial and give equal opportunity to all promoters when providing our services.
- We attend to complaints and take timely remedial actions.
- We ensure that the information given to us is treated in strict confidentiality.

CONTACTS

Senior Chief Executive

(Thro Confidential Secretary)

Ministry of Tourism

Level 5,

Air Mauritius Centre

Port-Louis

Tel: (230)211 6159

(230) 211 7930 (Ext 201 & 202)

Fax: (230) 211 0058

Permanent Secretary

(Thro Confidential Secretary)

Ministry of Tourism

Level 3,

Air Mauritius Centre

Port-Louis

Tel: (230) 211 7930 (Ext 356)

Deputy Permanent Secretary

(Thro Confidential Secretary)

Ministry of Tourism

Level 5

Air Mauritius Centre

Port-Louis

Tel: (230) 211 7930 (Ext 228)

CONTACTS

Director, Tourism

(Thro Confidential Secretary)

Ministry of Tourism

Level 3

Air Mauritius Centre

Port-Louis

Tel: (230) 211 7930 (Ext 335 & 336)

Fax: (230) 214 1737

Principal Tourism Planning Executive (Sea-based Unit)

Ministry of Tourism

Level 3

Air Mauritius Centre

Port-Louis

Tel: (230) 211 7930 (Ext 348)

Fax: (230) 214 1737

Principal Tourism Planning Executive (Land-based Unit)

Ministry of Tourism

Level 3

Air Mauritius Centre Port-Louis

Tel: (230) 211 7930 (Ext 345)

Fax: (230) 214 1737

Organiser, Leisure Events

Ministry of Tourism

Level 3

Air Mauritius Centre

Port-Louis

Tel: (230) 210 9151

Fax: (230) 210 6225

Reception Desk

Ministry of Tourism

Level 5

Air Mauritius Centre

Port-Louis

Tel: (230) 211 7930

FEEDBACK AND COMPLAINTS

We welcome any suggestion for the continuous improvement of our services. A suggestion box is at your disposal at the Reception Desk of the Ministry. You may contact us as follows:

Ministry of Tourism

Level 5, Air Mauritius Centre

John Kennedy Street, Port-Louis

Tel: 211 7930

Fax: 208 6776

Website: tourism.govmu.org

E-Mail: mtou@govmu.org

Office Hours:

08.45 hours to 16.00 hours on weekdays

Lunch Time: 12.00 hours to 12.30 hours

STATUTORY BODIES UNDER THE AEGIS OF THE MINISTRY OF TOURISM

Mauritius Tourism Promotion Authority (MTPA)

The Mauritius Tourism Promotion Authority (MTPA) was set up under the Mauritius Tourism Promotion Authority (MTPA) Act 1996 as a parastatal body to promote Mauritius abroad as a tourist destination.

The role of the MTPA is to enhance the image of Mauritius as a prime holiday and up-market destination by consolidating our traditional markets, penetrating emerging markets and exploiting niche segment in new markets.

SERVICES

- > Destination Marketing and Promotion Services
- > Tourism Research and Information Services
- > Organisation of press and familiarisation trips
- > Organisation of international events
- > Collateral Materials/Promotional Material Services
- > Organisation of Exhibitions and Road Shows
- > Destination Training Services for Source Market Travel Trade
- > Tourism Industry Marketing Services

FEEDBACK AND COMPLAINTS

The Mauritius Tourism Promotion Authority welcomes your suggestions and assures you that your complaint will be dealt with promptly. You may contact the Mauritius Tourism Promotion Authority as follows:

The Director Mauritius Tourism Promotion Authority

Level 5, Victoria House

Cnr Barracks and St Louis Streets

Port-Louis

Tel: (230) 203 1900

Fax: (230) 212 5142

Email: mtpa@intnet.mu

Website: <https://mauritiusnow.com/>

TOURISM AUTHORITY (TA)

The Tourism Authority was set up as a corporate body under the Tourism Authority Act 2006 to sustain the development of Mauritius as a high quality and safe tourist destination.

The objective of the Authority are, among others, to promote the sustainable development of the tourism industry, and foster and encourage the conduct of activities in the tourism industry in a responsible manner in order to preserve the integrity of the Mauritian destination.

SERVICES

> Issuing and renewal of:

- Tourist Accommodation Certificate for Hotels, Tourist Residences, Guest Houses and Domaines
- Tourist Enterprise Licence for tourist related activities
- Pleasure Craft Licence for commercial and private use
- Skipper Licence
- Canvasser Permit to pleasure craft operators

> Cleaning, embellishment and upgrading of tourist sites and iconic places

> Classification of Hotels into grades starting from 2 Star to 5 Star Luxury

> Enhancing the tourism product portfolio

> Monitoring and supervision of tourist enterprises, and pleasure craft, skipper and canvasser activities to ensure that they comply with the existing regulations, standards, norms and guidelines

FEEDBACK AND COMPLAINTS

The Tourism Authority welcomes your suggestions and assures you that your complaint will be dealt with promptly. Requests for information are attended:

Level 1, Victoria House

Cnr Barracks and St Louis Streets

Port-Louis

Tel: (230) 203 1000

Fax: (230) 213 1738

Email: tourism.authority@intnet.mu

- Over the counter at the Tourism Authority
- By Telephone 203 1000
- By fax: 213 1738
- Website: www.tourismauthority.mu
- Through Email: tourism.authority@intnet.mu
contact@tourismauthority.mu
- Live Chat on: www.tourismauthority.mu
- Hotline: 8910

TOURISM EMPLOYEES WELFARE FUND (TEWF)

The Tourism Employees Welfare Fund was set up under the Tourism Employees Welfare Act 2002 to cater for the economic and social welfare of employees of tourism enterprises and their families.

SERVICES

The Tourism Employees Welfare Fund operates around 15 schemes consisting mainly of educational grants, social grants and soft loans to assist the employees in improving their quality of life and meeting the educational expenses of their children.

It also organizes training programmes and leisure activities for the benefit of its members. More details of the schemes are available on the website of the Tourism Employees Welfare Fund - www.tewf.mu.

FEEDBACK AND COMPLAINTS

The Tourism Employees Welfare Fund welcomes your suggestions and assures you that your complaint will be dealt with promptly. You may contact the Tourism Employees Welfare Fund as follows:

The Secretary Tourism Employees Welfare Fund

Level 6, Victoria House
Cnr Barracks and St Louis Streets
Port-Louis
Tel: (230) 211 4343
Fax: (230) 213 5462
Email: tewfund@intnet.mu
Website: www.tewf.mu

LEGISLATION

1. Mauritius Tourism Promotion Authority Act 1996
2. Tourism Employess Welfare Fund Act 2002
3. Tourism Authority Act 2006