



Ministry of Finance & Economic Development



CUSTOMER CHARTER

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The Charter

This Charter is a commitment by the Ministry of Finance and Economic Development (MOFED) to provide timely and quality services to its customers.

Our customers are:-

- The National Assembly
- The Cabinet
- The Public
- Ministries/Departments
- Statutory Bodies/Public Enterprise
- The Private Sector (including Financial Institutions, NGOs, Civil Society and other partners)
- International Partners

This Charter provides our customers with the following:-

- our range of services;
- our service standards; and
- our commitments.

Vision

Our vision is to be a model organization that promotes economic development, good governance and social progress for all Mauritians through accountable, efficient, equitable and sustainable management of public finances that effectively markets Mauritius as a reputable financial centre and successfully attracts higher levels of investment.

Mission

Our mission is to:-

- formulate and implement sound macroeconomic and fiscal policies;
- ensure sustainable economic and social development of the country and improve standards of living; and
- ensure adequate allocation of funds and maximize revenue mobilization while providing right incentives for economic growth and social development.

Our Core Values

In order to realise the above vision and mission of MOFED, certain shared values shall be nurtured. We strive to execute our duties within the following guiding principles and values:-

Integrity	<ul style="list-style-type: none">•We adhere to ethical principles in carrying out our duties. We believe integrity is the hallmark of our profession.
Good Governance and Ethics	<ul style="list-style-type: none">•We practice good governance in our day to day work and ensure that all our processes and procedures are marked by efficiency and effectiveness.
Quality Service	<ul style="list-style-type: none">•We discharge our responsibilities professionally, use modern Public Financial Management techniques and provide timely and quality service to our customers.
Customer Oriented	<ul style="list-style-type: none">•We ensure customer satisfaction in the delivery of our services.
Team Spirit	<ul style="list-style-type: none">•We believe in team building and value each one's contribution with the ultimate objective of serving MOFED and its customers.
Efficiency and Effectiveness	<ul style="list-style-type: none">•We strive to demonstrate effectiveness and efficiency in all aspects of our work through continuous innovation, use of modern management techniques including ICT, consultations and embed our actions based on research, medium to long term strategic thinking and sharing of ideas with domestic and International Partners.
Accountability, Transparency and Fairness	<ul style="list-style-type: none">•We act visibly, predictably and understandably to promote participation and accountability so as to encourage transparency and fairness.

Key Roles and Objectives

The key roles and objectives of MOFED are to:

- help Government through the formulation of policies and strategies, mobilization of resources, implementation of projects/programmes to facilitate the shift from a middle income to a high income country and achieve greater equality and social justice for one and all;
- formulate Government economic reform strategy and coordinate its implementation;
- steer the economy towards a path of high investment and high employment by developing new pillars to facilitate growth and employment geared by knowledge and innovation;
- be responsible for the financial soundness of Government's economic policies and for the proper control of revenue and expenditure;
- develop macro fiscal framework and formulate fiscal policy;
- prepare the Annual Budget Estimates including the Public Sector Investment Programme (PSIP);
- develop the framework for the sound management of public finances and modernise tax administration and customs management and enhance revenue collection;
- develop cooperation with international financial institutions and mobilise financial resources and technical assistance; and
- extend the frontiers of economic development through regional/ and international cooperation.

Services we offer

- Prepare the Annual Budget in view of appropriating funds for the services of Government;
- Submission of relevant Papers to Cabinet for the implementation of Government Programmes and Policies;
- Draft new legislations and provide updates for legislations pertaining to public finance and economic development;

- Formulate replies to Parliamentary Questions and Statements relating to the subject matter of Finance and Economic Development;
- Formulate policies to enhance services provided by all Departments operating under the aegis of MOFED;
- Issue Circulars/ Financial Instructions and guidelines relating to Public Financial Management;
- Provide support to all Ministries/Departments through dedicated teams of Sector Ministry Support Teams (SMSTs) in the formulation of their strategic plan, implementation and monitoring of projects, preparation, execution and monitoring of their Performance Based Budgets;
- Issue Financial clearances (Projects, Missions, advances, etc);
- Issue of Warrants (General Warrant, Reallocation Warrant, Imprest Warrant, Pension Warrant, Advance, etc);
- Organise consultations with Stakeholders on:
 - ✚ Budget Policy
 - ✚ Business Facilitation
 - ✚ Economic and Social issues
- Assist Ministries/Departments in financial, technical and sectoral issues;
- Hold regular consultations geared towards service improvement and ensures that the consultation process involves the full range of our user groups including Ministries, MoFED's employees, Departments, Statutory Bodies, Social Partners, Private Sector, International Organisations, amongst others; and
- Prepare Annual Reports.

The services provided by our Departments and Agencies are as follows:-

DEPARTMENTS

STATISTICS MAURITIUS
Central depository for all statistics
Collection, compilation, analysis and dissemination of official statistics

TREASURY
Prepare financial statements of Government
Monitor cash flows
Manage the dispensing of public service benefits

REGISTRAR - GENERAL DEPARTMENT
Registering information :
Land ownership and obligations
Deeds and documents

CORPORATES AND BUSINESS REGISTRATION DEPARTMENT
Incorporation, registration and striking-off of companies
Registration of Businesses

PROCUREMENT POLICY OFFICE
Promote economy, efficiency, effectiveness, transparency, fairness and accountability in public procurement

CENTRAL PROCUREMENT BOARD
Provision of assistance to the public sector through training and other interactions in the field of procurement

INDEPENDENT REVIEW PANEL
Upholding and maintaining confidence of suppliers and contractors as well as the general public in the public procurement process

VALUATION DEPARTMENT
Tendering professional valuation advice

ASSESSMENT REVIEW COMMITTEE
Process representations lodged; schedule representations made in terms of Pro Forma, Informal Meetings, Hearings or Argument as the case may be; convene Appellants and other related stakeholders to meetings/cases when scheduled

OFFICE OF THE COMMISSIONER FOR PROTECTION OF BORROWERS
Dealing with public complaints from borrowers for loans which fall under the purview of the BPA

Agencies

Employees Welfare Fund	<ul style="list-style-type: none">●set up and operate schemes and projects for the welfare of employees and their families●give loans or financial assistance to employees or their families for such purpose
Mauritius Ex-Trust Fund Board	<ul style="list-style-type: none">●Provision of financial assistance to ex-servicemen, ex-servicemen's associations represented on the Board and to advance and promote the general welfare of ex-servicemen
Mauritius Revenue Authority	<ul style="list-style-type: none">●Management of tax administration, customs management and revenue collection
Sugar Insurance Fund Board	<ul style="list-style-type: none">●Insure the sugar production of planters, metayers and millers, against losses due to the effects of inclement weather such as cyclones, drought and excessive rainfall under its General Insurance policy
Civil Service Family Protection Scheme Board	<ul style="list-style-type: none">●Provision of protection to dependents of deceased contributors by way of a monthly surviving spouse's pension and/or children's pension
Board of Investment	<ul style="list-style-type: none">●Promotion and facilitation of investment in Mauritius

Our Service Standards

We have adopted a number of service standards in order to achieve our goals and thus make it our endeavour to:

- provide our customers with quality service by ensuring that requests are dealt with within the 5 working day rule;
- address the request within 5 working days or, otherwise an interim reply be provided, explaining the reason(s) thereto;
- make use of modern technology, such as internet to facilitate access to services;
- ensure transparency in our systems, processes and procedures;
- make judicious use of resources based on best practice, create fiscal space and ensure value for money;
- provide and deliver our services based on principles of good governance, fairness and equity without any discrimination regardless of race, ethnic background, religion, gender and status or otherwise; and
- improve service standards through constant feedback mechanism from our internal and external customers.

Our Commitments

We are committed to serve our customers with utmost integrity, professionalism and diligence while maintaining the highest ethical standards and best practices in all our internal processes and procedures.

Your Feedback and Complaints

We value your complaints, compliments and suggestions as vital ingredients in helping us to improve our standard of services. A suggestion box is at your disposal at the Reception Desk of MOFED. You may contact us as follows:

The Financial Secretary

Ministry of Finance and Economic Development

New Government Centre

Port Louis

Tel: 201-2331/201-1146

Fax: 211-0096

Email: mofed.complaints@govmu.org

Website address: <http://mof.govmu.org>

