



Republic of Mauritius

Ministry of Gender Equality and Family Welfare

CUSTOMER CHARTER





This Charter gives an overview of the services provided by the Ministry of Gender Equality and Family Welfare

Introduction

The Ministry of Gender Equality and Family Welfare is responsible for the formulation and implementation of policies and programmes to promote women empowerment, child development as well as welfare of the community.

Our Mission

We 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 Vision

Our vision is to have a society free from violence and discrimination based on sex, where the fundamental rights of our citizens including children are respected and where human values within the family and the civil society are cherished.

Our core values and standards include:

- **Integrity**
- **Inclusivity and Equity Excellence in Service Delivery**
- **Dedication and Readiness to Help**
- **Professionalism in handling cases**
- **Customer Focus**
- **Timeliness**
- **Confidentiality**
- **Accessibility**

The main objectives of the Ministry are to:

- promote and defend children's and women's rights as human rights within the Republic.
- work for the elimination of all forms of violence and discrimination against children (0-18 years) to promote their safety and security;
- promote the development and welfare of children from the very tender age in accordance with the UN Convention on the Rights of the Child (UNCRC);
- promote family welfare and combat Gender-Based Violence;
- work for the elimination of all forms of discrimination against women and promote equality between men and women;
- implement gender-sensitive macroeconomic policies and strategies, including those related to poverty alleviation.



- promote the welfare and empowerment of citizens through community-based programmes for an inclusive society.

The Different Units of the Ministry are as follows:

1. Planning and Research Unit (PRU)

The Planning and Research Unit is the Ministry's central technical arm for evidence-based planning, monitoring and evaluation in the fields of gender equality, child protection, family welfare and community development.

Core Responsibilities:

- develops policies, programmes, and reports on women, children, and family welfare.
- compiles and analyses gender-disaggregated data.
- publishes key reports (e.g., *Statistics in Mauritius: A Gender Approach*).
- monitors and licenses Residential Care Institutions (RCIs) and Child Day Care Centres (CDCCs).

2. The Gender Unit

The Gender Unit is the National Gender Machinery, adopting a two-pronged approach: policy coordination and programme implementation.

Core Responsibilities:

- coordinates, oversees and assists Ministries in gender mainstreaming initiatives.
- implements women empowerment programmes at the community level.
- operates Women Empowerment Centres island-wide and a Women Wellness Centre.
- delivers programmes aimed at the social, economic, and political empowerment of women.
- conducts outreach to the population at large, vulnerable groups, students and the elderly.



Family Support Service (FSS)

The Family Support Service (FSS) is the frontline service of the Ministry of Gender Equality and Family Welfare, providing **child protection, family welfare, and GBV support services** through a nationwide network operating as “One Stop Shops” (outstations).

Core Responsibilities:

- Child protection and placement of children in need of care and protection.
- Response to domestic violence and gender-based violence (GBV).
- Family counselling and crisis intervention.
- Placement in shelters/Residential Care Institutions
- Preparation of Social Enquiry Reports (SERs) for courts and stakeholders.
- Community outreach: District Child Protection Clubs, parental empowerment, awareness programmes.

5. The Home Economics Unit

The Home Economics Unit empowers women and families through provision of community-level training.

Core Responsibilities:

- provides training and capacity building in life skills, home management, nutrition, childcare, and elder care.
- promotes consumer education and environmental awareness.

6. The Social Welfare Division

The Social Welfare Division manages a network of Social Welfare Centres to foster community cohesion.

Core Responsibilities:

- manages Social Welfare Centres across the country.
- conducts community outreach on socially relevant issues.
- implements social integration and empowerment programmes.

Customer Service Standards

The Ministry is committed to the following service standards:

- **Professional Conduct** – Staff will uphold courtesy, respect, and professionalism at all times.



- **Timeliness** – Enquiries and service requests will be attended to within defined timeframes.
- **Confidentiality** – All personal data and case information will be handled with confidentiality.
- **Accessibility** – Services are accessible at various locations and via phone, email, and online platforms.

CONTACT DETAILS OF THE MINISTRY

 **Head Office- Newton Tower**
7th Floor, Newton Tower Building, Sir
William Newton Street, Port Louis

: 405 3300
: 213 6328 / 214 1703
: officepsgender@govmu.org

Planning and Research Unit

: 405 3302 / 405 3303

Licensing and Enforcement Section

: pru@govmu.org
: 405 3302 / 405 3303

Statistics Unit

: 405 3300

Registry

: 405 3300

Human Resources Section

: 405 3380
: mow-estab@govmu.org

Finance Section

: 405 3353

 **CSK Building**
Cnr Remy Ollier / Emmanuel Anquetil
Streets, Remy Ollier St, Port Louis

: 206 3700 : 240 7717
: mwfwcd@govmu.org

Registry

: 206 3776

Gender Unit

: 206 3823

Home Economics Unit

: 2063824

Psychological Services

: 206 3737



Family Support Services

FSS Port-Louis	:213 0736
FSS Abercrombie	:216 0475
FSS Triolet	:261 3035
FSS Goodlands	:283 7240
FSS Flacq	:413 9727
FSS Rose-Hill	:460 5911
	:460 5908
FSS Vacoas	:698 3700
FSS Bambous	:452 5752
FSS Moka	:434 3916
FSS Plaine Magnien	:637 2634
Foster Care Division	:489 3081
FSS Souillac	:625 1242
FSS Phoenix	:697 9940

Adoption Section : 206 3817

Procurement and Supply Section : 206 3711

Documentation Unit : 206 3809

Social Welfare Division

Shimjee Building, Corner Dr Eugene
Laurent and Sir Virgil Naz Streets,
Port Louis : 210-3837
: 208 9817



Hotlines

Foster Care Section	187
Child Protection Services	113
Family Counselling Service	119
Domestic Violence	139

LESPWAR Mobile App

Download Link:

<https://play.google.com/store/apps/details?id=com.lespwar&hl=en&pli=1>

Website of the Ministry

Website: <https://gender.govmu.org>