



Republic of Mauritius

Ministry of Tourism, Leisure & External Communications

External Communications Division

## CITIZENS' CHARTER

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John Kennedy Street,  
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**Date: July 2006**

### **Charter Coverage**

This Charter gives an overview of the services of the External Communications Division.

### **Our Vision**

To be a centre of excellence and a leading organisation for port and civil aviation matters.

### **Our Mission**

To respond effectively and professionally to the growing needs and aspirations of our customers, in particular, the stakeholders of the port and the air transportation industry in terms of enhanced safety and security, establishment of a solid regulatory framework and provision of quality services that meet international standards.

### **Our Pledge**

- To recognise the role of the Port and Airport as important pillars of our socio-economic development.
- To provide value-added and quality services to the Port Community in view of enhancing container traffic at Port Louis Harbour.
- To act as a facilitator to the air transportation industry.
- To act as a catalyst to the process of air access liberalisation.
- To successfully implement the requirements of the International Civil Aviation Organisation (ICAO) with regard to air safety and security.
- To provide world class airport services.

### **Our Core Values**

- Loyalty and Integrity
- Dedication and Seriousness of Purpose
- Customer Care and Satisfaction
- High Sense of Professionalism
- Commitment to Hard Work and Results Achievement
- Quality and Excellence in Service Delivery
- Teamwork and Effective Communication
- Trust and Confidence
- Innovation

### **Our main responsibilities**

#### **CIVIL AVIATION**

- Oversee all matters pertaining to air safety and security, in collaboration with the Department of Civil Aviation.
- Process requests from the Department of Civil Aviation in connection with the grant of air operator's certificates and air transport service licences.
- Liaise with the Department of Civil Aviation for the preparation of draft legislations pertaining to the regulatory functions of the Department of Civil Aviation.
- Consider and recommend applications for the grant/renewal of work permit in respect of expatriate staff in the field of Civil Aviation.

## **AIR TRANSPORTATION**

- To conduct bilateral air services talks with foreign countries in line with the policy for a gradual liberalisation of our air access.
- Consider and approve requests from foreign airlines to operate special/unscheduled flights from destinations that are not presently service by Air Mauritius or other designated airlines outside the scope of bilateral air services agreement.
- Consider and approve requests for scheduled flight services.
- Liaise with airport authorities for the processing of requests for landing of special and private aircraft.

## **PORT**

- Formulate policies for port promotion and development
- Oversee all matters pertaining to port investment.
- Liaise with the Port Authorities in connection with the preparation of draft legislations relating to port safety, security and port environment protection.
- Consider and clear applications for the allocation of land in the port area.
- Provide advice on personnel and financial matters.

## **Related Organisations**

- Department of Civil Aviation
- Mauritius Ports Authority
- Cargo Handling Corporation Ltd.
- Airports of Mauritius Co. Ltd.

### *Useful Addresses / Contact Details*

Director of Civil Aviation  
Department of Civil Aviation  
Sir Seewoosagur Ramgoolam International Airport  
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### **Complaints/Feedback Mechanism**

We welcome suggestions and feedback and encourage you to address them to:

The Permanent Secretary  
Ministry of Tourism, Leisure & External Communications  
(External Communications Division)  
Level 5, Paille en Queue Court  
John Kennedy Street  
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