



MINISTRY OF SOCIAL SECURITY, NATIONAL SOLIDARITY  
AND REFORM INSTITUTIONS

# CUSTOMER CHARTER



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# MINISTER'S MESSAGE

I feel honoured and privileged to write the preface to this new Customer Charter. Every civilised nation has a duty to protect its more vulnerable members, including our senior citizens. This newly elected Government has pledged to honour its promise to care for the underprivileged. It is my sincere wish that this Customer Charter will assist in opening the doors of my Ministry and of the organisations under its aegis to all citizens who need to benefit from the services provided by us.

The publication of the Customer Charter is indeed a timely initiative inasmuch as it will go a long way towards meeting the objectives of transparency, good governance and responsible stewardship. It spells out not only my Ministry's vision, mission and core values but also the details of all the services which we offer. It will also provide useful guidance to those who need to apply for pensions and other benefits by detailing out those benefits and giving the necessary information about the location of all offices where they may call for a friendly service.

I feel confident that the information provided in the Customer Charter will go a long way towards ensuring the rapid delivery of a quality service. It will also meet the legitimate expectations of our citizens who are eligible to benefit from our services by providing them with a predetermined operational framework.

My Ministry has a large budgetary outlay of around Rs. 19 billion, devoted mainly to provide our needy and vulnerable citizens with basic pensions, social aid and other social benefits. It has a wide and diverse customer base, comprising the elderly, persons with disabilities, widows, orphans, students, juvenile delinquents, probationers and other vulnerable citizens.

My Ministry considers it imperative that, with such a wide vulnerable customer base, we should aim at delivering an efficient, user-friendly and high quality customer service.

It is my earnest hope that the Customer Charter will mark a new chapter in the service delivery system of my Ministry by assisting our customers to access our services in a more conducive environment of mutual trust and shared expectation for excellence in service delivery.

I have the honour to commend this Customer Charter to all our stakeholders.

***Hon. Mrs Fazila Jeewa-Daureeawoo,  
Minister***



## PERMANENT SECRETARY'S MESSAGE

The vision of the Ministry of Social Security, National Solidarity and Reform Institutions is to support national and social development for an inclusive society with a customer base comprising the marginalised citizens such as persons with disabilities, the elderly and other vulnerable groups.

Nowadays, expectations are high for a quality service that effectively addresses the needs and concerns of our citizens. It is imperative to respond to their distress promptly and efficiently, using a customer-friendly approach and eliminating unnecessary delays and red-tapism. The days of rent-seeking are over.

In my vision of things, there is no place for amateurism and complacency. We need to give full satisfaction to our customers and receive them in dignity and respect.

It is in this context and with a view to facilitating the accessibility of our services to our clientele and stakeholders that the Ministry is updating its Customer Charter which also aligns with the strategic vision of the new government which places the care and empowerment of the vulnerable groups as its topmost priority.

This Customer Charter details the procedures and prerequisites to avail of the services of the Ministry and this will no doubt be of great help to our service users.

I also look forward to a heightened commitment of our staff to create the caring environment for the beneficiaries.

***S Ragen***  
***Permanent Secretary***





# OUR CUSTOMER CHARTER

This Charter sets out the wide and diverse range of social services that the Ministry offers.

It spells out our Vision, Mission and Core Values.

You will find listed Our Commitments, Your Rights and Obligations.

This document covers a brief overview of all services provided by the Ministry and organisations found under its aegis.

Details on how to apply for pensions/benefits/assistance, the eligibility criteria for each type of pension as well as other benefits and the relevant documents to be submitted are provided.

It also tells you “Where to find our offices”, and includes contact names, addresses and phone numbers.

You can find details about our services and download application forms at our website at: <http://socialsecurity.govmu.org>

Our Officers will give you the right Information, the proper advice and the necessary assistance on any service provided by the Ministry.

## OUR VISION

To support national and social development for an inclusive society.

## OUR MISSION

- Promote and enhance social protection and national solidarity.
- Empower persons with disabilities, elderly persons and local communities to enhance their quality of life.
- Rehabilitate and integrate offenders in the mainstream society.
- Reduce suicide rate and promote positive living.
- Promote capacity building for NGOs.

## OUR CORE VALUES

### INTEGRITY

We pledge to be guided by global standards of good governance and professional ethics.

### QUALITY

We make total quality the trademark of our services.

### TIMELINESS

We are determined to make a timely response and we strive to meet our targets.

### CREATIVITY

We are in a perpetual quest to create new ways of doing our business.

### EQUITY

We are honest, friendly and courteous and guided by the principle of fairness and social justice.

### TEAMWORK

We foster team spirit and share information, knowledge and resources.

### CONFIDENTIALITY

We treat all personal information and documents in strict confidentiality.

## OUR COMMITMENTS

- To be customer-centric
- To treat all applications/requests/complaints promptly
- To act with fairness, equity and integrity

## YOUR RIGHTS

- Be treated with dignity
- Receive fair, equitable and impartial service
- Receive a notification for any decision relating to your application, request or complaint
- Appeal against any decision when you feel aggrieved
- Have your privacy respected and information about you kept confidential
- Give us feedback about our services and make any complaint you may wish
- Submit constructive suggestions that go in the direction of improving the quality of service provided by us.

## YOUR OBLIGATIONS

- Treat our staff with courtesy and respect
- Inform us of any change in your circumstances, e.g. your address, income, departure from the country, as well as admission into hospital, prison, residential care, etc.
- Reply to our requests/queries on time
- Be available when a request to visit you is made
- Produce all relevant documents required for the processing of your application/request or complaint.
- Provide all relevant and precise information required for determination of your claim for any benefit or social assistance.

## MAIN SERVICES PROVIDED BY THE MINISTRY

The Ministry is responsible for the provision of a range of services under the following schemes/ programmes:

- National Pensions Scheme
  - Non-contributory Pensions
  - Contributory Pensions
  - Industrial Injuries Allowances
- National Savings Fund
  - Payment of Lump Sum
  - Transition Unemployment Benefit
  - Health Insurance Scheme
- National Solidarity Fund
  - Financial assistance to persons facing severe personal hardship
- Social Assistance in kind and in cash
- Unemployment Hardship Relief
- Empowerment, welfare, protection and well being of the Elderly
- Empowerment and welfare of Persons with Disabilities
- Rehabilitation of Juvenile offenders
- Suicide Prevention
- Probation and After Care services
- Capacity building of Non-Governmental Organisations
- Welfare of the Chagossian Community
- Managing of emergency centres sheltering evacuees on the occurrence of natural disasters like cyclone, flood, etc. (Annex I)
- Social Welfare/Community Empowerment

## OUR CUSTOMERS ARE:

- Needy and destitute persons
- Elderly, widows and orphans
- Persons with Disabilities
- Inmates of Charitable Institutions
- Local communities
- Offenders
- Persons facing severe personal hardship
- All employers and employees contributing to the National Pensions Scheme, the National Savings Fund and the Workfare Programme Fund
- NGOs
- Persons with suicidal tendencies

# DEALING WITH YOUR APPLICATIONS

## PENSION/SOCIAL ASSISTANCE

An application for a pension or a social assistance should be made at the regional Social Security Office. The applicant should produce all supporting documents. After the registration, your eligibility to the pension/ social assistance will be determined. In case of social assistance this may include a visit at your residence by the officers.

We need to make sure that you are legally entitled to pension/assistance applied for and to decide on the quantum, in line with legislative provisions.

After determination of your application, you will receive a written notice informing you of the decision of the Ministry.

## COMPLAINTS

If you are dissatisfied with our service delivery, please help us improve our way of doing things by sharing your concern and report your complaint.

Our duty is to look thoroughly and objectively into your complaint and improve our service where required.

Our Complaints procedure is easy. You can make a complaint in the way that suits you, namely:

- By phone or fax;
- By visiting our regional offices or Information Centres at Rose Hill and Port Louis;
- In writing; or
- By email; or through our
- Hot Lines (800 6163, 800 3401)

## APPEALS

Whenever you are dissatisfied with a decision regarding a claim for pension payable under the National Pensions Act, you have the right to appeal against that decision within one month from the date of notification.

## NATIONAL PENSIONS SCHEME

The philosophy behind the National Pensions Scheme is to promote the concept of national solidarity through the 'magic of averages and statistics' – by pooling resources together - the rich helping the poor, the strong helping the weak, the healthy helping the disabled and the fortunate helping the unfortunate. Thus income is redistributed in the form of non-contributory benefits which is wholly funded by Government.

The Scheme also provides for social insurance, under the National Pensions Fund, for employees in the private sector and for self-employed and non-employed persons to provide for earnings-related contributory pensions and industrial injury benefits to take care of contingencies resulting from retirement, disablement, death and industrial injury. In addition, since 1995 the National Savings Fund which provides for payment of a lump sum at retirement age or earlier under approved circumstances to all employees including those from the public sector was introduced.

## NON-CONTRIBUTORY BENEFITS

(An application may be registered at the local office nearest to the applicant's locality)

### 1. BASIC RETIREMENT PENSION (BRP)

*(Rs 5000 monthly for those aged 60-89, Rs 15,000 for 90-99 and Rs 20,000 if aged 100 or more)*

#### ELIGIBILITY CRITERIA

- (i) Payable to every person aged 60 or over residing in Mauritius.
- (ii) The Mauritian citizen should have resided in Mauritius for an aggregate period of 12 years since attaining the age of 18
- (iii) The residence qualification does not apply to a Mauritian citizen aged 70 or over
- (iv) Non-citizens must have resided in Mauritius for at least 15 years in aggregate since attaining the age of 40, three of those fifteen years being immediately before the claim is made.

#### DOCUMENTS TO BE PRODUCED *(Original + photocopies [1 set])*

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) One photo for bus pass (optional)
- (iv) Marriage Certificate (for married women)
- (v) Bank Account Number and name of bank.

**N.B:** Applications may be made at any local office three months prior to the date of entitlement.

### 2. INVALID'S BASIC PENSION (BIP) *(Rs 5000 monthly)*

#### ELIGIBILITY CRITERIA

- (i) Applicant to be 15 years and above but below 60 years
- (ii) certified by a Medical Board of the Ministry to be incapacitated to a degree of at least 60 per cent and likely to last for a period of at least 12 months
- (iii) the following residence qualification applies to an invalid person who is a non-citizen: the non-citizen applicant must have resided in Mauritius for at least five years in aggregate in the ten years immediately before the claim, one of those five years being immediately before the claim.

#### DOCUMENTS TO BE PRODUCED *(Original + photocopies [1 set])*

- (i) Birth Certificates of claimant and dependent children
- (ii) National Identity Card
- (iii) Medical Certificate/Report, Prescriptions, Appointment cards from hospital, if any
- (iv) Bank Account Number and Name of Bank
- (v) One photo for bus pass (optional)
- (vi) Marriage Certificate (for married women)
- (vii) Proxy's ID, where applicable



### **3. BASIC WIDOWS PENSION(BWP)** *(Rs 5000 monthly)*

#### **ELIGIBILITY CRITERIA**

- (i) payable to widows under the age of 60 including a person whose spouse has disappeared at sea or is missing.
- (ii) these persons should have been civilly or religiously married
- (iii) a non-citizen widow whose late husband was a non-citizen must have resided in Mauritius for at least 5 years in aggregate in the ten years preceding the claim, one of those five years being immediately before the claim.

#### **DOCUMENTS TO BE PRODUCED** *(Original + photocopies [1 set])*

- (i) Birth Certificate of claimant and dependent children
- (ii) National Identity Card
- (iii) Marriage Certificate (a recent one)
- (iv) Death Certificate of Spouse
- (v) Bank Account Number and Name of Bank

### **4. BASIC ORPHANS PENSION (BOP)**

#### **A person whose parents are dead or unknown**

*(Rs 2,500 monthly if not a full-time student, up to the age of 15 or Rs 4,000 monthly if a full-time student aged between 3 and 20 years monthly)*

#### **ELIGIBILITY CRITERIA**

- (i) up to the age of 15 (or 20 if in full-time education)
- (ii) Both parents are deceased
- (iii) for a non-citizen orphan, the orphan or one of the parents should have resided in Mauritius for at least five years in aggregate in the ten years preceding the claim, one of those five years being immediately before the claim.

#### **DOCUMENTS TO BE PRODUCED** *(Original + photocopies [1 set])*

- (i) Birth Certificate of orphan
- (ii) Death Certificate of parents
- (iii) National Identity Card of deceased parents.
- (iv) Bank Account Number and name of bank of guardian.
- (v) Certificate of School Attendance for orphans aged 15+

## **5. GUARDIAN'S ALLOWANCE** *(Rs 1000 monthly)*

### **ELIGIBILITY CRITERIA**

- (i) payable to the person looking after an orphan.

### **DOCUMENTS TO BE PRODUCED** *(Original + photocopies [1 set])*

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) Bank Account Number and name of bank of guardian.

## **6. CHILD'S ALLOWANCE**

*(Rs 1,400 for a child younger than age 10;*

*Rs 1,500 for a child aged 10 or older monthly)*

### **ELIGIBILITY CRITERIA**

- (i) Payable to the children of beneficiary of a Basic Widow's Pension or Invalid's Basic Pension or Basic Retirement Pension who was in receipt of a basic pension before attaining 60 yrs.
- (ii) the child should be under the age of 15 (or 20 if in full-time education)
- (iii) payable in respect of not more than 3 children

### **DOCUMENTS TO BE PRODUCED** *(Original + photocopies [1 set])*

- (i) Birth Certificate
- (ii) Attendance certificate from colleges for children aged 15 or more

## **7. INMATE ALLOWANCE** *(Rs 700 monthly)*

### **ELIGIBILITY CRITERIA**

Payable to the inmates of Government Subsidised Institutions on condition that they were in receipt of a basic pension or would have been entitled to a basic pension before their admission in such institutions.

### **DOCUMENTS TO BE PRODUCED** *(Original + photocopies [1 set])*

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) Pensions Card, if any.

## **8. CARER'S ALLOWANCE** *for a beneficiary of Basic Retirement Pension*

*(Rs 3000 monthly)*

### **ELIGIBILITY CRITERIA**

Beneficiaries of Basic Retirement Pension who are disabled to an extent of not less than 60 % and who need the constant care and attention of another person **as certified by a Medical Board of the Ministry.**

### **DOCUMENTS TO BE PRODUCED** *(Original + photocopies [1 set])*

- (i) Pensions Card
- (ii) Birth Certificate
- (iii) National Identity Card
- (iv) Marriage Certificate
- (v) Medical Evidence
- (vi) Proxy's National Identity Card

## **9. CARER'S ALLOWANCE** *for a beneficiary of Invalid's Basic Pension*

*(Rs 2500 monthly)*

### **ELIGIBILITY CRITERIA**

Beneficiaries of Invalid's Basic Pension who need the constant care and attention of another person **as certified by a Medical Board of the Ministry.**

### **DOCUMENTS TO BE PRODUCED** *(Original + photocopies [1 set])*

- (i) Pensions Card
- (ii) Birth Certificate
- (iii) National Identity Card
- (iv) Medical Evidence -  
*(Medical certificate, prescription for medication and appointment cards)*
- (v) Proxy's National Identity Card

## CONTRIBUTORY PENSIONS

The Ministry collects contributions in respect of insured persons, and effect payment of the related benefits to the latter or their dependents.

### WHO CONTRIBUTES TO THE NPF?

All employers in respect of their employees – i.e. employees of Private Sector, employees of Parastatal organisations who are not covered by the Pension Schemes of their organisation. Non-citizen workers are also covered as from the first day of employment. Those non-citizens working for an employer having an export-oriented enterprise must have resided in the country for at least two years before becoming an insured person. Employees should be aged between 18 and retirement age and work under either a full-time or a part-time oral or written contract of service. Casual employees are also covered.

### **Payment of employees' share of NPF and NSF contributions by Government**

As from January 2012, Government is paying the employee's share of contribution in respect of employees in domestic service in the private household and agricultural workers in the service of an employer who is an individual where the employee's remuneration does not exceed Rs 3 000 in aggregate for a month.

This implies that the above employers will have to pay only employer's share of contribution 6% NPF and 2.5% NSF for these categories of workers.

### **Option for private household employees to pay contributions at the Mauritius Revenue Authority (MRA)**

Employers of private household workers have the option to declare and pay in their annual return of Income Tax the contributions due for NPF and NSF of their domestic servants to the Director General of the MRA.

### **Payment of contributions to Health Insurance Scheme**

As from January 2012, employees contributing to the NSF have an option to contract a National Health Insurance and apply to the Ministry of Social Security for payment of their premium by using their monthly contributions to the NSF.

## CONTRIBUTORY BENEFITS

(A claim may be registered at the local office nearest to the applicant's locality)

### CONTRIBUTORY RETIREMENT PENSION

*(CRP)*

#### ELIGIBILITY CRITERIA

Payable to a person on reaching retirement age if he has contributed to the National Pensions Fund. The person may opt to apply for the pension at any time between age of 60 and retirement age and in that case the pension will be at a reduced rate.

#### DOCUMENTS TO BE PRODUCED \*

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) Marriage Certificate (for married women)
- (iv) Bank account number and name of bank in Mauritius

### CONTRIBUTORY WIDOWS PENSION

*(CWP)*

#### ELIGIBILITY CRITERIA

Payable to a widow whose late spouse had contributed to the National Pensions Fund (NPF). Payable so long the widow is alive and unmarried.

#### DOCUMENTS TO BE PRODUCED \*

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) Marriage Certificate
- (iv) Death Certificate of spouse
- (v) Bank account number and name of bank in Mauritius

### CONTRIBUTORY INVALID PENSION

*(CIP)*

#### ELIGIBILITY CRITERIA

- (i) payable to a person who suffers from incapacity of at least 60 per cent which is likely to last for a minimum period of 12 months; and
- (ii) that person must have contributed to the NPF

#### DOCUMENTS TO BE PRODUCED \*

- (i) Birth Certificate
- (ii) National Identity Card
- (iii) Medical Certificate | Report, if any
- (iv) Bank account number and name of bank in Mauritius

### CONTRIBUTORY ORPHANS PENSION

*(COP)*

#### ELIGIBILITY CRITERIA

Payable to total orphans under the age of 15 (18 if at school), if any of the deceased parents had contributed to the NPF.

#### DOCUMENTS TO BE PRODUCED \*

- (i) Birth Certificate
- (ii) Death certificate of parents
- (iii) National Identity Card
- (iv) Bank account number and name of bank of guardian, if any

*\* (Original + photocopies [1 set])*

### Application Process for those abroad

People who have contributed to the National Pensions Scheme and living abroad are entitled to a Contributory Benefit which they can claim by completing an application form (CRP1) available on the Ministry's website. The form together with certified true copies of all documents should be sent by post to the BENEFITS BRANCH, Rose Hill. An account number with a bank in Mauritius should also be submitted. The benefits will be paid at regular intervals on the submission of life certificates.

### Self-Employed/Non-employed

A self-employed or non-employed person may also contribute on a voluntary basis to the National Pensions Fund to qualify for contributory pensions. He has to register himself at the nearest Social Security Office by producing his National Identity Card. He has to choose the monthly amount he wishes to contribute (any amount, in multiple of Rs 5, between Rs 125 and Rs 755). For every 100 rupees paid by a self-employed or non-employed person the National Pensions Fund adds an additional amount of 50 rupees to the National Pensions account of the contributor. This category of insured persons is covered for all available benefits except industrial injury benefits.

## INDUSTRIAL INJURY BENEFITS

SERVICES DESCRIPTION	ELIGIBILITY	DOCUMENTS TO BE PRODUCED (Original+photocopies [1set])
Industrial injury Allowance	Employee suffering from an industrial injury/disease resulting in a total temporary incapacity, subject to medical evidence. The allowance payable is at the rate of 80% of the salary on which contributions are being paid.	<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. National Identity Card</li> <li>3. Medical Certificates/Evidence</li> <li>4. Bank Account Number and name of bank.</li> </ol>
Disablement Pension	Payable to an employee who has suffered an industrial injury resulting in a permanent incapacity (partial or total) of not less than 1% as certified by the medical board of the Ministry. If the loss of capacity is less than 20% the person may opt for a lump sum.	<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. National Identity Card</li> <li>3. Medical Certificates/ Evidence</li> <li>4. Bank Account Number and Name of Bank</li> </ol>
Survivor's Pension	<p>(i) Payable to the widow of an insured worker who died as a result of an industrial accident</p> <p>(ii) A Widower Survivor's Pension is payable only where the husband suffers from a permanent incapacity of at least 60 per cent for a period of at least 12 months</p>	<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. National Identity Card</li> <li>3. Marriage Certificate</li> <li>4. Certificate of Spouse</li> <li>5. Bank Account Number and Name of Bank</li> </ol>
Dependent Pension	Payable to a close relative who was wholly or partially dependent on the deceased employee in case the latter leaves no surviving spouse or orphan.	<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. National Identity Card</li> <li>3. Death Certificate of the deceased employee</li> <li>4. Bank account number</li> </ol>
Orphan's Industrial Injury Allowance	Payable to orphans whose parents die after an industrial accident	<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. National Identity Card</li> <li>3. Death Certificate of parents</li> <li>4. Bank Account Number</li> </ol>
Constant attendance allowance	Payable to an employee who suffers from a total temporary incapacity or a 100% disability and who requires the constant attendance of another person subject to medical recommendation- through Medical Board	<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. National Identity Card</li> <li>3. Medical Certificates/Evidence</li> <li>4. Bank Account Number and Name of Bank</li> </ol>

### Other Benefits

If a female insured person or an unmarried male insured person dies before retirement age, a refund of the NPF contributions paid by the insured person together with accrued interests is made to the heirs of the deceased insured person.

That payment is made on the condition that the insured person has never been in receipt of a contributory pension and no contributory pension is claimable by his dependents after the death.

## TRANSITION UNEMPLOYMENT BENEFIT

Transition Unemployment Benefit (TUB) has been introduced in February 2009.

The benefit is payable to workers of private sector whose contract of employment is terminated and who opts to join the Workfare Programme set up under the Employment Rights Act 2008.

The laid off workers are entitled to a TUB of 90% of their insurable salary for the first 3 months, 60% for the next 3 months and 30% for the last 6 months, subject to a minimum of Rs 3 000 per month. The benefit is payable as from the month of redundancy until the person becomes gainfully employed or opts out of the Workfare Programme or sets up a small business.

The benefit is financed by 1% (NSF) employees' contributions, (recycling fee) and government grant.

BENEFICIARY	DOCUMENTS TO BE PRODUCED (Original+photocopies [1set])	WHERE TO APPLY FOR TUB
Laid off worker who joins the Workfare Programme	<ol style="list-style-type: none"><li>1. Birth Certificate</li><li>2. National Identity Card</li><li>3. Letter of Termination of Employment</li><li>4. Bank Account Number and name of bank</li></ol>	Labour office, nearest to residence of the laid off Worker.



# NATIONAL SAVINGS FUND (NSF)

## WHO CONTRIBUTES TO THE NSF?

- Every employer (private, public and parastatal) has to effect a monthly payment amounting to 2.5 per cent of the basic wage or salary (up to a ceiling) of every employee, aged between 18 and retirement age. This also includes household workers.

Since February 2009, employees who are insured persons in the NPS, must contribute 1% of their basic wage to the NSF.

BENEFICIARIES	DOCUMENTS TO BE PRODUCED (Original+photocopies [1set])	WHERE TO APPLY?
1. Every employee at retirement age.	<ul style="list-style-type: none"> <li>(i) Birth certificate</li> <li>(ii) Marriage certificate (for married woman)</li> <li>(iii) ID Card</li> <li>(iv) Bank Account Number and name of bank</li> </ul>	(At any Social Security Office) (List of Annex II)
2. Every employee at time of retirement (before retirement age where there is a provision in law for early retirement.	<ul style="list-style-type: none"> <li>(i) A certificate of retirement from employer</li> <li>(ii) Birth certificate</li> <li>(iii) Marriage certificate (for married woman)</li> <li>(iv) ID Card</li> <li>(v) Bank Account Number and name of bank</li> </ul>	
3. Widow/widower	<ul style="list-style-type: none"> <li>(i) Birth certificate of contributor (deceased)</li> <li>(ii) Birth certificate of applicant</li> <li>(iii) Marriage certificate</li> <li>(iv) Death Certificate</li> <li>(v) Bank Account Number and name of bank</li> </ul>	
4. Heirs(children and/ or legal representatives) where an employee dies before reaching retirement age.	<ul style="list-style-type: none"> <li>(i) An affidavit establishing the heirs of the deceased.</li> <li>(ii) Death Certificate of the deceased</li> <li>(iii) Civil Status documents of heir</li> <li>(iv) Bank Account Number and name of bank</li> </ul>	

BENEFICIARIES	DOCUMENTS TO BE PRODUCED (Original+photocopies [1set])	WHERE TO APPLY?
5. An employee who retires on medical ground.	<ul style="list-style-type: none"> <li>(i) A certificate of retirement from employer</li> <li>(ii) Birth certificate</li> <li>(iii) Marriage certificate (for married woman)</li> <li>(iv) ID Card</li> <li>(v) Bank Account number and name of bank</li> </ul>	(At any Social Security Office) (List of Annex II)
6. An employee aged 45 or over who retires on ground of redundancy.	<ul style="list-style-type: none"> <li>(i) A certificate of retirement from employer</li> <li>(ii) Birth certificate</li> <li>(iii) Marriage certificate (for married woman)</li> <li>(iv) ID Card</li> <li>(v) Bank Account number and name of bank</li> </ul>	

## REFUND OF NPF/NSF CONTRIBUTIONS TO FOREIGN WORKERS

### Eligibility criteria

The worker should satisfy the following conditions:-

- (i) His/her work contract or work permit has expired; or
- (ii) On the termination of his/her employment; and
- (iii) He/she is no longer an insured person (not in employment).
- (iv) He/she has not received any contributory benefits under Part IV of the National Pensions Act.

### Application procedure

- (i) An application form should be filled in and signed by both the applicant and the employer (form NPS 63A)
- (ii) Completed application forms may be submitted to a regional Social Security Office or to the PRO Section of the Contributions Branch, Ground Floor, Renganaden Seeneevassen Building, Jules Koenig St, Port-Louis.
- (iii) The following documents should be produced for verification:-
  - a) Passport (original + 1 photocopy)
  - b) Evidence of bank account number (original + photocopy)

The original documents will be returned after verification.

## SOCIAL ASSISTANCE

A social assistance is a means-tested benefit payable to needy and destitute persons. It originated from the Poor Law Ordinance (1902).

The Social Aid is provided in cash or in kind, to some categories of persons who are temporarily unable of earning adequately their livelihood and have insufficient means to provide for themselves and their dependents. It thus caters for the following: -

- Physical or mental disability
- Abandonment by spouse
- Imprisonment of husband/partner
- Sudden loss of employment
- Beneficiaries of Basic Retirement Pension living alone and paying rent
- Grant for purchase of medicine to centenarians
- Families with twins, triplets – subject to family income not exceeding ceiling as provided for in the existing legislation.
- Abandoned children
- Severely disabled children

## ALLOWANCES & ASSISTANCE PROVIDED

(An application may be registered at the local office nearest to the applicant's locality)

### ELIGIBILITY

Any person who is temporarily unable to earn a living as a result of the following:

- (a) any physical or mental disability
- (b) any sickness or accident certified by an approved medical practitioner
- (c) abandonment by her spouse or
- (d) any sudden loss of employment which has lasted continuously for not less than 6 months

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p><b>1. Social Aid in Cash</b></p> <p>Claimant's allowance – Rs 1315 monthly Spouse's allowance – Rs 1315 monthly Child's allowance –</p> <ol style="list-style-type: none"> <li>(i) Rs 510 for children under 3 years</li> <li>(ii) Rs 490 for children aged 3 and below 10</li> <li>(iii) Rs 600 for children between 10 and 15</li> </ol> <p><i>* For child allowance</i></p>	<ol style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> <li>(iv) Documentary evidence of income (if any)</li> <li>(v) Sickness – Updated Medical Certificate</li> <li>(vi) Unemployed – Documentary evidence from last employer</li> </ol> <p><i>* A Certificate of school attendance is needed if child is in college.</i></p>
<p><b>2. Refund of exam fees to students taking part in vocational training exams</b></p> <p><b>Eligibility:</b> The parent/s must be in receipt of social aid or a basic pension from the NPS and from a low income group.</p>	<ol style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) National Identity Card</li> <li>(iii) Documentary evidence of income (if any)</li> <li>(iv) Documentary Evidence from school</li> </ol>
<p><b>3. Allowance to discharged prisoners (Rs 295 monthly)</b></p> <p><b>Eligibility:</b> Payable to every discharged prisoner and is not subject to any means test.</p>	<ol style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> <li>(iv) Documentary evidence of income (if any)</li> <li>(v) Discharge ticket from Prison</li> </ol>
<p><b>4. Allowance to flood victims and evacuees in emergency centres.</b></p> <ol style="list-style-type: none"> <li>(i) Cyclone refugee (per night) – Rs 165</li> <li>(ii) Flood (max 3 days) - Rs 165 per member of household</li> </ol>	<ol style="list-style-type: none"> <li>(iii) Birth Certificate of all members of household</li> <li>(iv) Marriage Certificate (if any)</li> <li>(v) National Identity Card</li> <li>(vi) Documentary evidence of income (if any)</li> <li>(vii) Documents from Police</li> </ol>

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p>5. Allowance to fire victims:</p> <ul style="list-style-type: none"> <li>a) Foodstuff - Rs 1975 per member of household</li> <li>b) Clothing – Rs 1975 per member of household</li> <li>c) Cooking utensils – Rs 1975 per member of household</li> <li>d) Furniture - Rs 1975 per member of household</li> <li>e) Resettlement allowance – Rs 3875 per head of household</li> </ul>	<ul style="list-style-type: none"> <li>(i) Birth Certificate of all members of household</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> <li>(iv) Memo from Police</li> <li>(v) Memo from Fire Services</li> </ul>
<p>6. Allowance to centenarians for the purchase of medicine (Rs 1,180)</p>	<ul style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> </ul>
<p>7. Assistance to twins/triplets (Rs 2,275 monthly for 24 months max) <b>Eligibility:</b> Subject to income ceiling of the family</p>	<ul style="list-style-type: none"> <li>(i) Birth Certificate of parents and twins</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> <li>(iv) Documentary evidence of income (if any)</li> </ul>
<p>8. Funeral Grant (Rs 4950) <b>Eligibility:</b> Payable in respect of a recipient of social aid or his dependents and also to beneficiaries and dependents of persons drawing a basic pension from the NPS who come from low-income group</p>	<ul style="list-style-type: none"> <li>(i) Death certificate of deceased</li> <li>(ii) Birth Certificate of Applicant</li> <li>(iii) National Identity Cards of applicant and deceased</li> </ul>
<p>9. Rent allowance to needy beneficiaries of Basic Retirement Pension/Basic Widow's Pension/ Invalid's Basic Pension/ Basic Orphan's Pension living alone and paying rent (50% of the rent is paid, up to 990 rupees) <b>Eligibility:</b> Payable to beneficiaries from low-income group.</p>	<ul style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity card</li> <li>(iv) Documentary evidence of income (if any)</li> <li>(v) Rent book</li> </ul>
<p>10. Carer's Allowance for a child between the age of 6 months and 15 years where the child suffers from a Permanent disability of at least 60% and is in need of constant care and attention as certified by a Medical Board (Rs 2,460) <b>Eligibility:</b> Payable to parents subject to an income ceiling.</p>	<ul style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> <li>(iv) Documentary evidence of income (if any) of parents</li> <li>(v) Medical Certificate of child</li> </ul>

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p><b>11. Spectacles, Wheelchairs and Hearing aids</b></p> <p><b>Eligibility:</b></p> <ul style="list-style-type: none"> <li>• Spectacles - to pensioners from low income and their dependants</li> <li>• Wheelchairs - to any citizen requiring a wheel chair</li> <li>• Hearing aids - to any citizen subject to income ceiling of Rs 150, 000 per year.</li> </ul>	<p><b>Spectacles:</b></p> <ul style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> <li>(iv) Documentary evidence of income (if any)</li> <li>(v) Prescription</li> </ul> <p><b>Wheelchairs:</b></p> <ul style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> <li>(iv) Medical Certificate</li> </ul> <p><b>Hearing aids:</b></p> <ul style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> <li>(iv) Documentary evidence of income (if any)</li> <li>(v) Medical Certificate</li> <li>(vi) Audiogram</li> </ul>
<p><b>12. Allowance for purchase of rice and flour (Rs 285 monthly to each household member)</b></p> <p><b>Eligibility:</b> To all recipients of social aid and to beneficiaries of basic pension from NPS and their dependents where the beneficiaries are from low-income group.</p>	<ul style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) Marriage certificate, if any</li> <li>(iii) National Identity Card</li> <li>(iv) Documentary evidence of income (if any)</li> </ul>

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p><b>13. Single Mother's Allowance</b>  <b>Claimant's allowance – Rs 1375</b></p> <ul style="list-style-type: none"> <li>(i) Child's allowance – <ul style="list-style-type: none"> <li>a) Under age of 3 – Rs 535</li> <li>b) Aged 3 and below 10 –Rs 515</li> <li>c) Between 10 and 15 – Rs 625</li> <li>d) Between 15 and 23 in full-time education – Rs 785</li> <li>e) Between 15 and 20 and unable to earn a living on account of any physical or mental disability and is not in receipt of a benefit under the National Pensions Act – Rs 1375</li> </ul> </li> <li>(ii) Compassionate Allowance where claimant or her dependent suffer from a serious illness certified by an approved medical practitioner –Rs 820</li> <li>(iii) Rent allowance (50% of rent) –up to Rs 1040</li> <li>(iv) Funeral Grant – Rs 4950</li> <li>(v) Young children's allowance - Rs 1325 per child between 3 months and 7 years</li> </ul> <p><b>Eligibility:</b> Payable to single mothers who are employed and have children between 3 months and 7 years. Income ceiling of less than Rs 7000 per month is applicable.</p>	<ul style="list-style-type: none"> <li>(i) Birth Certificate</li> <li>(ii) National Identity Card</li> <li>(iii) Documentary evidence of income (if any)</li> <li>(iv) Sickness – Updated Medical Certificate</li> <li>(v) Unemployed – Documentary Evidence from last employer</li> <li>(vi) Rent – Rent book</li> </ul> <p><i>Applicant must provide the exact name and address of her employer.</i></p>
<p><b>14. Dentures-one-off payment to beneficiaries of BRP who would have qualified for social aid in absence of Basic Benefit (Rs 3415)</b></p>	<ul style="list-style-type: none"> <li>(i) National Identity Card</li> <li>(ii) Birth Certificate</li> <li>(iii) Prescription from Dentist</li> </ul>

SERVICES DESCRIPTION TYPES OF SOCIAL AID	DOCUMENTS TO BE PRODUCED (Original + photocopies [1set])
<p><b>15. Unemployment Hardship Relief-to every person under the age of 60 (Rs 425)</b></p> <p>(a) Who is unemployed</p> <p>(b) Has a wife or a child or who is a disabled person</p> <p>(c) Whose resources are insufficient to meet his requirements</p> <p>(i) Claimant's allowance – Rs 425</p> <p>(ii) Spouse's allowance – Rs 425</p> <p>(iii) Child's allowance –</p> <p>a) Under age of 3 – Rs 170</p> <p>b) Aged 3 and below 10 –Rs 160</p> <p>c) Between 10 and 15 – Rs 195</p> <p>d) Between 15 and 20</p> <p>- in full-time education – Rs 270</p> <p>- unable to earn a living through any physical or mental disability– Rs 285</p> <p>(iv) Rent allowance (50% of rent) –up to Rs 330</p>	<p>(i) Birth Certificate</p> <p>(ii) Marriage certificate, if any</p> <p>(iii) National Identity card</p> <p>(iv) Employment Registration Card</p> <p>(v) Unemployed – Documentary evidence from last employer</p> <p>(vi) Rent – Rent book</p> <p>(vii) Sickness- updated medical certificates</p> <p>(viii) Documentary evidence of income of other members of family (if any)</p>
<p><b>16. Social Register Mauritius child's allowance (SRM-CA)</b></p> <p><i>(Rs 825 per month and income support of Rs 285 per month in favour of each child).</i></p> <p><b>Eligibility:</b> Payable to families from very low income group having children between 3 years and 23 years attending on educational institutions on a regular basis.</p>	<p>(i) Birth Certificates all members of the household</p> <p>(ii) Marriage certificate, if any</p> <p>(iii) NIC for adult members</p> <p>(iv) Certificate from school</p> <p>(v) Medical Certificate in favour of Children suffering from disability/chronic illness</p> <p>(vi) Bank Account Number and name of bank</p>



# SOCIAL REGISTER OF MAURITIUS

## WHAT IS SRM?

The Social Register of Mauritius has been designed as a large database of potential and actual social welfare programme beneficiaries. It assists the Ministry of Social Security in identifying beneficiaries of each programme and deciding upon the level of assistance for each beneficiary. It is also used to assist programmes and improve their performance.

The social welfare system in Mauritius is complex and costly to manage. There are a multitude of programmes, spread across several ministries and institutions. The eligibility threshold differs across programmes, and its definition is heavily based on ad hoc welfare assessments to identify the beneficiary. Moreover, the existing databases do not contain all relevant information for poverty targeting and do not cover the poor who are not eligible for social programmes.

The objectives of the project have been identified as follows:-

- (i) Managing the social programmes in an integrated manner;
- (ii) Enhancing the targeted performance of the chosen programmes;
- (iii) Design of a fusional approach to welfare and targeting criteria; and
- (iv) Analysing cyclical and structural poverty reduction policies.

The SRM database will be used in a multi-dimensional manner, not only to effect payment to beneficiaries, but also for economic analyses, anti-poverty monitoring and assessment through the establishment of a Proxy Means Test (PMT) first of its kind in Mauritius, schemes which will improve the target efficiency of Social Aid and other social programs.

## WHAT IS PROXY MEANS TEST (PMT)?

Anti-poverty cash transfer schemes are the provision of assistance in cash to the poor. Many of these schemes, called the 'proxy means tests' (PMT), are based on the predictions of household living standards used to calculate the transfers. The predictions are obtained by using the household survey data for regressing the living standard variable on household characteristics easy to observe. In countries where there is a large informal sector, income cannot be verified such as the case in Mauritius. The Proxy Means Test, as such, is being used for the Social Aid Programme for Mauritius. The PMT provides a formula for selecting beneficiaries and a formula for calculating allocations for selected beneficiaries. They are based on household characteristics which are easy to observe and to use for administrative purposes. These household characteristics should also be hard to modify and to hide by applicants in order to avoid frauds and wrong selections.

## SCHEMES

### SRM Housing Scheme

In the context of the implementation of its ongoing Housing Scheme for vulnerable groups, eligible beneficiaries should be owners of a plot of land and have a monthly household or combined income of not exceeding Rs 6,200 for the construction of concrete housing units with corrugated iron sheet roofs (CCIS Scheme).

The concerned stakeholders such as Ministry of Social Integration and Economic Empowerment and National Empowerment Foundation (NEF) determine on the final eligibility for their beneficiaries after a first PMT income test has been carried out at the Ministry of Social Security, National Solidarity and Reform Institutions.

### SRM - Child Allowance

SRM Child Allowance, using PMT as its eligibility assessor, became functional in 2013 after announced in budget 2013 and eligible to families whose threshold income has been assessed at less than Rs 6,200 per month and is payable to a maximum of 3 children who satisfy a school attendance criteria of 90 % for two consecutive months for normal children and 75 % for disabled children. Among all the schemes present under the SRM Database, only SRM-Child Allowance is payable through the Ministry of Social Security, National Solidarity and Reform Institutions.

## Ministry of Education and Human Resources, Tertiary Education and Scientific Research

### Scholarships (*Social criteria and merit*) (*Threshold Income < Rs 6,200 and < Rs 12,000*)

The new Government Scholarship Scheme was officialised on 25 January 2013 with the promulgation of the Education (Amendment) Regulations governing the award of the Government Scholarships under the New Government Scholarship Schemes. It is to be noted that the Ministry of Social Security, National Solidarity and Reform Institutions has been assigned the responsibility of carrying out a social inquiry report with a view to assessing scholarship eligibility.

## WELFARE OF THE SENIOR CITIZENS

The Ministry is responsible for the empowerment, protection and promotion of the well-being of all senior citizens. The Elderly Sector comprises mainly Departments of the Ministry and other specialised organisations falling under the aegis of the Ministry.

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### MEDICAL UNIT

#### The Medical Unit

- Provides free domiciliary medical visits for:
  - a) bedridden persons aged 75 and above
  - b) all persons aged 90 and above.
- Carries out anti-influenza vaccination campaign for elderly and severely disabled children
- Provides medical and paramedical care to the inmates of charitable institutions.
- Promotes preventive health.

#### Ag. Director, Medical Unit

2<sup>nd</sup> Floor, Social Security House

Moka Road, Rose Hill

Tel: 465 3363 e-mail: vsoopal-lutchmun@govmu.org

*Applications for free domiciliary visits to be done at the Social Security offices.*

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### RECREATION CENTRES

- Recreation centres provide two-night residential stay for senior citizens and persons with disabilities including:-
  - a) services of qualified nursing officers and social workers;
  - b) delivery of talks on health, nutrition, protection, security and other issues related to elderly; and
  - c) swimming sessions under the supervision of a coach
- Recreation centres provide fully-equipped conference room for workshops/seminars for rent at the James Burty David and Lady Sushil Ramgoolam Recreation Centres.

#### The Managers of the different Recreation Centres are as follows:

##### Manager

**James Burty David**  
Recreation Centre  
for Senior Citizens

Royal Road,

Pointe aux Sables

**Tel:** 2341316, 2343079

**Fax:** 2342164

##### Manager

**Sir Seewoosagur Ramgoolam**  
Recreation Centre  
for Senior Citizens,

Coastal Road, Belle Mare

**Tel:** 415 2385

**Fax:** 415 2132

**e-mail:** ssrcentre@gmail.com

##### Manager

**Lady Sushil Ramgoolam**  
Recreation Centre for the  
Elderly and Disabled,

Coastal Road,

Pointe aux Piments

**Tel:** 2656795, 2656827

**Fax:** 2656796

**e-mail:**

ladysushilRC@govmu.org

## **ELDERLY WATCH**

### **Elderly watch has been set up and it**

- reports cases of repeated abuse of elderly persons to the Welfare and Elderly Persons Protection Unit.
- Provides support to families that need assistance and protection for the elderly persons.

**List of Elderly Watch** – *See Annex III*

## **RESIDENCE BOIS SAVON**

Residence Bois Savon provides accommodation to widows over 60 years living alone and previously occupying rented premises

### **Officer-in-Charge**

Residence Bois Savon  
Ste Croix, Port Louis

**Tel:** (230) 216 4613

**e-mail:** rmhideen@govmu.org

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## **FOYER TROCHETIA** (*Centre for Severely Disabled Elderly Persons*)

### **Functions:**

- Provides medico-social care to elderly persons with severe disabilities; and
- Fosters a homely environment so that the residents may enjoy a decent life.

### **Management of Centre**

- Public-Private-Partnership – Arya Sabha (Mauritius) in collaboration with the Ministry

### **Criteria for admission**

- A person should be 55 years old and above;
- Medically assessed to be severely disabled and recommended by the Medical Director
- Approved by Board of Management

### **Manager**

Arya Sabha (Mauritius)

**Tel:** 234 0869

**Administrator:** Ministry

**Tel:** 234 0826

**e-mail:** santamungra@gmail.com

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## **SPECIAL FUND FOR THE WELFARE OF THE ELDERLY**

*The Special Fund for the Welfare of the Elderly*

- Provides financial assistance for the implementation of projects or programmes for the benefit of the elderly and for the maintenance and management of recreation centres or such other centres for the elderly.
- Organises fund -raising activities and programmes for the welfare of the Elderly.

### **Secretary**

Special Fund for the Welfare of the Elderly  
c/o Ministry of Social Security,  
National Solidarity and Reform Institutions  
12<sup>th</sup> Floor, R Seeneevassen Building  
Port Louis  
**Tel:** 207 0625

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## **WELFARE AND ELDERLY PERSONS' PROTECTION UNIT**

*(set up under the Protection of Elderly Persons Act 2005)*

### **Functions:**

- Ensures protection of the elderly.
- Receives complaints from elderly persons who are in need of protection or assistance and take such measures as may be necessary.
- Organises public awareness campaigns on the rights of elderly persons and the need to provide them with assistance and protection.
- Exercises general supervision and Control over Residential Care Homes is being observed in line with the Act.
- Ensures that codes of practice for Residential Care Homes is being observed and monitors compliance
- Participates in the birthday celebration of centenarians.
- Organises leisure activities for inmates of charitable institutions, orphanages and senior citizens.

- Provides hearing aids to needy persons
- Organises activities and programmes for the empowerment and welfare of the elderly in Elderly Day Care Centres and for the elderly living alone.

### **Assistant Commissioner**

Welfare and Elderly Persons' Protection Unit  
10<sup>th</sup> Floor , R. Seeneevassen Building  
Port Louis  
**Tel/Fax:** 208 8287

**e-mail:** skoothan@govmu.org

Office Hours :

### **Hotlines:**

199 (Rose Hill) - 24/7  
172 (Port Louis) -24/7

## RESIDENTIAL CARE HOMES BOARD

There are 28 charitable institutions and 30 private licensed homes (Annex IV).

- The Residential Care Homes Act 2003 and the Residential Care Homes Regulations 2005 regulate the Residential Care Homes Sector in Mauritius and Rodrigues.
- The Residential Care Homes Board has been set up as per section 4 of the Residential Care Homes Act 2003 and has the following objectives;

### Objectives of the Board

- i) Exercises general supervision and control over residential care homes;
- ii) Monitors compliance by licensees with the conditions of their licences;
- iii) Exercises control over inspectors in the discharge of their functions under this Act; and
- iv) Establishes codes of practice for residential care homes and monitor compliance with the codes.

The Residential Care Homes unit caters for the following:-

- i) Receives and processes applications for Residential Care Homes Licences;
- ii) Receives members of the public;
- iii) Provides information /advice to managers/ proposed managers;
- iv) Attends to complaints;
- v) Effects site visits at Residential Care Homes; and
- vi) Implements decisions of the Board

### Secretary

Residential Care Homes Board  
10<sup>th</sup> Floor, R. Seeneevassen Building,  
Port Louis

**Tel:** 207 0625 (Ext) 1222,  
213 1146

**e-mail:** pnveera2005@yahoo.com

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## ELDERLY DAY CARE CENTRES

### Functions:

Organises activities and programmes for the benefits of the elderly, namely:-

- i) Preventive health care;
- ii) IT literacy to promote lifelong learning; and
- iii) Leisure, educational and empowerment programmes

See Annex V for addresses and telephone numbers.

# WELFARE OF THE DISABLED

## DISABILITY UNIT

### Functions:

The Ministry empowers persons with disabilities and promotes their inclusion in mainstream society. The Disability Unit serves as the “focal point” for issues relating to disability. The following services are also provided by the Disability Unit:

### 1. Free Travel Bus Pass

#### Eligibility

- a) Children with disabilities below 15 years of age.
- b) Children with disabilities between 15-18 years but not benefitting from BIP.
- c) For children with disabilities between 3-15 years and 15-18 years and not benefitting from BIP, the parents/ guardians should report to the Disability Unit, with the following documents:
  - i) Social aid card and/or medical certificate;
  - ii) 2 passport size photos.

**N.B:** Beneficiaries of BIP should report to the local Social Security Offices with relevant documents like Identity card, Pension Card and a passport-size photo.

### 2. Refund of Bus Fares to Disabled Children attending Schools/Day Care Centres

- a) To encourage parents to send disabled children to school (mainstream, special or day-care centers), the bus fare of one accompanying parent is refunded.
- b) In case the child is severely disabled and

travels by special means of transport, bus fare for both the child and the parent is refunded.

- c) Payment is made on the basis of attendance submitted by the schools.

### 3. Refund of Taxi Fares to Students with Severe Disabilities

- a) Taxi fare is refunded for university students with severe disabilities who cannot travel by ordinary means of transport.
- b) Payment is made on the basis of attendance submitted by University.

#### Documents to be produced:

Beneficiaries should produce the following documents to the Disability Unit:-

- a) Medical Certificate
- b) Birth Certificate
- c) ID of parents
- d) Pension Card, if any
- e) Bank Account No and name of bank.

### 4. François Sockalingum Award

The François Sockalingum Award is a scholarship scheme set up by the National Council for the Rehabilitation of Disabled Persons (NCRD). Its objectives are to encourage disabled students to follow secondary and tertiary studies as well as promote the concept of self-reliance and independent living among them.

Through this award, students with disabilities who pass the Certificate of Primary Education (CPE) and pursue their secondary studies are eligible to a monthly stipend of Rs 750.

The stipend is paid monthly based on the attendance (at least 75%) of the beneficiaries.

### 5. Concessionary airfare

- a) Concessionary airfare is provided to persons with disabilities travelling by Air Mauritius.
- b) Applicants should call at the Disability Unit with the following documents:
  - i) Pension card and/or medical certificate.
  - ii) Birth Certificate and/or ID Card.

### 6. Concessionary Fee for Passport

- a) To obtain a passport, persons with disabilities are allowed to pay a concessionary fee of Rs 400, as opposed to Rs 700 for others.
- b) To benefit from this facility, persons with disabilities need a letter from the Disability Unit to hand over to the Passport and Immigration Officer.

### 7. Free Parking Coupons

- a) To enable easy access to public places like shopping centers and other amenities, free parking coupons are being provided to persons with disabilities with severe mobility problems.

- b) There are 2 types of parking coupons:-
  - i) Yellow parking coupon – to be used in any vehicle in which the severely disabled person is travelling.
  - ii) Blue parking coupons – to be used in the vehicle driven by a disabled person or a vehicle owned by an NGO in the disability sector.

### Applicants should call at the Disability Unit with the following documents:

- a) Medical Certificate from Government Medical Officer;
- b) Photocopy of ID Card;
- c) 2 passport size photos; and
- d) Horsepower of the vehicle if the disabled person owns and drives it.  
  
(Same applies for NGOs).

### 8. Respite Care Programme

- a) In view of providing some relief to parents, leisure activities are organized regularly at the Ministry's Recreation Centres around the island for the benefit of children with disabilities.
- b) Interested parties should register their wards with the Disability Unit of the Ministry.



## 9. Duty-Free Facilities

Persons with disabilities are entitled to duty-free facilities to purchase adapted cars.

### Eligibility

- i) The vehicles they intend to purchase should be adapted to their disability;
- ii) They should use it as 'outil de travail'; and
- iii) They should hold a valid driving licence.

As from 16 June 2012, the Excise (Amendment of Schedule) Regulations 2012 provide for the granting of a concessionary rate of excise duty of 15% on a motor car not exceeding 1,450 cc once in 7 years to the following two categories of disabled persons:-

- i) a deaf or blind person with disability of 60% and above and who is in gainful employment; and
- ii) a parent of a disabled child less than 18 years of age and with 100% orthopedic disability. The motor car must be a specially adapted one.

Interested parties should make an application to the Mauritius Revenue Authority (MRA), with copy to the Disability Unit of the Ministry.

## 10. Physiotherapy and Occupational Therapy Sessions

- a) Children with severe disabilities benefit from physiotherapy and occupational therapy sessions held at Foyer Trochetia, Petit Verger, Pointe aux Sables.
- b) Interested parties should register their wards with the Disability Unit.

- c) They should sign a consent form and submit a brief medical history of the child.

## 11. Athletes with disabilities

Encouragement is given to athletes with disabilities to participate in local and international competitions by providing ad-hoc allowance as and when necessary and also prizes to those who have won medals.

## 12. Loan for People with Disabilities from Employees Welfare Fund

With a view to improving the quality of life of persons with disabilities, a special loan scheme has been launched by Employees Welfare Fund in collaboration with the Ministry since February 2014.

### Purpose of Loan

- Purchase of assistive devices either new or refurbished;
- Upgrading of living conditions through infrastructural adjustments and/or movables (furniture & equipment);
- For medical treatment prescribed by official health service providers;
- For studies/training (locally or abroad), approved by authorized institutions

### Eligibility Criteria

- i) All employees from the public and private sector who are disabled or have immediate disabled family member/s
- ii) The applicant or beneficiary should be registered with the Ministry of Social Security, National Solidarity and Reform Institutions

Any person who wishes to apply for this loan may contact the Disability Unit on 2070625 or the Employees Welfare Fund (EWF) on 2088353.

**Head Disability Unit**

1<sup>st</sup>Floor, R. Seeneevassen Building, Port Louis

Tel: 207 0625

Fax No: 208 9913

Email: [disability@govmu.org](mailto:disability@govmu.org)

Website:[disability.govmu.org](http://disability.govmu.org)

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**NATIONAL COUNCIL FOR THE REHABILITATION OF DISABLED PERSONS (NCRD)**

The NCRD is the national coordination committee on disability issues. Its main objectives are to:-

- a) co-ordinate the activities of voluntary organisations catering for disabled persons;
- b) promote the development and expansion of rehabilitation services;
- c) advise on aspects of disabled persons; and
- d) co-ordinate with private national and international agencies engaged in the rehabilitation of disabled persons and to disseminate technical information received from these sources.

**Secretary**

**NCRD**

1<sup>st</sup>Floor, R. Seeneevassen Building

Port Louis

**Tel:** 207 0625 Ext : 2358

**Fax:** 212 8190

**e-mail:** [shulman@govmu.org](mailto:shulman@govmu.org)

## **TRAINING AND EMPLOYMENT OF DISABLED PERSONS BOARD (TEDPB)** (set up in April 1996)

### **Functions:**

The Training and Employment of Disabled Persons Board works towards the integration of persons with disabilities in mainstream employment. The TEDPB Act 1996 (amended in 2012) provides that all enterprises employing 35 or more employees, recruit 3% persons with disabilities in their workforce. The TEDPB acts as a facilitator.

Its main objectives are to:-

- a) prevent discrimination against persons with disabilities;
- b) liaise with appropriate vocational training organisations and other training institutions for the training of persons with disabilities;
- c) Educate and sensitize employers on the importance of employing persons with disabilities and contribute to remove barriers or prejudices with regard to the employment of such persons;

- d) operate and encourage schemes and projects for the training and employment of persons with disabilities;
- e) improve generally the social and economic status and condition of persons with disabilities; and
- f) empower and value persons with disabilities.

### **Officer-in-charge**

Training and Employment  
of Disabled Persons Board

Head Office  
Social Security House,  
West Wing 2<sup>nd</sup> Floor,  
Old Moka Road, Rose Hill

Tel: 4659495

Fax: 4663260

Email: tedpb@intnet.mu

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## **LOIS LAGESSE TRUST FUND**

### **Functions:**

The Lois Lagesse Trust Fund (LLTF) has been set up under the LLTF Act to integrate visually impaired in the mainstream society.

Its main objectives are to:

- a) aid, train and educate the visually impaired in Mauritius;
- b) assist the visually impaired in obtaining medical treatment and suitable employment;
- c) set up and manage training centres, schools and hostel for the visually impaired; and

- d) cater for the general welfare of the visually impaired.

### **Officer in Charge**

Lois Lagesse Trust Fund  
101 Colonel Maingard Street  
Beau Bassin

Tel: 465 5119

Fax: 465 9961

Email: l.lagesse@intnet.mu

# SOCIAL WELFARE

## SOCIAL WELFARE DIVISION

The Social Welfare Division is responsible for the management of 57 Social Welfare Centres (Annex VI) as well as 2 Regional Embroidery Training Centres and 3 Boutiques

### Objectives:

- To further health, advance education, provide facilities for mental and physical training and generally for recreation and for social, moral and intellectual development.
- Each Social Welfare Centre is managed by a Committee comprising 18 members representing diverse groups and interests from local communities.

### Activities:

- Sensitisation/Prevention/Information/Education
- Healthy lifestyle programme
- Skills development programme
- Training in dressmaking, crafts and embroidery
- Informal Education
- Basic Computer Literacy/Net PC
- Adult Functional Literacy
- Income generating through monthly Foires Artisanales/ regional and national sales exhibition
- Sale of products by potential entrepreneurs through Boutiques

- Social and empowerment activities.
- Leisure/Recreational/Cultural activities
- Indoor Games and Sports
- Keep-fit and physical fitness
- Annual Sports Day
- Intercentre exchange programmes
- Intergenerational activities
- Group recreational programmes
- Community kitchen gardening and Award for Best Kitchen Garden
- Community Services (hire of tarpaulins, chairs, tubular frames, TV Show).
- Open days for the community
- Creativity activities for children during April and August school holidays
- Leisure course in music and dance (Ecole de Musique et Danse)
- Distribution of toys to needy children at Christmas
- Annual award of certificates to successful trainees
- Capacity-building programmes for staff and volunteers

### Social Welfare Commissioner

Tel: 210 8144

Email: rsoobah@gmail.com,  
socialsecuritydivisionmss@gmail.com

### Secretary

Tel: 210 1804 / 210 2765

# REFORM INSTITUTIONS

## PROBATION AND AFTERCARE SERVICE

### Objectives of the Service

- Assisting the Courts in planning sentences for offenders.
- Rehabilitating offenders in the community.
- Aiming at the reduction of crime and protection of the public.
- Assisting families in conflict and safeguarding the welfare of children.
- Educating people on social problems through the preventive work project.

### Commissioner:

**Tel:** 466 2531

**Email:** cpahobb@intnet.mu, csprob@intnet.mu

### Deputy Commissioner:

**Tel:** 466 2420

**Email:** dcpabb@intnet.mu

### Assistant Commissioners:

**Tel:** 466 2020, 466 6020, 466 2399

**e-mail:** acpahl@intnet.mu  
acpadp@intnet.mu  
acpasf@intnet.mu  
acpagr@intnet.mu

### Address:

Sir F Herschenroder Street,  
Barkly, Beau Bassin

The Service has also under its responsibility the following institutions:

- i) The Probation Hostel for Boys; and  
*Desvaux Street, Les Casernes  
Curepipe* • Tel: 676 2438  
and
- ii) The Probation Home for Girls  
*Charles Regnaud Street, Eau Coulée,  
Curepipe* • Tel: 686 5133

### Services Description:

**Social Enquiries** – Carrying out independent enquiries in civil and criminal matters referred by Courts and other institutions.

**Supervision** – Supervising probationers, aftercare cases, parole licencees and community service workers in view of their rehabilitation.

**Institutional Care** – Providing residential treatment to minors on probation whose home conditions are uncondusive to rehabilitation in the open, or subjected to a committal order.

**Throughcare** – Providing a throughcare service to residents of the Rehabilitation Youth Centre, the Probation Hostel for Boys and the Probation Home for Girls.

**Counselling** – Providing counselling to members of the public facing social and emotional problems, including the welfare of children.

The Service also runs three Attendance Centres:

#### (i) Beau Bassin

Herchenroder St, Barkly  
Beau Bassin

**Tel:** 466 6520

#### (ii) Curepipe

1<sup>st</sup> Floor, Cheekooree Building  
Malartic St., Curepipe

**Tel:** 670 5144

#### (iii) Pamplemousses

Royal Road, Pamplemousses (Probation Office)

**Tel:** 243 3317

### List of Regional Probation Offices at Annex VII

## REHABILITATION YOUTH CENTRES

Cater for the detention and rehabilitation of children (under 18 years) who have been convicted for offences and are punishable by imprisonment.

### Main objectives:

- To offer safe custody to juveniles.
- To provide a good rehabilitation program including educational, recreational vocational and spiritual activities in collaboration with other Ministries and non-governmental organisations.
- To ensure that medical care, including psychiatric and psychological, is provided to the young offenders.
- To work closely with the family of the

young offenders before their release from the Centre.

- To work in close collaboration with the Probation Service for the through care and after-care program.

### Superintendent

Rehabilitation Youth Centre (Boys)  
Herchenroder Street , Beau Bassin

**Tel:** 454 2041

**Fax:** 465 6451

**e-mail:** gthimmadu@yahoo.com

### Assistant Superintendent

Rehabilitation Youth Centre (Girls)  
Beau Bassin

**Tel:** 464 6452 / 467 5822

**e-mail:** shirleykamanah@yahoo.com

## LIFE PLUS+

The vision of Life Plus+ Unit is to devise collaborative actions and coordinated strategies and efforts to promote positive living and to reduce suicide.

### Mission

Life Plus+ is dedicated to helping people live positively, manage their stress and reduce suicidal behavior through public education and awareness with the concerted efforts of the government, the private sector, the civil society and the community.

It aims at reducing the suffering of persons with suicidal tendencies and helps them live their lives differently by giving them the required support to better handle emotional stress, pain and pressure.

### Functions

There are two main levels of functioning of the Life Plus+ Unit:

**At the intervention level:** Listening to people in distress, counselling them and offering them psychological support if necessary. Actively collaborating with other sectors in the government such as the Police and the Fire Services and with non-governmental organisations.

**At the prevention level:** Holding talks on Positive Living, Stress Management in schools, at the work place and the Community. Also holding awareness training sessions/ seminars for officers in various governmental departments/ Private Sector.

### Officer in Charge

2<sup>nd</sup> Floor, NPF Building,  
Sholto Douglas Street,  
Beau Bassin

Tel: 466 5310

Fax: 466 1290

Hot Line: 188

Email: [lifepius@govmu.org](mailto:lifepius@govmu.org)

Website: <http://lifepius.govmu.org>

## SUGAR INDUSTRY LABOUR WELFARE FUND (SILWF)

The Sugar Industry Labour Welfare Fund was set up in 1948 and is governed by the Sugar Industry Labour Welfare Fund Act. (Act No. 47 of 1974)

### Objectives:

- To do all such things as appear requisite and advantageous for or in connection with the advancement and promotion of the welfare of sugar workers and their children.
- The SILWF has extended its jurisdiction in urban areas also and is operating at national level irrespective of the occupation of the people.

### Vision

To contribute towards government objectives and to transform Mauritius into a smart island through community development.

### Mission statement

- i) To develop welfare programs to enhance the well-being and condition of living of sugar workers and their family for a proper integration in the new emerging socio-economic environment; and
- ii) To mobilise and develop local leadership to ensure an effective and meaningful participation of the community in the harmonious development of the Mauritian Society.

### Activities of the Fund

The Fund undertakes mainly Community Development activities through its network of 135 Community Centres (Annex VII). Activities include:

- i) **Educational:** talks, seminars, workshop, training, lectures, literacy, audio visual, home economics, sewing, dressmaking, arts and crafts, ethics and values, technical training, computer literacy, essay writing, quiz, discussions, and community awareness programmes.
- ii) **Cultural:** instrumental music, songs, dances, folk, theatre, traditions, mutual understanding and celebration of national and international events.
- iii) **Social:** welfare to society, child development and protection, advancement of women, elderly care, grants, free issue of amenities to socio-cultural organisations and families in distress, self-help projects, mutual help, struggle against social problems, patriotic, inter-community harmony, protection of environment, shelter to victims of cyclones, flood, torrential rainfall and sea-swells, community service and social gatherings.
- iv) **Recreational and Leisure:** indoor and outdoor games and competitions, sports, outings and tours, film shows, visits, fun games, and school vacation programmes.
- v) **Economic:** agriculture, gardening, co-operatives, handicrafts, small scale enterprises, and entrepreneurship, and poverty alleviation projects.

### Acting General Manager

*Tel:* 212 2056

### Commissioner/

### Acting Deputy General Manager

*Tel:* 212 2056 | 210 4108

*e-mail:* silwf@intnet.mu



# OTHER SERVICES PROVIDED BY ORGANISATIONS UNDER THE AEGIS OF THE MINISTRY

## SENIOR CITIZENS COUNCIL

The Senior Citizens Council is a body corporate governed by the Senior Citizens Council Act 1995, as amended in 2011. It operates under the aegis of the Ministry of Social Security, National Solidarity and Reform Institutions.

### Functions:

- promote generally activities and projects for the welfare of senior citizens;
- maintain effective communication with senior citizens;
- establish contacts with organisations engaged in similar activities in Mauritius and abroad;
- advise the government on matters relating to the welfare of senior citizens;
- implement such policies and programmes in favour of senior citizens, as may be specified or approved by the Minister.

### Facilities and Support to Senior Citizens

*IT Course:* Organisation of IT Course for senior citizens in all regions with the support of National Computer Board

*Management Of Association:* Organisation of Talks on Management of Association at district/ward level to senior citizens to better manage their Associations in accordance with the legal requirements

*Preventive Health Care:* Organisation of talks on Preventive Health at district level to senior citizens on healthy ageing

*Seminar on Intergeneration:* Financial support is provided to District/Ward representatives for organisation of seminar on intergeneration for the members of the Senior Citizens Associations

*Legal Counselling Programme:* A Legal Counselling programme is organised at district/ward level to provide advice to members of Senior Citizens Association on property rights

*Support at District/Ward repetition:* Financial support is provided to District/Ward representatives of Senior Citizens Associations for organising activities in their respective region.

*Competitions:* Various competitions such as drama, Quiz, Story Telling, Games and Folk Dance are organised annually with a view to promoting active and healthy ageing and recognising the talents of elderly persons. Cash prizes and trophies are provided to the winners of the competitions.

### *Best Senior Citizen Award:*

Organisation of Best Senior Citizens Award which aims at recognising best performance among Senior Citizens Associations and encourages them to participate in the activities of the Council. Cash prizes and trophies are provided to winners of the Award.

*Annual Grant:* An Annual Grant is provided to each of the 750 Senior Citizens Associations in Mauritius and Rodrigues to assist them in organising their activities. The total amount paid for the year 2014 amounted to Rs1.2 million.

*News Bulletin:* The Council releases a News Bulletin twice yearly with a view to providing necessary information and maintaining communication with the 750 affiliated Senior Citizens Associations

*Rodrigues:* Organisation in Rodrigues of various activities such as workshop, Intergeneration Programme, Legal Counselling Programme and competition for members of Senior Citizens Associations in Rodrigues

### CONTACT DETAILS:

#### **Administrative Secretary Senior Citizens Council**

2<sup>nd</sup> Floor, Astor Court Port Louis,

**Mauritius Tel:** (230) 211 3246

**Fax:** (230) 208 0907

**Email:** sencico@intnet.mu

## NON-GOVERNMENTAL ORGANISATION (NGO) TRUST FUND

The NGO Trust Fund contributes to the development of NGOs by providing financial assistance and running programmes for capacity-building.

### Its objectives are to:

- i) consider and approve applications for assistance from NGOs;
- ii) finance, wholly or partly services and projects of NGOs which have been approved by the Committee;
- iii) ensure an effective use of resources; and
- iv) rationalise the disbursement of funds to NGOs.

### Officer-in-Charge

NGO Trust Fund  
2<sup>nd</sup> Floor, Renganaden Seeneevassen Building  
Port Louis

**Tel:** 211 5575

**Fax:** 211 4930

**Email:** [ngotfund@intnet.mu](mailto:ngotfund@intnet.mu)

## MAURITIUS COUNCIL OF SOCIAL SERVICES (MACOSS)

MACOSS promotes social and community development and voluntary action through national non-governmental organisations (NGOs). It strengthens its member constituents by initiating communication and collaboration firstly among NGOs and secondly, between NGOs and Government, primarily through meetings, publications and institutional development activities.

### Its objectives are to:

- (a) promote any charitable purposes for the benefit of the community in Mauritius and, in particular, the advancement of social education, the furtherance of health and the relief of poverty, distress and sickness; and
- (b) promote and foster co-operation in the achievement of the purposes under paragraph (a) by bringing together representatives of the statutory bodies and voluntary organisations engaged in the furtherance of those purposes.

- iii) organize or assist in organising workshops, seminars, conferences and training courses for voluntary social workers, personnel of voluntary, non-governmental organisations and managerial capabilities;
- iv) co-ordinate the activities of NGOs in emergency and natural disaster activities and programmes; and
- v) collect, diffuse and share information pertaining to adult education and development in particular.

### Executive Secretary

Mauritius Council of Social Service (MACOSS)  
2<sup>nd</sup> Floor, Astor Court,  
Lislet Geoffroy Street, Port Louis

**Tel:** 212 0242, 210 3614, 208 4425

**Fax:** 208 6370

**Email:** [macoss@intnet.mu](mailto:macoss@intnet.mu)

**Web:** [macoss.ngo.mu](http://macoss.ngo.mu)

### Its activities are to:

- i) promote economic, social and cultural activities for the advancement of the community;
- ii) assist in the planning and coordination of activities of member organisations;

## NON STATE ACTORS UNIT (NSA)

The NSA Unit was set up in 2009 to promote capacity-building of NGOs.

### Its objectives are to:

- i) build capacity of NGOs;
- ii) provide technical support to NGOs;
- iii) set up a professional corps of volunteers;  
and
- iv) maintain and evaluate projects

### Project Officer

3<sup>rd</sup> Floor, NPF Building  
Sholto Douglas Street  
Beau Bassin

Tel No. 465 2522

Fax: 465 1473

Email Address: priscilla.ravaton@undp.org

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## CHAGOSSIAN WELFARE FUND BOARD (1999)

### Its objectives are to:

- (a) promote the welfare of the members of the Chagossian Community and their descendants in Mauritius;
- (b) develop programs and projects for the total integration of the members of the Chagossian community and their descendants in the island of Mauritius;
- iii) maintain and manage the Marie Lisette Talate Chagossian Community Centre of

Pointe aux Sables and the Chagossian Community Centre of Tombeau Bay and other community facilities vested in it for the benefit of the Chagossian Community and their descendants.

### Secretary

Chagossian Welfare Fund  
Avenue Trois Frères,  
Baie du Tombeau

Tel: 247 2278, 247 2289

Fax: 247 2285

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## NATIONAL SOLIDARITY FUND (1991)

**Main objective of the Fund:** The National Solidarity Fund was set up under the NSF Act 1991 under the aegis of the Ministry of Social Security, National Solidarity and Reform Institutions with the following objectives :-

- (a) to provide financial assistance to citizens of Mauritius, residing in Mauritius who may require surgical operations which can only be performed abroad or in medical institutions in Mauritius, approved by the Ministry of Health and Quality of Life; and

- (b) to provide, with the approval of the Minister, financial assistance directly to individuals who have undergone severe personal hardship.

**Procedures:** Application should be made in writing to the Secretary, with relevant original documents by registered post to the National Solidarity Fund or submitted on every Wednesday between 9.30 to noon at the Information Counter of M/SS, Ground Floor, R. Seeneevassen Building, Port Louis.

## Schemes:

The Severe Personal Hardship schemes are grouped into the following core areas:

- (a) Medical
- (b) Destitute;
- (c) Needy Students; and
- (d) Other Schemes (Tragic Accident, repatriation of mortal remains, multiple birth, natural calamities, centenarians)

SCHEMES		DOCUMENTS TO BE PRODUCED
MEDICAL	<ul style="list-style-type: none"> <li>• Overseas Treatment</li> <li>• Local Treatment</li> <li>• Incurable Disease</li> <li>• Cancer and Other Severe Medical cases</li> <li>• Purchase of expensive drugs</li> <li>• Oxygen Therapy</li> </ul>	<ol style="list-style-type: none"> <li>1. Letter of application</li> <li>2. Copy of ID</li> <li>3. Original Medical certificate certifying nature of medical treatment</li> <li>4. Receipt of expenses incurred for medical and air tickets (where applicable)</li> <li>5. Letter from M/Health and Quality of Life specifying assistance received from the Ministry through the Overseas Treatment Scheme (where applicable)</li> <li>6. Boarding pass/Copy of passport (where applicable)</li> <li>7. Prescription (where applicable)</li> </ol>
	<ul style="list-style-type: none"> <li>• Purchase of assistive devices (nappies, spectacles, walking frame, commode chair, hearing aid, dentures, medical bed, ripple mattress, wheelchair, etc.)</li> </ul>	<ol style="list-style-type: none"> <li>1. Letter of application</li> <li>2. Copy of ID</li> <li>3. Original medical certificate certifying need of the assistive device</li> <li>4. Quotations from suppliers (where applicable)</li> <li>5. Receipts of expenses (where applicable)</li> </ol>
	Refund of university fees	<ol style="list-style-type: none"> <li>1. Letter of application</li> <li>2. Original Memo From University</li> <li>3. Original receipt of payment from university/ Institutions</li> <li>4. Copy of id (Parents + Student)</li> <li>5. Copy of Birth Certificate (Student)</li> </ol>
Refund of SC/HSC exams fees	<ol style="list-style-type: none"> <li>1. Letter of application</li> <li>2. Original Memo From school</li> <li>3. Original receipt of payment / Certified receipt of exams fees paid</li> <li>4. Copy of id</li> <li>5. Disallowance Notice from M/SS</li> </ol>	

## Destitute

### CONTACT DETAILS:

#### Secretary

National Solidarity Fund, 3rd Floor, Max City,  
21, Pope Hennessy St., Port Louis  
Tel: 211 3438, 2100350, 210 8152  
Fax: 213 1847  
E-mail: [rmurdan@govmu.org](mailto:rmurdan@govmu.org)

1. Letter of application
2. Original memo from school
3. Original medical certificate from MOH
4. Copy of ID
5. Receipts of expenses
6. Police Memo/ Fire memo in fire cases

## EMERGENCY SHELTERS

*The Ministry is responsible for the emergency shelters used in case of natural disasters – cyclone Class III, floods etc...*

### Port-Louis - Area No. 1

	EMERGENCY SHELTER	TEL NO
1	Camp Yolloff Community Centre, Route Militaire	241 9678
2	Cité Gabriel Martial Community Centre, Route Militaire	216 5108
3	Vallée des Prêtres Co-operative Credit Centre Complex, Vallée des Prêtres	217 5335
4	Roche Bois Social Welfare Centre, Rue Desperoux, Roche Bois	240 9607
5	Ste Croix Social Welfare Centre, Ducray Road, Ste Croix	2403329

### Port-Louis – Area No. 1(a)

	EMERGENCY SHELTER	TEL NO
1	Camp Chapelon Community Centre, Camp Chapelon, Pailles	2087596
2	Cité Vallijee Community Centre	2111664
3	Grand River North West Community Centre	2101682
4	Pailles Village Hall	2866591

### Beau Bassin – Area 2

	EMERGENCY SHELTER	TEL NO
1	Mont Roches Social Welfare Centre, Royal Rd, Mont Roches	4548546
2	Barkly Community Centre, Boule de Neige St, Barkly	4646405
3	Colonel Maingard Community Centre, C. Maingard St, Beau Bassin	4676609

### Rose Hill – Area 3

	EMERGENCY SHELTER	TEL NO
1	Beau Séjour Community Centre, Ave Tourterelle Res., Beau Sejour	4646987
2	S. Murday SSS (Vocational), Marcel Cabon St, Stanley, R. Hill	4655381

### Quatre Bornes – Area 4

	EMERGENCY SHELTER	TEL NO
1	Shrimati Indira Gandhi Social Hall, Palma	4260226
2	La Source Community Centre	4253193
3	Nehru Community Centre, Bassin St	4244325

## **Annex I** *Emergency Shelters*

### **Vacoas – Area No. 5**

	EMERGENCY SHELTER	TEL NO
1	Henrietta Community Centre, Nr Henrietta Govt. School	5 294 1557
2	La Marie Community Centre, Nr Shiv Mandir,Royal Road, La Marie	684 1053 /5 290 1348
3	Hollywood Community Centre	684 4671/5 290 9730
4	Reunion Community Centre, Nr Winner's Supermarket	686 3041
5	Cité La Caverne Community Centre, Jugarnath St, Cité La Caverne	697 3605 / 5 290 7008
6	Solferino Municipal Complex, Solferino No. 1, Nr football ground	5 738 7624

### **Curepipe – Area No. 5A**

	EMERGENCY SHELTER	TEL NO
1	Prof. B. Bissoondoyal Community Centre, Lapeyrouse-Sterling St	Eau Coulée 5 292 2859
2	Robinson Community Centre, Robinson Rd, Curepipe Rd	5 950 1070
3	Midlands Village Hall	5 775 3775
4	16 <sup>ème</sup> Mile Community Centre, 16ème Mile	664 5166
5	Cité L'Oiseau Community Centre, Cité L'Oiseau, Floreal	5 290 7099
6	Dubreuil Community Centre	665 5308
7	La Brasserie Community Centre	675 0640
8	Bananes Village Hall	-

### **Phoenix – Area No. 5**

	EMERGENCY SHELTER	TEL NO
1	Camp Fouquereaux SWC	6862242
2	Trianon Community Centre	6971692
3	Cinq Arpents Community Centre	2909732
4	Belle Terre Municipal Social Hall	-

**Grand Port – Area No. 6**

	EMERGENCY SHELTER	TEL NO
1	Grand Sable Social Welfare Centre, Royal Rd Grand Sable	417 6548
2	Old Grand Port Social Welfare Centre, Royal Rd, Old Grand Port	634 5181
3	Bois des Amourettes, Village Hall, Royal Rd, B. des Amourettes	-
4	Anse Jonchée Sub- Hall, Royal No, Anse Jonchée	-
5	Mahebourg Social Welfare Centre, Hollandais St, Mahebourg	631 9530
6	La Chaux Social Welfare Centre, Cité La Chaux, Mahebourg	5 290 1208
7	Beau Vallon Community Centre, Royal Rd, Beau Vallon	631 5500
8	St Hilaire Community Centre, Rue Cent Gouettes	633 5325
9	Petit Bel Air SW Centre, Royal Rd, Petit Bel Air	631 3142
10	Grand Bel Air Multi Purpose Complex, School Lane, Grand Bel Air	-
11	Petit Sable Sub Hall, Royal Rd, Petit Sable	-
12	Bambous Virieux Multi Purpose Complex, Royal Rd, Bambous Virieux	-
13	Morc. Ferney Community Centre, Cité Longtill, Riv. des Creoles	631 8689

**Grand Port - Plaine Magnien, Rose Belle – Area No. 6**

	EMERGENCY SHELTER	TEL NO
1	Trois Boutiques Community Centre, Royal Rd, Trois Boutiques	637 3690
2	Carreau Acacia Village Hall, Trois Boutiques, Royal Rd, Carreau Accacias	5 786 6038
3	Camp Carol Sub- Hall, T. Boutiques	5 757 4915
4	Plaine Magnien Social Welfare Centre	637 7416
5	Mare D'Albert Social Welfare Centre, Royal Rd, Mare D'Albert	627 4034
6	La Rosa Social Welfare Centre, Royal Rd, La Rosa	627 4911
7	Mare Tabac Social Welfare Centre, Royal Rd, Mare Tabac	627 4941
8	Cluny Community Centre, Res. Beemanique, Cluny	677 0123/ 677 0011
9	Rose Belle Social Welfare Centre, Royal Rd, Rose Belle	627 4910
10	Mare Chicose Village Hall, Royal Rd, Mare Chicose	5 754 3596
11	Nouvelle France Community Centre, Nouvelle France	677 9007
12	Union Park Village Hall, Royal Rd, Union Park	5 754 9049
13	New Grove Village Hall, Royal Rd, New Grove	627 4533
14	Gros Billot Sub Hall, Samputh Lane, Gros Billot	5 797 6107
15	Carreau Esnouf Community Centre, Plaine Magnien	637 5991



**Annex I** *Emergency Shelters***Savanne – Area No. 6A**

	EMERGENCY SHELTER	TEL NO
1	Batimaraï Community Centre, Flamboyant St, Batimaraï, Rivière des Anguilles	626 2892
2	St Aubin Community Centre, Cité, St Aubin, Rivière des Anguilles	626 1490
3	Riv des Anguilles Community Centre, SSR Rd, Rivière des Anguilles	626 1467
4	Tyack Sub Hall Village Hall, Rd, Tyack, Rivière des Anguilles	-
5	Camp Diable Community Centre, Mamad St Nr Dispensary, Camp Diable	626 2046
6	Rivière du Poste Community Centre, Royal Rd, Rivière du Poste	617 5240
7	Grand Bois Social Welfare Centre, Royal Rd, Grand Bois	617 5409
8	La Flora Village Hall, Royal Rd (Savanne Rd), La Flora	-
9	Bois Chéri Village Hall, Royal Rd, Bois Chéri	-
10	L'Escalier Social Welfare Centre, Royal Rd, L'Escalier	636 7538
11	Britannia Community Centre, Camp Berthaud, Poste Office Rd, Britannia	626 2946
12	Nouvelle France Village Hall, Royal Rd, Nouvelle France	-
13	Benares Village Hall, Royal Rd, Benares	-
14	Chemin Grenier Social Welfare Centre, SWC Rd, Chemin Grenier	622 6535
15	Chamouny Community Centre, School Lane, Chamouny	622 7197
16	Bel Ombre Village Hall, Cemetary Rd, Chamouny	-
17	Rivière des Galets Community Centre, Royal Rd, Rivière des Galets	622 7057
18	Surinam Social Welfare Centre, SWC Rd, Surinam	625 5578
19	Gris Gris Community Centre, Cité Gris Gris, Souillac	625 6808
20	Riambel Community Centre, EDC, Riambel, Surinam	625 6292
21	Baie du Cap Community Centre, Royal Rd, Baie du Cap	6228673

**Moka – Area 7**

	EMERGENCY SHELTER	TEL NO
1	St Pierre Social Welfare Centre, Royal Road, St. Pierre	4335658
2	Mount Ory Social Community Centre, Royal Road, Mt. Ory	4332139
3	Quartier Militaire Social Welfare Centre, Royal Road, Quartier Militaire	4357878
4	Providence Community Centre, Royal Road, Providence	4355481
5	Montagne Blanche Social Welfare Centre, Royal Road, Montagne Blanche	4375178
6	Melrose Village Hall, C. De Masque Road, Melrose	-
7	Deep River Social Welfare Centre, Deep River SWC	4193127
8	GRSE Community Centre, Post Office Road GRSE	4176474
9	Quatre Sœurs Village Hall	-
10	Deux Frères Sub Hall, Royal Road Deux Frères	-
11	Quatre Soeurs Community Centre, Royal Road Quatre Soeurs	4175400

**Flacq – Area No. 7A**

	EMERGENCY SHELTER	TEL NO
1	Laventure Social Welfare Centre, Royal Rd, Laventure	4185533
2	Poste de Flacq Village Hall, Govt School Rd, Poste de Flacq	4132951
3	Argy Community Centre, Flamboyant St Argy	4130414
4	Mare La Chaux Social Welfare Centre, Royal Rd, Mare la Chaux	4152398
5	Bramsthan Social Welfare Centre, Royal Rd, Bramsthan	4132731
6	Camp Ithier Village Hall, Branch Rd Camp Ithier	-
7	Trou d'Eau Douce Community Centre, Royal Rd, Trou d'Eau Douce	4802231
8	Belle Mare Community Centre, Royal Rd, Belle Mare	4151044
9	St Julien d'Hotman Social Welfare Centre, Royal Rd, St Julien D'Hotman	4165779
10	Camp de Masque Social Welfare Centre, Royal Rd, Camp de Masque Pavé	4168410
11	Brisee Verdiere Social Welfare Centre, Royal Rd, Brisée Verdière	4187764
12	Lallmatie Social Welfare Centre, Royal Rd, Lallmatie	4183404

## **Annex I** *Emergency Shelters*

### **Goodlands, Grand Gaube, Grand Baie and Morcellement St. Andre – Area No. 8-8A**

	EMERGENCY SHELTER	TEL NO
1	Goodlands Social Welfare Centre, Royal Rd, Goodlands	285 9557
2	Fond du Sac Village Hall, Royal Rd, Fond du Sac	266 9962
3	Plaines des Papayes Social Welfare Centre, Royal Rd, Plaines des Papayes	266 8768
4	Vale Village Hall, Royal Rd, Lower Vale	-
5	Poudre D'Or Community Centre, Bois D'Oiseaux Rd, Poudre D'Or Village	282 0571
6	Triangle Community Centre, Triangle, Goodlands	283 8631
7	Roche Terre Community Centre, Community Centre Rd, Roche Terre	288 8626
8	Grand Gaube Community Centre, Royal Rd, Grand Gaube	288 2438
9	Petit Raffray Social Welfare Centre, Royal Rd, Petit Raffray	283 8010
10	Sottise Community Centre, Reservoir Rd, Sottise	263 5092
11	Grand Bay Social Welfare Centre, Royal Rd, Grand Bay	263 1279
12	Cap Malheureux Village Hall, Mosque Rd, Cap Malheureux	-

### **Triolet and Pamplemousses – Area No. 8 – 8A**

	EMERGENCY SHELTER	TEL NO
1	Triolet Social Welfare Centre, Royal Rd, 9th Mile Triolet	261 6722
2	Pte aux Piments Social Welfare Centre, Royal Rd, Petite Pointe aux Piments	261 5206
3	Trou aux Biches Community Centre, Pte Père Laval, Trou aux Biches	265 5685
4	Pamplemousses Social Welfare Centre, Royal Rd, Pamplemousses	243 3520
5	Khoyratty Community Centre, Royal Rd, Khoyratty	248 2551
6	Petite Julie Social Welfare Centre, School Rd, Petite Julie	418 4707

### **Terre Rouge and Long Mountain – Area No. 8 – 8A**

	EMERGENCY SHELTER	TEL NO
1	Le Hochet Social Welfare Centre, Dr Manilall Rd, Terre Rouge	248 8078
2	Tombeau Bay Community Centre, Royal Rd, Tombeau Bay	247 1332
3	D'Epinay Village Hall, D'Epinay Rd, D'Epinay	-
4	Congomah Village Hall, Royal Rd, Congomah	-
5	Long Mountain Social Welfare Centre, Royal Rd, Long Mountain	245 2526
6	Bois Pignolet Community Centre, Royal Rd, Bois Pignolet	248 0012
7	Bois Marchand Community Centre, Bois Marchand	248 8978

**Riviere du Rempart and Piton – Area No. 8 – 8A**

	EMERGENCY SHELTER	TEL NO
1	Plaine des Roches Community Centre, Dispensary Rd, Plaine des Roches	412 8505
2	Riviere du Rempart Social Welfare Centre, Maurel Rd, Rivière du Rempart	412 7252
3	Roches Noires Community Centre, Branch Rd, Roches Noires	411 5363
4	Barlow Community Centre, Royal Rd, Barlow	412 8598
5	Amaury Social Welfare Centre, Royal Rd, Amaury	412 7813
6	Pointe des Lascars Community Centre, Royal Rd, Pointe des Lascars	412 8796
7	Hermitage Community Centre, Royal Rd, Panchvati	412 5750
8	L'Amitie Community Centre, Royal Rd, Gokhoola	264 8260
9	Mapou Community Centre (opposite Mapou roundabout)	266 6480

**Black River – Area No. 9**

	EMERGENCY SHELTER	TEL NO
1	Pte aux Sables Community Centre, Coastal Rd (Nr Post Office), Pointe aux Sables	2346016
2	Richelieu Community Centre, L. Churchill St, Cité Richelieu, Pointe Rivière	2336684
3	Petite Rivière Social Welfare Centre, Royal Rd (opposite Police Station) Petite Riviere	2331826
4	Albion Community Centre, Royal Rd, Camp Creole (Nr Police Station)	2384347
5	Gros Cailloux Community Centre, Royal Rd, Gros Cailloux	2385650
6	Canot Community Centre, Royal Rd, Canot	2384936
7	Bambous Social Welfare Centre, Royal Rd, Bambous	4520237
8	Cascavelle Village Hall, Camp Bombaye	-
9	Flic-en-Flac Community Centre, Mooneeram Lane	4538508
10	Beau Songes Community Centre, Beangali Rd	2902577
11	Tamarin Village Hall, Temple Rd, Tamarin	-
12	Petite Rivière Noire Village Hall, Royal Rd, Petite Rivière Noire	4515977
13	Grande Rivière Noire Village Hall, Royal Rd, Grande Rivière Noire	-
14	Case Noyale Social Welfare Centre, Royal Rd, Case Noyale	4515063
15	Le Morne Community Centre, Royal Rd, Le Morne	4515423
16	Chamarel Village Hall	-
17	La Gaulette Community Centre	4515407

## Annex II

# SOCIAL SECURITY OFFICES

### 1. Head Office

R.Seeneevassen Bldg,  
Jules Koenig St, Port Louis  
Tel: 207 0625

### 2. Benefits Branch

Social Security House,  
Moka Rd, Rose Hill  
Tel: 403 2700  
Fax: 465 3290

### 3. Contributions Branch

R. Seeneevassen Bldg, Jules  
Koenig St, Port-Louis  
Tel: 207 0625

### 4. Port Louis Central

Astor Court,  
Lislet Geoffroy Street,  
Port Louis  
Tel: 213 0951, 212 9958,  
208 0969, 212 2658,  
208 8361, 212 0510,  
212 5181, 213 0514, 2130532,  
213 0728

### 5. Port Louis Visiting

Astor Court,  
Lislet Geoffroy Street,  
Port Louis  
Tel: 210 9224, 212 9918,  
210 9211, 212 0326,  
208 8286, 208 1117, 2126009  
Fax: 212 6497

### 6. Port Louis Eastern

Astor Court,  
Lislet Geoffroy Street,  
Port Louis  
Tel: 213 0572, 213 0510,  
213 0514, 213 0728

### 7. Port Louis Western (Cassis)

Astor Court,  
Lislet Geoffroy Street,  
Port Louis  
Tel: 213 0922, 213 0532,  
208 1592

### 8. Beau Bassin SSO

NPF Building,  
Douglas Street, Beau Bassin  
Tel: 465 9344, 465 7410, 464 6450,  
465 8957 (Welfare Protection  
Elderly Unit)  
Fax: 465 9221

### 9. Baie du Cap SSO

Royal Road, Baie du Cap  
Tel: 622 1070

### 10. Bambous SSO

Geoffroy Road, Bambous  
Tel: 452 1197, 452 2426  
Fax: 452 0156

### 11. Bel Air SSO

Royal Road, Bel Air  
Tel: 419 2441, 419 7197  
Fax: 419 7490

### 12. Bon Accueil SSO

Royal Road, Bon Accueil  
Tel: 418 4341, 418 0108  
Fax: 418 8420

### 13. Case Noyale SSO

Royal Road, Case Noyale  
Tel: 451 5063

### 14. Chemin Grenier SSO

Ernest Le Maire St,  
Chemin Grenier  
Tel: 622 6002, 622 6250,  
622 6257, 622 2420  
Fax: 622 5070

### 15. Curepipe SSO

Jerningham Street, Curepipe  
Tel: 670 5023, 670 5028,  
670 5053, 670 0595,  
670 5054, 670 5057,  
670 5058, 670 5061  
Fax: 670 5042

### 16. Central Flacq SSO

Hospital Road, Central Flacq  
Tel: 413 5722, 413 5714, 413 6944,  
413 6350  
Fax: 413 6369

### 17. Grand Gaube SSO

NDU Complex, Royal Road  
Grand Gaube  
Tel: 288 8696,  
288 0068, 2884341

### 18. Grand Bay SSO

Dispensary Road, Grand Bay  
Tel: 263 1476, 269 0715,  
263 8743

### 19. Grand Bois SSO

SWC, Royal Road,  
Grand Bois  
Tel: 617 8673

### 20. Goodlands SSO

NPF Building,  
Royal Road, Goodlands  
Tel: 283 5142, 283 0023,  
283 2114, 283 7602  
Fax: 283 2249

**21. L'Escalier SSO**

La Sourdine, L'Escalier  
 Tel: 636 0126, 636 7537  
 Fax: 636 7537

**22. Montagne Longue SSO**

Royal Road, Long Mountain  
 Tel: 245 2388, 245 3158  
 Fax: 245 1033

**23. Mahebourg SSO**

La Passe Street, Mahebourg  
 Tel: 631 9544, 631 0677, 631 9021,  
 631 0662, 631 0661  
 Fax: 631 2596

**24. Medine Camp de Masque SSO**

Royal Road, Mont Ida  
 Tel: 416 5199, 416 5951

**25. Plaine des Papayes**

Royal Road,  
 Plaine des Papayes  
 Tel: 266 2446, 266 2603  
 Fax: 266 2470

**26. Montagne Blanche SSO**

Petit Paquet Road,  
 Montagne Blanche  
 Tel: 437 5167, 437 5168

**27. Phoenix SSO**

Royal Rd, St Paul  
 Tel: 696 4278, 696 0681  
 Fax: 697 5624

**28. Piton SSO**

NPF Building, Piton  
 Tel: 264 2364, 264 2099,  
 264 2007  
 Fax: 264 1756

**29. Petite Rivière SSO**

Royal Road, Petite Rivière  
 Tel: 233 7542, 233 4454,  
 233 1442

**30. Pamplemousses SSO**

Royal Road, Pamplemousses  
 Tel: 243 3522  
 Fax: 243 3510

**31. Pointe aux Sables SSO**

Royal Road, Pointe aux Sables  
 Tel: 234 7605  
 Fax: 234 6044

**32. Plaine Magnien SSO**

NPF Building, Plaine Magnien  
 Tel: 637 3525, 637 8966  
 Fax: 637 8967

**33. Quatre Bornes SSO**

Behind Market,  
 Brown Sequard Street  
 Quatre Bornes  
 Tel: 427 0493, 425 3792,  
 427 4271, 427 9825,  
 424 1157  
 Fax: 427 6344

**34. Quartier Militaire SSO**

Royal Road,  
 Quartier Militaire  
 Tel: 435 7551, 435 6663,  
 435 6752

**35. Rose Hill SSO**

NPF Building, Moka Road,  
 Rose Hill  
 Tel: 465 1355, 403 2700  
 Fax: 465 1993

**36. Rivière des Anguilles SSO**

La Baraque Road ,  
 Rivière des Anguilles  
 Tel: 626 2536, 626 4563,  
 626 1749, 626 1207  
 Fax: 626 1749

**37. Rose Belle SSO**

Mme Lolo, Rose Belle  
 Tel: 627 2844, 627 4532,  
 627 2451

**38. Rivière du Rempart**

SSO SSR Street,  
 Rivière du Rempart  
 Tel: 412 7527, 412 8068  
 Fax: 412 4485

**39. Souillac SSO**

Morisson St., Souillac  
 Tel: 625 4121, 625 4496,  
 625 8134  
 Fax: 625 5548

**40. St Pierre SSO**

Ripailles Road, St Pierre, Behind  
 Post Office  
 Tel: 433 7620, 433 7230,  
 433 4250, 433 1440,  
 433 7259, 433 9625  
 Fax: 433 1266

**41. St Hubert SSO**

Community Centre Building,  
 Royal Road, St Hubert

**42. Triolet SSO**

NPF Building, Triolet  
 Tel: 261 3036, 261 1453,  
 261 6527  
 Fax: 261 1258

## Annex II Social Security Offices

### 43. Terre Rouge SSO

Le Hochet, Terre Rouge  
Tel: 248 4047, 248 4048,  
248 3886, 249 1494,  
249 1610  
Fax: 248 9369

### 44. Vacoas SSO

New Municipal Building,  
Independence Avenue, Vacoas  
Tel: 698 4279, 698 3188,  
698 1775, 697 4575,  
697 4582  
Fax: 697 1371

### 45. Vieux Grand Port SSO

Royal Road,  
Vieux Grand Port  
Tel: 634 5408

### 46. Rodrigues

Port Mathurin  
Tel: 832 0320, 832 0315,  
832 0317, 832 0319,  
832 1169

### 47. Rodrigues

La Ferme  
Tel: 831 7248, 832 7895

### 48. Rodrigues

Malabar  
Tel: 832 4174, 831 5575,  
832 5633, 832 4428

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## Annex III

## ELDERLY WATCH

	REGION	TEL NO
1.	Port Louis	208 8287
2.	Beau Bassin	454 6226
3.	Rose Hill	466 7235
4.	Quatre Bornes	424 1157
5.	Phoenix	676 4278
6.	Curepipe	676 2272
7.	Rose Belle	627 4532
8.	Mahebourg	631 9021
9.	Rivière des Anguilles	626 2536
10.	Souillac	625 4121

	REGION	TEL NO
11.	Petite Rivière	233 4454
12.	Bel Air	419 2441
13.	St Pierre	433 4250
14.	Central Flacq	413 5722
15.	Piton	264 1756
16.	Goodlands	283 5142
17.	Camp de Masque	416 5961
18.	Pamplemousses	243 3522
19.	Terre Rouge	248 4048
20.	Triolet	261 6527

## CHARITABLE INSTITUTIONS & ORPHANAGES

### 1. Shardanand Infirmary

2, Gayasingh, Port Louis

Tel: 212 1128

### 2. St Hugh's Anglican Home

6, Sir Edgar Laurent St, Rose Hill

Tel: 464 1124

### 3. Mère Augustine Home

Chapel Lane, Rose Belle

Tel: 627 4546

### 4. Hospice St Jean De Dieu

Route du Moulin à Poudre,

Pamplemousses

Tel: 243 3552

### 5. Belle Rose Home

St Louis Ave, Belle Rose

Tel: 466 8722

### 6. Krishnanand Seva Ashram

c/o Human Service Trust

Calebasses, Pamplemousses

Tel: 248 9651 / 249 1873

### 7. Lady Sarojini Jugnauth, Women's Home

c/o Human Service Trust

Calebasses, Pamplemousses

Tel: 248 9651

### 8. Cheshire Home

Royal Road, Tamarin

Tel: 483 6652

### 9. Cheshire Home

Pierrefonds, Palma Road,

Quatres Bornes

Tel: 424 9011

### 10. Rosie Lernene House

Telfair Ave, Belle Rose

Tel: 464 4373

### 11. Foyer Marcel Catherine

Telfair Ave, Belle Rose

Tel: 464 4373

### 12. Currimjee Jeewanjee Infirmary (Male)

St Georges St, Port Louis

Tel: 212 2672

### 13. Currimjee Jeewanjee Infirmary (Female)

40, Labourdonnais St, Port Louis

Tel: 212 1585

### 14. Gandhi Breedh Ashram (Male)

Royal Rd, Petit Raffray

Tel: 283 8604

### 15. Gandhi Breedh Ashram (Female)

Royal Rd, Petit Raffray

Tel: 283 0229

### 16. Arya Sabha Judoonanund

Ballgobeen Rd, St Paul Phoenix

Tel: 686 9118

### 17. Pavillon Ste Marie

Gordon St, Rose Hill

Tel: 465 5848

### 18. Meenatchee Home

Nicolay Rd, Port Louis

Tel: 216 1732

### 19. Gayasing Orphanage

Gayasingh St, Port Louis

Tel: 212 1128

### 20. Crèche Coeur Immaculé

Sir Vigil Naz Ave, Quatres Bornes

Tel: 424 5041

### 21. Foyer Père Laval

Nicolay Rd, Port Louis

Tel: 242 1637

### 22. Mauritius Muslim Orphanage

Labourdonnais St, Port Louis

Tel: 212 1585

### 23. Foyer Mgr Leen

Gordon St, Rose Hill

Tel: 464 3909

### 24. SOS Children Village

G Ithier St, Mare Gravier

Beau Bassin

Tel: 464 8379

### 25. Foyer Trochetia

Petit Verger, Pointe aux Sables

Tel: 234 0881

### 26. Sreematee F.Babooram Asram

Belle Vue, Chemin.Grenier

Tel: 622 2072

### 27. Dr. Chiranjiv Bhardwaj Asram

Belle Mare

Tel: 415 2857

### 28. Maharana Pratab Residential Care Home

Coastal Rd, Belle Mare

Tel: 415 2387



**Annex V****ELDERLY DAY CARE CENTRES**

	REGION	TEL NO
1.	Roche Bois, c/o Social Welfare Centre, Roche Bois	2168227
2.	Piton, c/o SWC, Piton	2649489
3.	Petite Rivière, c/o SWC, Petite Rivière ( <i>also for Persons with Disabilities</i> )	2337077
4.	Rivière du Rempart, Gandhi Square, Pavé Road, Rivière du Rempart	4125753
5.	Petit Raffray, Royal Road, Petit Raffray	2834726
6.	Grand Baie, c/o SWC, Royal Road, Grand Baie	2631170
7.	La Rosa, c/o SWC, La Rosa	6278698
8.	L'Escalier, c/o SWC, L'Escalier	6360589
9.	Surinam, SWC Road, Surinam	6255994
10.	Chemin Grenier, Royal Road, Chemin Grenier ( <i>also for Persons with Disabilities</i> )	6222080
11.	Camp Fouquereaux, c/o SWC Camp Fouquereaux	6963471
12.	Bramsthan, c/o SWC, Bramsthan	no phone
13.	Brisée Verdière, c/o SWC, Brisée Verdière	418 7838
14.	Nouvelle Decouverte, c/o SWC	no phone
15.	Mare La Chaux (Royal Road), c/o SWC	4152743
16.	Bois Savon, Ste Croix, Port Louis	2164613
17.	Camp Yoloff, Route Militaire	2163682
18.	Poste de Flacq, c/o SWC	4134021
19.	St Pierre, Behind SWC, St Pierre	4336843
20.	Floreal, Jhurry Lane, Floreal	6963466

## SOCIAL WELFARE CENTRES

*The Social Welfare Centres are divided into 4 Regional Units as follows:*

### (I) PAMPLEMOUSSES/RIVIÈRE DU REMPART REGIONAL UNIT

#### 1. Pamplemousses

(also Regional Centre)

Royal Road, Pamplemousses

Tel/Fax: 243 3520

#### 2. Amaury

Royal Road, Amaury

Tel/Fax: 412 7813

#### 3. i) Grand Bay

Royal Road, Grand Bay

Tel/Fax: 2631279

#### 3. ii) Regional Embroidery

Training Centre cum

Boutique

Grand Bay Social Welfare Centre,

Grand Bay

Tel: 2633524

#### 4. Goodlands

Social Welfare Centre Road,

Goodlands

Tel/Fax: 283 9557

#### 5. Petit Raffray

Royal Road, Petit Raffray

Tel/Fax: 283 8010

#### 6. Plaine des Papayes

Royal Road, Plaine des Papayes

Tel/Fax: 266 8768

#### 7. Pointe aux Piments

Royal Road, Pointe aux Piments

Tel/Fax: 261 5206

#### 8. Piton

Royal Road, Piton

Tel/Fax: 264 5127

#### 9. Rivière du Rempart

Maurel Road, Rivière du Rempart

Tel/Fax: 412 7252

#### 10. Triolet

Royal Road, Triolet

Tel/Fax: 261 6722

#### 11. Mon Gôût

Shivala Road, Mon Gout,

Pamplemousses

Tel/Fax: 243 3467

#### 12. Petite Julie

School Road, Petite Julie

Tel/Fax: 418 4707

#### 13. Long Mountain

Royal Road, Long Mountain

Tel/Fax: 245 2546

### (II) PORT LOUIS/PLAINES WILHEMS/BLACK RIVER REGIONAL UNIT

#### 14. Wooton Social Welfare cum Resource Centre and Boutique (also Regional Centre)

Alagender Hill, Wooton

wootonswcrcc@yahoo.com

Tel/Fax: 670 9651

#### 15. Bambous

Royal Road, Bambous

Tel/Fax: 452 0237

#### 16. Camp Fouquereaux

Royal Road, Camp Fouquereaux

Tel/Fax: 686 2242

#### 17. Case Noyale

Royal Road, Case Noyale

Tel/Fax: 451 5063

#### 18. Mont Roches

Raymond Rivet Street,

Mont Roches

Tel/Fax: 454 8546

#### 19. Petite Rivière

Royal Road, Petite Rivière

Tel/Fax: 233 1826

#### 20. Roche Bois

Desperoux Street, Roche Bois

Tel/Fax: 240 9607

#### 21. Ste Croix

Ducray Street, Sainte Croix

Tel/Fax: 240 3329

#### 22. Le Hohet

Dr. Manilall Road, Le Hohet,

Terre Rouge

Tel/Fax: 248 8078

#### 23. Grannum (rented building)

Grannum Road, Vacoas

Tel/Fax: 686 0440

#### 24. Rivière Sèche

Mississippi Road, Rivière Sèche

Tel/Fax: 686 2140

#### 25. Floréal

Pierre Simonet Street, Floréal

Tel/Fax: 686 5813

## **Annex VI** *Social Welfare Centres*

### **(III) GRAND PORT/SAVANNE REGIONAL UNIT**

#### **26. Plaine Magnien (also Regional Centre)**

Royal Road, Plaine Magnien  
Tel/Fax: 637 7416

#### **27. Chemin Grenier**

Royal Road, Chemin Grenier  
Tel/Fax: 622 6535

#### **28. Grand Bois**

Royal Road, Grand Bois  
Tel/Fax: 617 5409

#### **29. Grand Sable**

Royal Road, Grand Sable  
Tel/Fax: 417 6548

#### **30. La Rosa**

Royal Road, La Rosa  
Tel/Fax: 627 9203

#### **31. L'Escalier**

Royal Road, L'Escalier  
Tel/Fax: 636 7538

#### **32. Mahebourg (also Regional Centre)**

Royal Road, Mahebourg  
Tel/Fax: 631 9530

#### **33. Mare Tabac (SILWF building)**

Royal Road, Mare Tabac  
Tel/Fax: 627 4941

#### **34. Mare Tabac (Govt Building)**

SSR Street, Mare Tabac  
Tel/Fax: 627 1292

#### **35. Rose Belle**

Royal Road, Rose Belle  
Tel/Fax: 627 4610

#### **36. i) Surinam**

Social Welfare Centre Road,  
Surinam  
Tel/Fax: 625 5578

#### **ii) Women Empowerment cum Regional Embroidery Training Centre and Boutique**

Social Welfare Centre, Surinam  
Tel/Fax: 625 6532

#### **37. Mare D'Albert (rented building)**

Royal Road, Mare D'Albert  
Tel/Fax: 627 4034

#### **38. Le Jardin**

Royal Road, Riche-En-Eau,  
Le Jardin  
Tel/Fax: 6335815

#### **39. Petit Bel Air**

Royal Road, Petit Bel Air,  
Tel/Fax: 631 3142

#### **40. Old Grand Port**

Royal Road, Old Grand Port  
Tel/Fax: 634 5181

#### **41. La Chaux**

Cité La Chaux, La Chaux  
Tel/Fax: 5 290 1208

#### **42. Camp Carol**

Camp Carol, Plaine Magnien  
Tel/Fax: 637 8309

**(IV) MOKA/FLACQ REGIONAL UNIT**

**43. Quartier Militaire**

**(also Regional Centre)**

Royal Road, Quartier Militaire

*Tel/Fax: 435 7878*

**44. Bel Air**

Royal Road, Bel Air

*Tel/Fax: 419 2443*

**45. Bramsthan**

Royal Road, Bramsthan

*Tel/Fax: 413 2731*

**46. Camp de Masque Pavé**

Royal Road,

Camp de Masque Pavé

*Tel/Fax: 416 0581*

**47. Brisée Verdrière**

Royal Road, Brisée Verdrière

*Tel/Fax: 418 7764*

**48. Laventure**

Royal Road, Laventure

*Tel/Fax: 418 5533*

**49. Montagne Blanche**

Royal Road, Montagne Blanche

*Tel/Fax: 437 5178*

**50. Mare La Chaux**

Royal Road, Mare La Chaux

*Tel/Fax: 415 2398*

**51. Saint-Pierre**

Route Nicolière, St. Pierre

*Tel/Fax: 433 5658*

**52. Saint-Julien D'Hotman**

Royal Road, St. Julien

*Tel/Fax: 416 5779*

**53. Lady Sushil Ramgoolam**

**SWC Complex (Caroline)**

Royal Road, Caroline,

Bel Air Rivière Sèche

*Tel/Fax: 419 2734*

**54. Lallmatie**

Nehru Road, Lallmatie

*Tel/Fax: 418 3404*

**55. Mount Ory**

GSWC Royal Road, Mount Ory

*Tel/Fax: 433 2139*

**56. Deep River**

Royal Road, Olivia

*Tel/Fax: 419 3127*

**57. Nouvelle Découverte**

Royal Road, Nouvelle Découverte

*Tel/Fax: 431 5983*

**Annex VII****COMMUNITY CENTRES****ZONE 1**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Cité Gabriel Martial	Cité Martial, Port Louis	2165108
2	Vallée Pitot	Rajcoomar Gajadhur Road, Vallée Pitot, Plaine Verte	2426466
3	Camp Yoloff	No. 1, Military Road, Port Louis	2419678
4	Bois Marchand	Bois Marchand, Terre Rouge	2488978
5	Trou aux Biches	Trou aux Biches, Triolet	2655685
6	St. Malo	Royal Road, St. Malo, Baie du Tombeau	2473157
7	Tombeau Bay	Royal Road, Tombeau Bay	2471322
8	Cité La Cure	Jhelum Street, Cité La Cure, Port Louis	2413925
9	Riche Terre	St. Michele Road, Riche Terre, Terre Rouge	2492103
10	Batterie Cassée	Batterie Cassée, Ste. Croix, Riche Terre	2402998
11	Vallée des Prêtres	Royal Road, Vallée des Prêtres, Port Louis	2166156
12	Paul Toureau	Paul Toureau, Croisée, Vallée des Prêtres	2419635
13	Terre Rouge	Mahatma Gandhi Road, Cité CHA, Terre Rouge	2481938
14	Notre Dame	Railway Road, Notre Dame	2450153
15	Camp La Boue (R.Rose)	Ruisseau Rose, Long Mountain	2453438
16	Les Mariannes	Dosiah Road, Les Mariannes, Long Mountain	2452200
17	Ilot	Ilot, Pamplemousses	2431318
18	Khoyratty	Royal Road, Khoyratty, Pamplemousses	2482551
19	Morc. St. Andre	Royal Road, Morcellement, St André	2614892
20	Bois Pignolet	Royal Road, Bois Pignolet, Terre Rouge	2480012

**ZONE 2**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Coeur Immaculée	Cité Immaculée, Rivière du Rempart	4128838
2	Pte des Lascars	Pointe des Lascars, Rivière du Rempart	4128796
3	Panchavati	Panchavati, Rivière du Rempart	4125750
4	Grand Gaube	Royal Road, Grand Gaube	2882438
5	Pont Praslin	Royal Road, Rivière Rempart	4182264
6	Phoolyar	Phoolyar Nagar, Belle Vue Maurel	4128653
7	Barlow	Royal Road, Rivière du Rempart	4128598
8	Plaine des Roches	Rajcoomar Road, Plaine des Roches, Riv. du Rempart	4128595
9	Roches Noires	Royal Road, Pont Praslin, Villebague	4115363
10	Mapou	Cité CHA, Mapou	2666480
11	La Paix Piton	Naik Road, la Paix Piton, Rivière du Rempart	2645111
12	Amitié	L'Amitié, Rivière du Rempart	4128599
13	Gokhoolah	Royal Road, Gokhoola, Piton	2648260
14	Shree Nagar (Sottise)	Sottise, Grand Bay	2635092
15	Triangle	Triangle, Goodlands	2838631
16	Roche Terre	Community Centre Road, Roche Terre, Grand Gaube	2838626
17	Poudre D'Or Village	Royal Road, Poudre D'Or Village	2820571

**ZONE 3**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Mare D'Australia	Amaury Road, Mare D'Australia, Brisée Verdière	4185412
2	Bon Accueil	Community Centre Road, Bon Accueil	4185450
3	Grande Retraite	Royal Road, Grande Retraite, Bon Accueil	4182159
4	Pont Blanc	Pont Blanc, Flacq	4134579
5	Riche Mare	Royal Road, Riche Mare, Centre de Flacq	4137303
6	Cité Argy	Flamboyant St, Argy	4130414
7	Bonne Mère	Bonne Mère, Union Flacq	4130319
8	Poste de Flacq	Royal Road, Poste de Flacq, Flacq	4139714
9	Petite Retraite	Royal Road, Petite Retraite, Bon Accueil	4181306
10	Bois D'Oiseaux	Bois D'Oiseaux, Laventure	4181494
11	Isidore Rose	Royal Road, Isidore Rose, Flacq	4133752
12	Palmar	Royal Road, Palmar, Quatre Cocos	4151220
13	Belle Mare	Royal Road, Belle Mare, Flacq	4151044
14	Queen Victoria	Queen Victoria, Flacq	4135028

**Annex VII** *Community Centres***ZONE 4**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Bonne Veine	Bonne Veine, Quartier Militaire	4356389
2	Providence	Providence, Quartier Militaire	4355481
3	Telfair	Telfair, Moka	4332017
4	Circonstance	Circonstance, Saint Pierre	4335897
5	Sebastopol	Royal Road, Sebastopol	4372982
6	Clavet	Clavet, Sebastopol	4373019
7	Lesur	Lesur, Sebastopol	4373791
8	La Nourrice Olivia	Royal Road, La Nourrice, Olivia, Bel Air Rivière Sèche	4198129
9	Mont Ida	Royal Road, Mont Ida	4179207
10	Medine Camp de Masque	Royal Road, Medine Camp de Masque	-
11	Belle Rose Clemencia	Bel Air Rivière Sèche	4197726
12	Belle Rive	Belle Rive	4191894
13	Pont Lardier	Pont Lardier, Bel Air Rivière Sèche	4193780
14	Olivia	Olivia, Bel Air Rivière Sèche	4191668
15	Trou D'Eau Douce	Royal Rd, Trou d'Eau Douce	4802231
16	GRSE	Post Office Road, GRSE	4176474
17	Ernest Florent	Ernest Florent, Bel Air	4196733
18	La Lucie Roy	Ramguttty Road, St. Michel, Bel Air Rivière Sèche	-
19	Petit Bois	Petit Bois, Caroline, Bel Air Rivière Sèche	4198997
20	Camp de Masque	Peeroo Lane, Camp de Masque	4165315
21	Cote D'Or	Cote D'Or, Saint Pierre	-

**ZONE 5**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Plaisance	Ex-Airport Road, Plaisance	6374051
2	Beau Vallon	Beau Vallon, Mahebourg	6315500
3	Trois Boutiques	Royal Rd, Trois Boutiques	6373690
4	Carreau Esnouf	Carreau Esnouf, Trois Boutiques	6375991
5	Plein Bois	Plein Bois, L'Escalier	6368415
6	Nouvelle France	Nouvelle France	6779007
7	Balisson	Balisson, Rose Belle	6270250
8	Cluny	Cluny, Rose Belle	2909599
9	St. Hillaire	St. Hillaire, St. Hubert	6335325
10	Ferney	Ferney, Rivière des Creoles, Mahebourg	6318689
11	Quatre Soeurs	Quatre Soeurs, GRSE	4175400
12	Rivière du Poste	Royal Rd, Rivière du Poste	6175240
13	Rivière des Anguilles	SSR Rd, Rivière des Anguilles	2920735
14	Britannia	Camp Berthaud, Poste Office Rd, Britannia	6262946
15	Camp Diable	Mamad St, Nr Dispensary, Camp Diable	6262046
16	Batimerais	Batimerais, Rivière des Anguilles	6262892
17	Chamouny	Chamouny, Chemin Grenier	2926874
18	Camp Charlot	Camp Charlot, Chemin Grenier	6226761
19	Riambel	Riambel, Surinam	6256692
20	Rivière des Galets	Rivière de Galets, Chemin Grenier	6227057
21	St. Aubin	St. Aubin, Rivière des Anguilles	6261490
22	Gris Gris	Gris Gris, Souillac	6256808



**Annex VII** *Community Centres***ZONE 6**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Très Bon	Très Bon No.1, Vacoas	9503677
2	Allée Brillant	Allée Brillant, Castel	2911165
3	Lapeyrouse	Allée Brillant, Castel	2922859
4	Henrietta	Henrietta, Vacoas	2941551
5	La Marie	La Marie Road, Vacoas	2901348
6	Reunion	Reunion Road, Vacoas	6863041
7	Cité L'Oiseau	Cité L'Oiseau, Floréal	2907099
8	Glen Park	Glen Park, Vacoas	6841149
9	Trianon	Petit Camp, Phoenix	6971692
10	Hollyrood	Hollyrood, Vacoas	2909730
11	La Caverne	La Caverne, Vacoas	2907008
12	Cinq Arpents	Cinq Arpents, Phoenix	2909732
13	Hermitage	Hermitage, Phoenix	2909733
14	La Brasserie	La Brasserie, Curepipe	6750640
15	Eau Coulée	Engrais Cathan, Eau Coulée, Curepipe Road	6973579
16	Robinson	Robinson Road, Curepipe	6745412
17	16eme Mille	16eme Mille, Forest Side	6645166
18	Highlands	Highlands, Phoenix	2909731
19	Camp Caval	Camp Caval, Curepipe	6709802
20	Dubreuil	Dubreuil, Midlands	6655308
21	La Mairée	Engrais Martial Eau Coulee	59506818
22	Cité Joachim	Forest Side, Curepipe	-

**ZONE 7**

	COMMUNITY CENTRES	ADDRESS	TEL. NO.
1	Residence Vallijee	Wagner St., Cité Valijee, Bell Village	2111664
2	Pte aux Sables	Royal Road, Pointe aux Sables	2346016
3	Coromandel	Morcellement Montreal, Coromandel	2331559
4	Albion	Albion, Camp Creole	2384347
5	Cité Barkly	Boule de Neige St, Barkly	4646405
6	Camp Chapelon	Camp Chapelon, Pailles, Bell Village	2087596
7	GRNW	Cité Mauvillac, Petite Rivière	2101682
8	Colonel Maingard	Colonel Maingard, Beau Bassin	4676609
9	Cité Richelieu	L. Churchill St, Cité Richelieu, Pointe Rivière	2336684
10	Gros Cailloux	Royal Road, Gros Cailloux, Petite Rivière	2385650
11	La Source	La Source, Palma, Quatre Bornes	4253193
12	Beau Séjour	Avenue des Tourterelle, Beau Séjour, Rose Hill	4640983
13	Nehru Road	Bassin Road, Quatre Bornes	4244325
14	Beaux Songes	Beaux Songes, Bengali Road	2902577
15	Canot	Simonet Street, Canot	2384936
16	Baie du Cap	Royal Rd, Baie du Cap	6228273
17	Le Morne	Royal Road, Le Morne	4515423
18	La Gaulette	La Gaulette, Case Noyale	4515407
19	Flic en Flac	Village Hall Lane, Flic en Flac	4538508

## **Annex VIII**

# REGIONAL PROBATION OFFICES

### **1. Family Court**

#### **Probation Office**

5<sup>th</sup> Floor, New Court House,  
Port Louis  
*Tel: 231 2242*

### **2. Port Louis Probation Office**

1<sup>st</sup> Floor, New Court House,  
Port Louis  
*Tel: 208 2018*

### **3. Rose Hill Probation Office**

District Court, Rose Hill  
*Tel: 464 4407*

### **4. Curepipe Probation Office**

Curepipe Court, Curepipe  
*Tel: 676 2771*

### **5. Black River**

#### **Probation Office**

Black River Court, Black River  
*Tel: 452 0086*

### **6. Moka Probation Office**

NPF Building, Rose Hill  
*Tel: 465 4572*

### **7. Flacq Probation Office**

Mahra Building, Central Flacq  
*Tel: 413 3173*

### **8. Pamplemousses Probation Office**

Pamplemousses Court,  
Pamplemousses  
*Tel: 243 3317*

### **9. Riviere du Rempart Probation Office**

NPF Building, Piton  
*Tel: 264 9580*

### **10. Savanne Probation Office**

Dr Wiehe Street, Souillac  
*Tel: 625 6848*

### **11. Grand Port Probation Office**

Grand Port Court, Mahebourg  
*Tel: 631 2575*

### **12. Rodrigues Probation Office**

Rodrigues Court, Port Mathurin  
*Tel: 831 2220*



