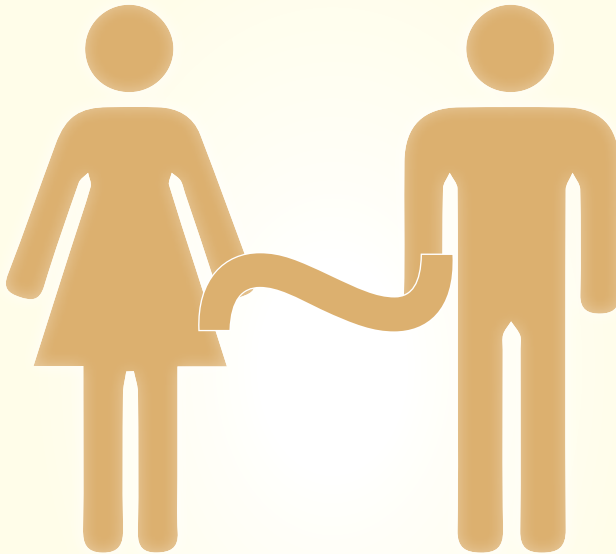




Republic of Mauritius



Ministry of Gender Equality, Child Development and
Family Welfare



Customer Charter



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Family Welfare

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ABOUT THE MINISTRY

The Ministry is responsible for the formulation and implementation of policies for the rights and welfare of women, children and families.

It comprises five main units, the Planning and Research Unit, the Gender Unit, the Home Economics Unit, the Child Development Unit, and the Family Welfare and Protection Unit. The Ministry has three Councils under its purview, namely the National Women's Council, the National Women Entrepreneur Council and the National Children's Council.

OUR VISION

To have a society which is free from violence, exploitation and discrimination based on sex, where the fundamental rights of women and children are respected and where human values within the family and the civil society are cherished.

OUR MISSION

To undertake, to design and implement policies and programmes geared towards promoting gender equality and equity, protecting the rights of children and enhancing their overall development and promoting the welfare of families.

OUR OBJECTIVES

To implement policies, programmes, projects and activities geared towards:

- (i) protection of women and children against violence and abuse;
- (ii) promotion of the welfare of women, children and families;
- (iii) safeguarding the rights of women and children; and
- (iv) economic empowerment of women through basic skills development and entrepreneurship development.

OUR EXTERNAL CUSTOMERS

We cater for specific groups such as women, children, family members and the community at large through a decentralized network of services.

CHARTER COVERAGE

The Citizen's Charter is a valuable guide which provides useful information on the services and activities of the different units of the Ministry.

UNDER THIS CHARTER WE PLEDGE TO:

- Provide information on our various services to the public
- Provide information on how to have access to the various services of the Ministry

- Set standards and targets for our services
- Provide information on addresses/telephone numbers of sections/ persons to be contacted if the public has to report cases of child abuse, domestic violence, child neglect, child abandonment and any other related complaints.

Services Provided by the Ministry:

GENDER UNIT



The Gender Unit provides services through its Women Empowerment Centres for the empowerment of women in order to achieve gender equality. Training courses on bag making, cookery, dress making, handicraft, embroidery, floral arrangement and adult literacy programmes are delivered in Women Empowerment Centres. Talks, seminars, workshops are also organised at the centres. Activities organised are of an informative, social, educational, and recreational nature.

List of Women Empowerment Centres

SN	NAME OF WOMEN EMPOWERMENT CENTRE	ADDRESS	PHONE NUMBERS
1	Lady Sushil Ramgoolam Women Empowerment Centre	Royal Road, Bambous	452 0460
2	Flacq Women Empowerment Centre	Royal Road, Flacq Near Auguste Volaire Stadium	413 2124
3	Lallmatie Women Empowerment Centre	NDU Complex Royal Road, Lallmatie	418 7623
4	Abercrombie Women Empowerment Centre	Nicolay Road, Abercrombie	216 5723
5	Floreal Women Empowerment Centre	Pierre Simonet Street, Floreal	698 0034
6	Richelieu Women Empowerment Centre	Winston Churchill Street, Richelieu	233 1344
7	Baie du Tombeau Women Empowerment Centre	Cité Florida, Baie du Tombeau	247 1844
8	Paillotte Women Empowerment Centre	Sony Lane, Paillotte	427 9644
9	Notre Dame Women Empowerment Centre	Platform Road, Notre Dame	245 0311
10	Indira Gandhi Women Empowerment Centre	Royal Road, Rivière du Rempart	412 6642
11	Rose Belle Women Empowerment Centre	Mohun Building, Rishi Dayanand Lane 2 nd Floor, Rose Belle	627 8167
12	Dagotière Women Empowerment Centre	Royal Road, Dagotière	433 8626
13	Rose Hill Women Empowerment Centre	14, Eugène Seret Street, Rose Hill	464 9251
14	Triolet Women Empowerment Centre	Upper Mahatma Gandhi Road, Trois Boutiques, Triolet	261 3035
15	Surinam Women Empowerment cum Regional Embroidery Training Centre	Social Welfare Road, Surinam	625 6854

Opening days and hours: Monday to Friday from 08 45 hrs to 16 00hrs

HOME ECONOMICS UNIT

It is responsible for the planning, organisation, implementation and evaluation of Training Programmes in the field of Home Economics and related areas.

The aim of the Home Economics Unit is to promote the socio-economic empowerment of the community through capacity building.

4 Regional Home Economics Resource Centres are administered by the Home Economics Unit. These centres serve as training centres cum regional offices for Home Economics staff. Resource Centres are located at: -

Home Economics Resource Centres	Phone Numbers
Quartier Militaire	435 7463
Phoenix	696 4675
Plaines des Papayes	266 8510
Plaine Magnien	637 8389

The Ministry is in the process of re-engineering the Home Economics Unit to review and upgrade training programmes and services of the Home Economics Unit.

NATIONAL WOMEN'S COUNCIL (NWC)

The National Women's Council works in close collaboration with the Gender Unit of the Ministry to implement policies and programme geared toward the social, economic and political empowerment of women. The NWC provides awareness and sensitization campaigns, training and seminars to women's associations.

NATIONAL WOMEN ENTREPRENEUR COUNCIL (NVEC)

The NVEC provides support and assistance to both potential and existing women entrepreneurs in Mauritius. Various activities are organized for women entrepreneurs, with respect to business counseling for women entrepreneurs, skills development programmes, talks and sensitization campaigns on women entrepreneurship. Trade fairs and forums are also organized for women entrepreneurs.

CHILD DEVELOPMENT UNIT (CDU)



The CDU operates through 6 outstations across the country to provide support services and first hand counselling to all victims of violence.

A 24-hour service is offered through Hotline 113 where the public can report, anonymously or non-anonymously, cases of children at risk. On receipt of such cases, officers of this Ministry intervene promptly and take actions accordingly.

SN	Name	Address	Tel No.
1	Port Louis Child Protection Service (CPS)	SILWF Building 1st Floor, Edith Cavell Street Port Louis	213 0668
2	Flacq Family Support Bureau	Flacq Women Empoerment Centre, Royal Road, Flacq (near Auguste Volaire Stadium)	413 1390
3	Rose Belle Family Support Bureau	Royal Road, Rose Belle	627 1600
4	Goodlands CPS	NPF Building, Ground Floor, Goodlands	283 4900
5	Bambous Family Support Bureau	Royal Road, Bambous	425 5900
6	Vacoas Child Protection Service	2 nd Floor, Minicipal Complex, Vacoas	698 3700

Opening days and hours: Monday to Friday from 08 45 hrs to 16 00 hrs
Officers are on-call after normal working hours, during week-ends and public holidays to attend to emergency cases.

Tardy Declaration

The Civil Status Act provides for declaration of birth to be made within 45 days. Beyond a period of three months, the declaration of birth is made only after conclusion of the 'Ministère Public'. In this connection, the Child Development Unit facilitates the procedures for Tardy Declaration of Birth for Children. This is in accordance with article 7 of the Convention on the Rights of the Child which stipulates that "the child shall be registered immediately after birth and shall have the right from birth to a name, the right to acquire a nationality."

Documents to be provided for Tardy Declaration of children

- Notification of Birth
- Birth Certificate of both parents
- ID card (both parents)
- Marriage Certificate
- Death Certificate (In case of death of one parent)

Foster care system

The Foster Care System provides a distressed child with a substitute family environment. As such it is mandated to identify prospective families/couples to foster children, register them as foster parents after satisfactory social enquiries and train them. The system also ensures that these children are given the appropriate care in their foster families while efforts are also deployed to follow on the biological families for possible return of the children at a later stage.

Documents necessary for registration as Foster Parents

- Duly filled-in Registration form
- Birth Certificate of each parent
- Marriage Certificate
- National Identity Card of each parent
- Permanent Decree of Divorce (if divorced)
- Medical Certificate(both parents and members of the family who are above 18)
- Certificate of Character (both parents and members of the family who are above 18)
- Proof of income (payslip)
- Proof of ownership of property/rent book

Early Childhood Development (ECD)

In the field of ECD, we organize various activities for children in the age group 0-3 years aimed at promoting their overall development.

We monitor closely all the registered Child Day Care Centres (CDCCs) to ensure that proper child care services are being provided and that norms are being complied with.

Documents required for the Registration of Child Day Care Centres:

- Duly filled-in Application Form
- Site plan
- Location Plan
- Health clearance
- Fire Clearance
- Building and Land Use Permit for Child Day Care Centre/ Child Day Care Centre and Pre-Primary School

Documents for the staff:

Administrative Director (if any)	Manager/Manager-Caregiver/Caregiver/ Assistance Caregivers	Helpers/Maids/Cooks/ Cleaners/Drivers/ Gardeners/Gatekeepers
Copy of ID Card	Copy of ID Card	Copy of ID Card
Certificate of Character	Certificate of Character	Certificate of Character
Medical Certificate	Medical Certificate	Medical Certificate
	Foodhandler Certificate	Foodhandler Certificate (N.A. for cleaners/drivers/ gardeners/gatekeepers)
	Academic Qualifications	
	Professional qualifications in ECD (0-3 years)	

Note: Certificate of Character and Medical Certificate should be valid for 2 years and foodhandler certificate should be valid for 1 year

Child Mentoring Programme

At the level of both the Child Protection Services and the Family Support Bureaux of the Ministry of Gender Equality, Child Development and Family Welfare, professionals offer parental counselling to parents having difficulties with respect to upbringing of their children. The Child Mentoring Programme provides the opportunity and the means to assist children aged between 10 to 16 years, suffering from mild behavioural problems. The support of child mentors as role models enables these child mentees to be empowered and equipped with necessary skills for the latter to build a constructive relationship with their families and the society. The Child Mentoring Programme enables families to consider as an alternative solution the possibility to place their children under such programme to prevent them from becoming 'child beyond control' and thus committed to Rehabilitation Youth Centre.

Drop-in Centre

Its purpose is to assist children victims of sexual abuse and exploitation, who can be or are indulged in Commercial Sexual Exploitation of Children activities and help them to re-integrate the mainstream of society. Counselling is given at the Drop-in Centre to children less than 18 years of age, who are sexually abused, raped or found to be in prostitution. General check-up of victims is done on a monthly basis and, if need be, the victims are referred to the laboratory or gynaecological section of the Mauritius Family Planning and Welfare Association. HIV cases are referred to the hospitals for treatment and follow up. Focus group discussions and group therapies are also carried out to meet the needs of victims.

Residential Care Institutions for children/Shelters

There are currently 21 Residential Care Institutions/Shelters for children, out of which 5 are operating under the aegis of the Ministry of Gender Equality, Child Development and Family Welfare. Children who are placed in Residential Care Institutions/Shelters under Court Orders are provided with psychosocial rehabilitative services.

NATIONAL CHILDREN'S COUNCIL

Since 1990, the National Children's Council (NCC) works to uphold the best interest of the Mauritian Child while fostering their development, welfare, protection and participation. The National Children's Council works towards ensuring that priority is given to child development programmes with universal access to Health, education and protection. The main objectives of the National Children's Council are to promote activities for the welfare of children in line with Convention on the Rights of the Child and to protect the rights of children; promote their interest and well-being and ensure their participation in matters of interest to them. The NCC is engaged in child development activities through the 21 Children's Clubs, the Creativity Centre at Mahebourg, the 'Ecole des Parents' Project and the School Child Protection Clubs. Moreover, the NCC is also responsible for the management of the Child Day Care Centre at Baie du Tombeau.

FAMILY WELFARE AND PROTECTION UNIT (FWPU)



The Family Welfare and Protection Unit has a network of 6 Regional Offices known as Family Support Bureaux (FSBx) and offers the following services: first hand counselling; psychological counselling; legal advice; assistance to victims of domestic violence; and counselling services to perpetrators. Officers are also on-call on a 24 hour basis on hotlines 139 and 119, to attend to emergency cases.

Family Support Bureaux	Address	Unit / Hot Line / Telephone Number
Port Louis	2nd Floor, SILWF Building, Edith Cavell Street, Port Louis	Family Welfare and Protection Unit 213 0001 213 0002
		Family Counselling Service 213 0737
Flacq	Flacq Women Empowerment Centre Royal Road, Flacq (near Auguste Volaire Stadium)	Family Welfare and Protection Unit 413 6467
		Family Counselling Service 413 2322
Rose Belle	Mohun Building, Mongelard Lane, Rose Belle	Family Welfare and Protection Unit 627 2829
		Family Counselling Service 627 8089
Goodlands	NPF Building, 2 nd Floor, Goodlands	Family Welfare and Protection Unit 283 3000
		Family Counselling Service 283 7240
Bambous	Royal Road, Bambous	Family Welfare and Protection Unit 452 1200
		Family Counselling Service 452 5081
Phoenix	National Women Development Centre, Phoenix	Family Welfare and Protection Unit 698 3609
		Family Counselling Service 697 9940

Opening days and hours: Monday to Friday from 08 45 hrs to 16 00 hrs
Officers are on-call on a 24 hour basis to attend to emergency case.

Zero Tolerance Clubs

The Ministry has set up 8 Zero Tolerance Clubs (ZTCs) across the island. They are operating at Abercrombie, Goodlands, Mare D'Albert, Pointe aux Sables, Montagne Blanche, Grand Gaube, Holyrood Vacoas and Chamouny. The ZTCs comprise representatives of various Community-Based Organisations with a view to involving the community to combat Gender-Based Violence (GBV). Members of these ZTCs act as watchdogs to ensure that their respective localities are violence-free and report cases of GBV to appropriate instances. They also assist the Ministry in the organisation of awareness and sensitisation campaign for the community at large on services provided by the Ministry and issues pertaining to domestic violence and GBV.

Pre-Marital Counselling and Marriage Enrichment Programmes

In line with preventive efforts to address problems such as conflicts with partners, domestic violence and extra-marital affairs, amongst others, the Ministry of Gender Equality, Child Development and Family Welfare is implementing the Pre-Marital Counselling and Marriage Enrichment Programmes since 2003.

Men as Partners (MAP) Programme

The MAP project is a gender sensitive project aiming at involving men as partners in regard to promotion of family welfare. Regular activities are organised to sensitise men so as to increase their knowledge and provide information that will enable them to positively participate in family affairs and enhance partnership building at home, work and in the community.

PLANNING AND RESEARCH UNIT



The Planning and Research Unit acts as a coordination and support unit which provides technical back up to all the Units and para-statal bodies operating under the aegis of the Ministry. It is also responsible for the preparation of policies, programmes, projects, action plans and reports on issues relating to women, child development and family welfare. It establishes base line data on women, family and children in the fields of health, education and employment amongst others and produces an annual report “Statistics in Mauritius – A Gender Approach” for dissemination.

CONTACT DETAILS

Address:

- (i) 7th Floor, Newton Tower Building, Sir William Newton Street, Port Louis (all correspondences should be sent to the Permanent Secretary at this address)
- (ii) C.S.K Building, Cnr Remy Ollier /Emmanuel Anquetil Streets, Remy Ollier St, Port Louis

Telephone No.: 405 3300 (Newton Tower) / 206 3700 (CSK Building)

Fax No.: 213 6328 (Permanent Secretary) 240 7717 (Open Registry)

Email Address: mboodhun@govmu.org

Web Address: gender.govmu.org

Name of Contact Person for Specific services provided:

Head CDU: Mrs K. Chooramun

Head Gender Unit: Mrs M. Bali

Head Home Economics Unit: Mrs S.Googoolye

Head FWPU: Mrs J. Bhunjun

Ag Head Planning Research Unit: Mr. A. Appadoo

Secretary National Women's Council: Mrs K. Ah Nien-Kotadoo

Secretary National Women Entrepreneur Council (Ag): Mr B. Tooree

Secretary National Children's Council: Mr. R. Bheemul

OTHER USEFUL CONTACT NUMBERS

Child Development Unit	206 3742
Foster Care	489 3085 / 489 3084
Early Childhood Development	206 3747
Tardy Declaration	206 3750
Family Welfare and Protection Unit	206 3802
Gender Unit	206 3823
Human Resource	405 3380
Finance Section	405 3353
Registry (CSK Building)	206 3779
Documentation Unit	206 3809

NATIONAL WOMEN ENTREPRENEUR COUNCIL

National Women Development Centre, Royal Road, Phoenix
Phoenix: Tel: 686 9224 / 9447 Fax: 686 7990
Triolet: Tel: 261 5276
Website: www.nwec.mu
Email: nwecouncil@intnet.mu

NATIONAL WOMEN'S COUNCIL

London Centre, Rémy Ollier Street, Port Louis
Tel: 217 3740 Fax: 217 3972
Email: nwc@govmu.org

FOSTER CARE SECTION

1st Floor, National Women Development Centre, Royal Road Phoenix

Tel: 489 3085

Fax: 489 3082

NATIONAL CHILDREN'S COUNCIL

1st Floor CSK Building, Remy Ollier Street, Port-Louis

Tel : 217 4333

Fax: 217 4088

Email: nccouncil@intnet.mu

HOTLINES:

Child Development Unit 113

Family Counselling Service 119

Domestic Violence 139

HELPLINE:

Foster Care Section 187

Legal Disclaimer Notice

The statements of commitments in this Charter do not confer any legal rights contractual or otherwise. This charter is published for information purpose only.

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