



OFFICE OF THE PRESIDENT

CUSTOMER CHARTER

**Office of the President
State House,
Le Réduit
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1. Introduction

- 1.1 The President is the Head of State and Commander-in-Chief of the Republic of Mauritius.
- 1.2 According to Section 28(i) of the Constitution, the President upholds and defends the Constitution and ensures that:
 - (i) the institutions of democracy and the rule of laws are protected;
 - (ii) the fundamental rights of all are respected; and
 - (iii) the unity of the diverse Mauritian nation is maintained and strengthened.
- 1.3 The Office of the President assists the President of the Republic in carrying out his Constitutional/ official obligations and ensures the maintenance and upkeep of the State House. The overall day-to-day administration of the Office of the President rests upon the Secretary to the President.
- 1.4 The Customer Charter spells out the standard of the services rendered by the Office of the President and its commitment towards its customers, staff and visitors.

2. Vision

- 2.1 To have a country where the rights of every citizen are respected in accordance with the Constitution while ensuring that the diverse Mauritian nation lives in peace, harmony, dignity and unity.

3. Mission

- 3.1 To assist the President of the Republic in his responsibilities to preserve, protect and defend the Constitution and to promote National Unity as well as to maintain the State House.

4. Objectives

- 4.1 The objectives of the Office of the President are, among others:
 - To be responsible for the overall administration of the State House, including the security of the President, the upkeep of the buildings and premises of the State House.
 - Assist the President in carrying out his Constitutional /official obligations for the following:
 - Issue the Writ of Elections.

- Organise the protocol to put in place a Government of the day and the Leader of the Opposition.
- Authorise for replacement of Ministers.
- Appointment of Chairpersons and members of Statutory Boards where the Constitution and other laws so provide.
- Open the National Assembly and the prorogation or dissolution thereof.
- Organise ceremonials (Courtesy calls on the President and visits to the State House, presentation of Credentials by Ambassadors/High Commissioners, presentation of Insignia and Medals to National Day Awardees, receptions for Heads of State and High Dignitaries, Garden Party and other functions.
- Organise activities/functions to mark events such as National Day Celebrations/Open Days.
- Consider petitions from prisoners made to the Commission on the Prerogative of Mercy.

5. Core Values

5.1 In the quest towards our Vision and the achievement of our Mission, we are guided by the following core values.

- **Honesty** - We always act in good faith and dignity.
- **Integrity** - We strive to maintain the highest standards of professional ethics even in difficult circumstances.
- **Quality** - We are committed to providing quality services to our customers.
- **Timeliness** - We are responsive to deadline sets.
- **Teamwork** - We give importance to mutual trust and respect.
- **Justice** - We adhere to the principle of natural justice and we favour meritocracy.
- **Trust** – We have trust in staff who are real assets.
- **Courtesy** - Visitors are our guests to whom we extend our hospitality.

6. Our Service Standards

6.1 The Customer Charter sets the service standards and time delivery for our main services:

Service	Standard
1. Taking of Oath of New Government / New Ministers / other dignitaries	Arrangements to be made within 1 to 2 days for the Swearing-In Ceremony.
2. Approval for temporary replacement of Ministers proceeding on visits/missions overseas upon recommendation of the Prime Minister	To issue letter of replacement on the same day the file is received from the Cabinet Office.
3. Approval for appointment of Ambassadors and Honorary Consuls	To issue Letter of Credence and Recall on the same day the file is received.
4. Assent of Acts	Ensure that Acts are signed by the President of the Republic on the same day the file is received from the National Assembly.
5. Signing of Proclamations	Ensure that Proclamations are signed by the President of the Republic on the same day file is received by different Ministries.
6. Issue the Writ of Elections	Ensure that the President signs the Writ of Elections on same day file is received from the Cabinet Office.
7. Upkeep of the State House and Grounds	Daily maintenance of the State House and Grounds to ensure that they are at satisfactory level at all times.
8. Free Pardon and Remission of Sentence	All petitions received at the Commission on the Prerogative of Mercy will be processed within six weeks provided all documentary evidence are submitted along and to inform petitioners of the decision of the President of the Republic, acting in accordance with the advice of the Commission, within a week.

7. Our Customers' Rights

7.1 The Office of the President undertakes to provide a timely, efficient and effective service to all customers.

8. Our Customers' obligations

8.1 Our customers must abide by the appropriate provisions of the Constitution and other applicable laws.

9. Feedback

9.1 Any feedback concerning the delivery of services should be directed to the Secretary to the President. The customers will be informed of the outcome within two weeks.

Contacts

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