



Republic of Mauritius

MINISTRY OF FINANCIAL SERVICES, GOOD GOVERNANCE AND INSTITUTIONAL REFORMS



CUSTOMER CHARTER

FOREWORD

It gives me great pleasure to be associated with this Charter which is very much in line with the vision of this Government in regard to customer care and satisfaction. It is no coincidence that my Ministry forms part of the pilot phase of the online Citizen Support Portal recently launched by Hon. P K Jugnauth, Prime Minister.

Public offices and other front-line locations provide the public interface between citizens and the Public Service. This Charter, which sets the tone for transparency and good governance, provides customers with a clear and unambiguous statement of the level of service they can expect. It also provides not only a framework that defines the rights of customers and how complaints are handled but also allows to measure and improve the quality of services provided.

The financial sector, a major pillar in the economy, is developing at an exponential rate with an increasingly complex and diverse customer base and growing customer expectations. To this end, this Charter sets the parameters for an optimal responsiveness to the needs of customers which in turn will ensure sustained growth of the economy through higher efficiency and productivity.

I would like to seize this opportunity to thank all those who have contributed to the elaboration of this Charter that will, without any doubt, contribute to a paradigm shift in the way businesses are conducted.

Honourable Dharmendar SESUNGKUR
*Minister of Financial Services, Good Governance
and Institutional Reforms*



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INTRODUCTION

The Ministry of Financial Services, Good Governance and Institutional Reforms was created in December 2014 with a view to giving a new impetus to financial services which constitute a key sector of our economy and have huge potential for growth.

The aims of the Ministry are to fight fraud and eradicate corruption, malpractices and irregularities in all aspects of public life to foster the development of Mauritius. It also has the responsibility of spearheading institutional reforms and reinstating good governance practices which are fundamental principles at the core of the fight against irregularities.

The Ministry has the mandate to reorganise and reform the public sector to make it more productive, transparent, accountable and customer friendly.

The Ministry is also mandated to position Mauritius and the Stock Exchange of Mauritius as a financial hub for mitigating Africa-related risks. Promoting the development of wealth management and asset management will be the springboard to position Mauritius as a centre for private placement and trading of bonds and other financial instruments.

VISION

A nation where service delivery exceeds citizens' expectations.

MISSION

- To transform Mauritius into a financial centre of excellence.
- To turn transparency and good governance into a culture.
- To respond to the needs of citizens in a manner that valorizes and dignifies them.

OUR COMMITMENT

We will maintain the highest ethical standard by adhering to professional code of conduct.

We will be responsible for all our actions.

We will collaborate within our Ministry as well as with all stakeholders.

We will resolve complaints in accordance with best practices.

We will promote financial services in accordance with international standards.

We will be proactive in the provision of information that impacts on our customers through regular updating of our website.

We will reorganize and reform the Public Sector to make it more productive, accountable and customer friendly.

We will act with fairness, equity and integrity.

CORE VALUES

Good Governance

We ensure the core principles of good governance.

Integrity

We serve with integrity, ethics and accountability.

Teamwork

We are committed to common organizational goals.

Quality

We aim at excellence in the delivery of quality services.

Timeliness

We strive to meet targets set.

Transparency

We undertake to deliver in total transparency.

Professionalism

We are always professional in our approach.

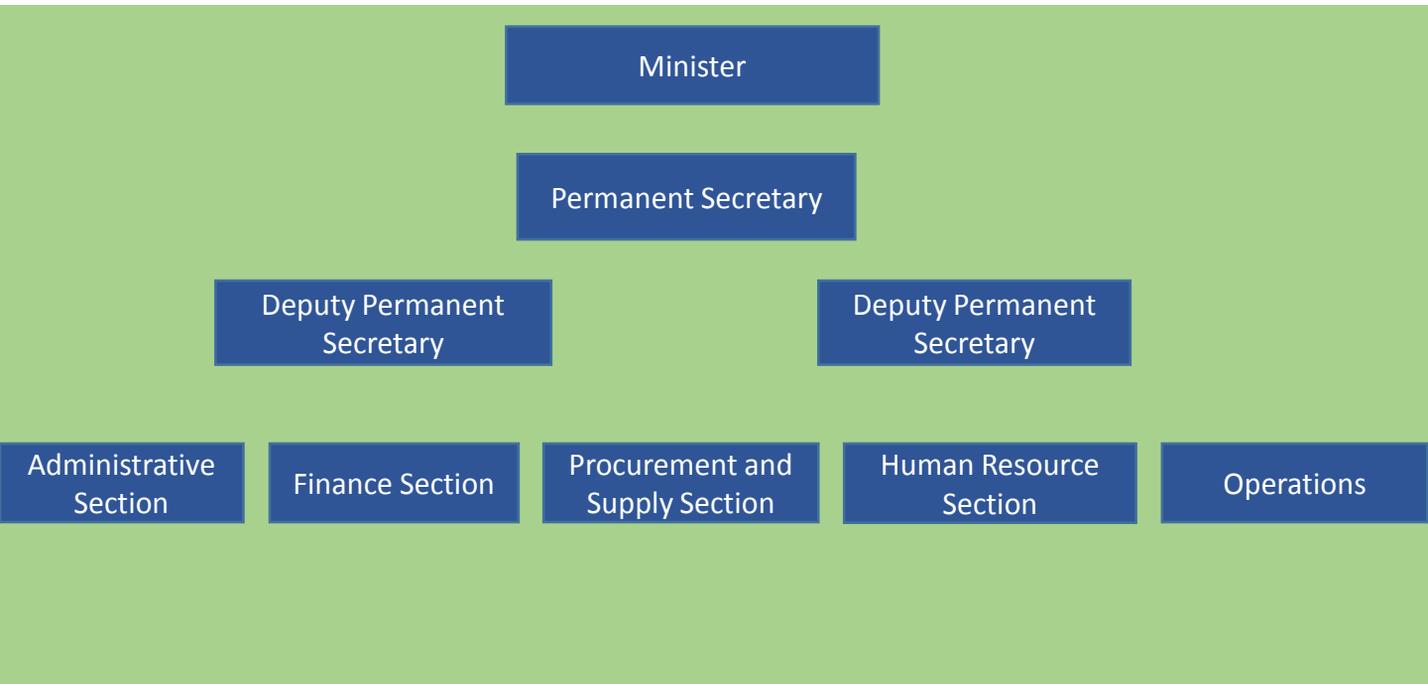
Responsiveness

We do our best to respond to the needs of customers in a timely manner.

Honesty

We are convinced that “honesty is the best policy”.

ORGANISATIONAL STRUCTURE



Administrative section

The Administrative Section is responsible for formulating and implementing Government policies. It ensures that Government decisions are effectively implemented.

Finance section

The role of the Finance Section is to manage the financial resources of the Ministry. It assists in the preparation of the Ministry's budget and processes and controls all expenditure incurred by the Ministry.

Procurement and Supply section

This section is responsible for the procurement and supply of goods, works and services pertaining to the Ministry.

Human Resource section

This section is responsible for managing the human resources at the Ministry. It deals with, inter alia, matters relating to recruitment, training, conditions of service and change in posting.

Operations

This section is responsible for the management of all office operations including the use and maintenance of physical assets, equipment and IT facilities. It also manages office accommodation and monitors the use of Government vehicles.

We are responsible for...

FINANCIAL SERVICES

Our aim is to:

Position Mauritius as a financial centre of excellence.

Position the Stock Exchange of Mauritius as an attractive capital-raising platform.

Position Mauritius and the Stock Exchange of Mauritius as a financial hub for mitigating Africa-related risks.

Promote the development of wealth management and asset management.

Encourage multinationals to set up regional headquarters in Mauritius with more back office activities.

Position Mauritius as a gateway for investment into Africa.

Transform Mauritius into a platform for consultancy services.

Become the number one centre in Africa for International Arbitration.



GOOD GOVERNANCE

Our aim is to:

-Combat fraud, corruption, tax evasion, money laundering and terrorist financing.

-Ensure judicious utilisation of funds and other resources in the public sector.

INSTITUTIONAL REFORMS

Our aim is to:

-Bring a paradigm shift in both public and private sectors.

Our Customers...

- Ministries and Departments
- Parastatal Bodies
- Public and Private Companies
- The Public





The Ministry of Financial Services, Good Governance and Institutional Reforms has under its aegis the following:

State Owned Companies

- Stock Exchange of Mauritius Ltd
- State Insurance Company of Mauritius Ltd
- National Insurance Company Ltd
- NIC General Insurance Ltd
- National Property Fund Ltd

Parastatal Organisations

- Financial Services Commission
- Financial Reporting Council
- Competition Commission of Mauritius
- Integrity Reporting Services Agency
- National Productivity and Competitiveness Council

International Organisations

- Permanent Court of Arbitration
- LCIA-MIAC Arbitration Centre

Services we offer...

Stock Exchange of Mauritius Ltd (SEM)

SEM was incorporated in 1989 under the Stock Exchange Act 1988 as a private limited company responsible for the operation and promotion of an efficient and regulated securities market in Mauritius. Today, the SEM is a public company operating two markets: the Official Market and the Development & Enterprise Market (DEM). Currently, there are 51 companies listed on the Official Market representing a market capitalisation of nearly US\$ 5.4 billion as at 31 May 2016.



The Chief Executive
4th Floor, One Cathedral
Square Building
16 , Jules Koenig Street
Port Louis

E-mail: stockex@sem.intnet.mu
Telephone : (230) 212-9541
Fax number : (230) 208-8409

<http://www.stockexchangeofmauritius.com>

Welcome to
SEM

Driving change within the Exchange space in Africa



State Insurance Company of Mauritius Ltd (SICOM)

SICOM was incorporated in 1975. Today, it operates as a public company under the Companies Act with state owned bodies/organisations as its major shareholders.

Services offered:

- Individual & Group Life Insurance
- General Insurance
- Pensions
- Actuarial Services
- Financial Services
- Loans



The Group Chief
Executive Officer
SICOM
SICOM Building
Sir Célécourt Antelme
Street,
Port Louis

Telephone: 203 8400

Fax number: 208 7662

E-mail: email@sicom.intnet.mu

Website: <http://www.sicom.mu/>

National Insurance Co. Ltd (NICL)

NICL is a state owned company licensed by the Financial Services Commission to undertake long term insurance business.

Services offered:

NICL offers a broad range of innovative protection as well as pension and savings products to its customers.



Head Office
NIC Centre
217, Royal Road
Curepipe
Republic of Mauritius

Tel: (230) 602 3000
Fax: (230) 670 3384
SMS: 8100

Website: <http://www.nicl.mu/>

NIC General Insurance Co Ltd (NICG)

NICG is a state owned company licensed by the Financial Services Commission to undertake general insurance business.

NICG has over 10,000 clients and operates through a network of 13 branches around the island including in Rodrigues.

Services offered:

NICG offers a broad range of health, motor and travel insurance plans for individuals and corporates.



National Property Fund Ltd (NPFL)

NPFL was set up in May 2015 to recover the assets of the former BAI Group and to repay policyholders of the “Super Cash Back Gold” fund and investors of the former Bramer Asset Management Ltd.



The Chief Executive Officer
National Property Fund Ltd
9th Floor, Hennessy Court
Corner Suffren and Pope Hennessy Streets
Port Louis
Tel: 5471 7088

Competition Commission of Mauritius (CCM)

CCM is a law enforcement body that investigates possible anti competitive behaviours by businesses, also called restrictive business practices, which may be in the form of collusive agreement (such as cartels, bid rigging, etc), monopolies and mergers. It also conducts market studies.



The Executive Director
Competition Commission of Mauritius
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Streets
Port Louis. Tel: +(230) 211-2005
Fax: +(230)211-3107
mail: info@ccm.mu
Website: www.ccm.mu



Financial Services Commission (FSC)

FSC is the integrated regulator for the non-banking financial services sector and the global business sector in Mauritius. Established in 2001 under the Financial Services Act 2007, the FSC has the mandate to license, regulate, monitor and supervise conduct of business activities in these sectors.

The main objects of the FSC are to:

- Elaborate policies to ensure the fairness, efficiency and transparency of financial and capital markets in Mauritius.
- Combat crimes and malpractices to provide protection to members of the public investing in non-banking financial products.
- Ensure the soundness and stability of the financial system in Mauritius.



The Chief Executive
Financial Services Commission,
FSC House
54 Cybercity Ebène

Tel: (+230) 403-7000

Fax: (+230) 467-7172

Website: <https://www.fscmauritius.org>

Financial Reporting Council (FRC)

FRC was established in 2005 under the Financial Reporting Act 2004. The Council constitutes of 9 members and it has the following objectives:

To promote high quality reporting of financial and non-financial information by Public Interest Entities (PIEs).

To promote the highest standards among licensed auditors.

To enhance the credibility of corporate reporting.

To promote quality in accountancy and audit services.

Services offered:

Approval of the names of audit firms.

Registration and licensing of auditors.

Registration of foreign auditors to carry out GBC1 audit.

Review of Annual Reports of PIEs.

Organisation of training for auditors on auditing standards.



Address :

3rd Floor, Anglo Mauritius House,
Intendance Street, Port Louis

Telephone (230) 213 6800

Fax 213 6900

Email frc.mauritius@intent.mu

Website: frc.govmu.org

Integrity Reporting Services Agency (IRSA)

IRSA is a body corporate established under the Good Governance and Integrity Reporting Act 2015 to promote transparency, good governance and integrity in Mauritius.

Agencies, body corporates and statutory corporations in Mauritius must report suspicions of unexplained wealth to IRSA and assist it in its enquiries.

The Agency then reports to an Integrity Review Board. The Board may require agencies and persons to provide it with additional information and may subsequently direct the Agency

to apply to a Judge in Chambers for an Unexplained Wealth Order. If the Judge grants the Order, property acquired through unexplained wealth is confiscated.



The Director
Integrity Reporting Services Agency
11th Floor, SICOM Tower
Wall Street, Ebène, Mauritius
Tel: +230 468 1818
Email: pkeyton@irsa.mu

National Productivity and Competitiveness Council (NPCC)

NPCC is a tripartite body created under the NPCC Act (1999). Operational since May 2000, the Council is mandated to stimulate and generate productivity and quality consciousness in all sectors of the economy with a view to raising national output and achieving sustained growth and international competitiveness.

Services offered:

Research and knowledge management

The Knowledge Centre of the NPCC has, over the years, built a robust collection of books, publications, documents and other related materials on productivity, quality and competitiveness which is accessible to the public at large.

Consultancy

The NPCC offers consultancy programme to large companies, small and medium enterprises and public institutions in matters relating to productivity and quality management.

Awareness on productivity

National awareness campaigns on productivity are conducted on a regular basis to sensitise the Mauritian population on the importance of productivity.

Community based projects

The NPCC adopts a participative approach to facilitate and assist NGOs in the formulation and implementation of strategic social plans that will address the needs of beneficiaries.



The Officer-in-Charge
National Productivity and
Competitiveness Council
3rd Floor, The Catalyst
Silicon Avenue, Cybercity
Ebène 72201, Mauritius
Tel: (230) 467 7700
Fax: (230) 467 3838
Email: natpro@intnet.mu
Website: www.npccmauritius.org

Office of Public Sector Governance (OPSG)

OPSG is responsible to ensure that public sector management becomes more outcome-oriented and is in line with best practices of good corporate governance, in particular those relating to transparency and accountability.

Services offered:

Promoting and monitoring the implementation of the Code of Corporate Governance in public sector organizations.

Monitoring and reporting on the effectiveness of the implementation of the recommendations of the National Audit Office and Public Accounts Committee in public sector organizations.

Establishing, reviewing and monitoring the effectiveness of Audit Committees in public sector organizations.

Reviewing and monitoring internal control reports.

Conducting surveys and studies with a view to making public sector organizations more responsive to the needs of stakeholders and the public.

Conducting special inquiries into reported cases of mismanagement in public sector organizations.

Promoting and assisting in the reform and restructuration of public sector organizations with a view to ensuring that their services are suited to the needs of the public.

Conducting program evaluation with a view to ensuring that cost effective ways are adopted by public sector organizations.



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Port Louis

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Fax : (230) 211-0285

E-mail: opsg@govmu.org



How to make a compliment, suggestion or lodge a complaint?

We encourage you to help us improve our services by contacting us to:

1. Compliment us on the services we do well.
2. Offer suggestions on what we might do differently.
3. Send a complaint and tell us what we can do better.

Your correspondence should be addressed to the:

Permanent Secretary
Ministry of Financial Services, Good Governance and Institutional Reforms
9th Floor,
SICOM Tower,
Wall Street,
Ebène, Mauritius

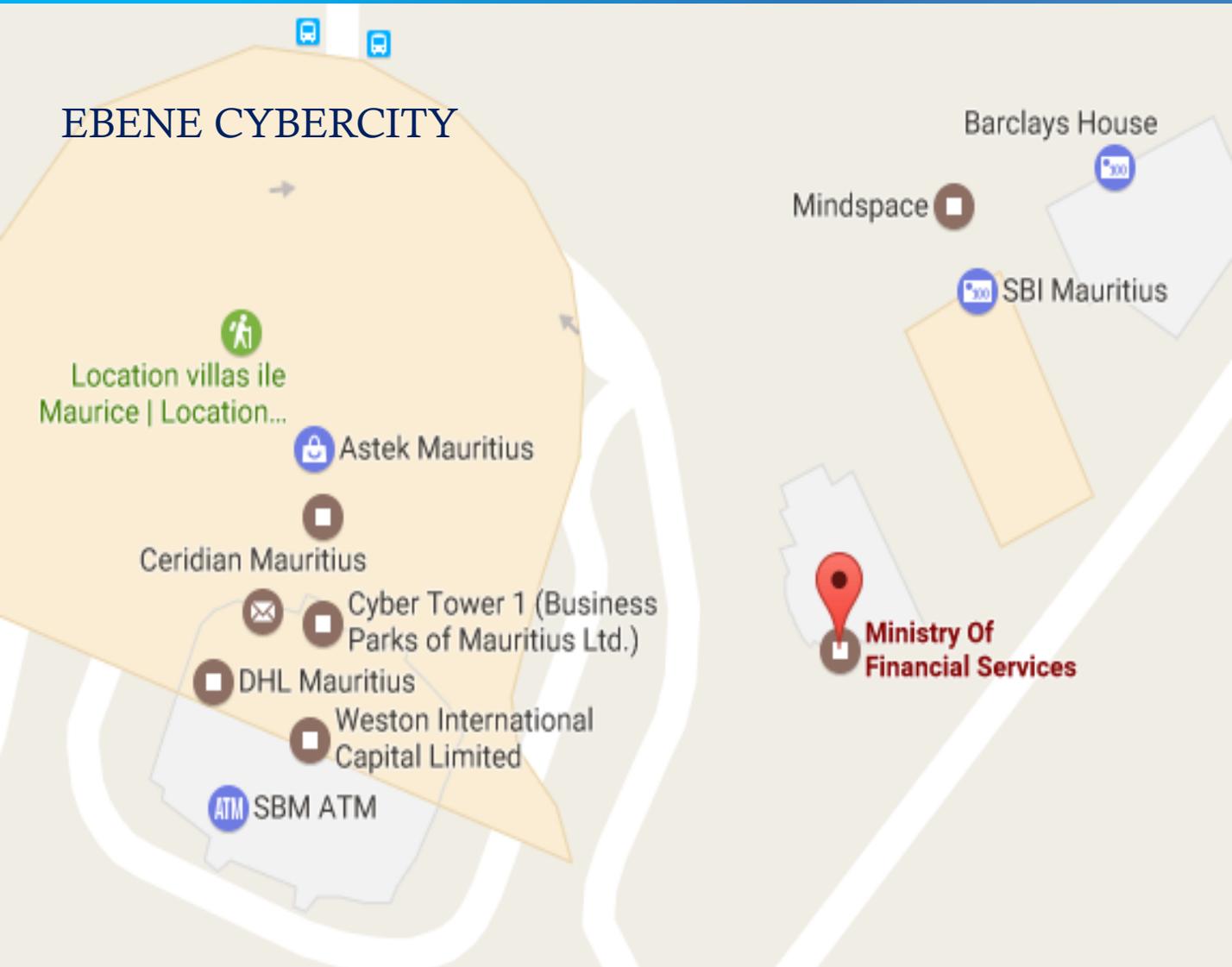
Phone Number: 404-2400

Fax: 468-1073

Email: financialservices@govmu.org

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

Locate Us....



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