



Ministry of Justice, Human Rights and
Institutional Reforms

CUSTOMER CHARTER



Introduction

The Ministry of Justice, Human Rights and Institutional Reforms is committed to building an organisation that promotes best practices in Government Departments, statutory corporations and public bodies. It also ensures the creation of an appropriate Human Rights climate, conducive for economic, social and cultural development in line with International norms.

Our Vision



Our vision is to ensure that rule of law prevails in our democratic society and the fundamental human rights of all are respected according to our Constitution.

Our Mission

To provide assistance to relevant institutions so that the rule of law prevails, to protect and promote human rights and to re-engineer public sector bodies.

Our Goals

- To ensure that fairness and justice prevail in our society.
- To ensure that Mauritius fulfills its human rights obligations.
- To ensure that the fundamental rights of all are respected.
- To enhance institutional reforms so that our institutions become more responsive to the needs of the society.
- To ensure that State Reports are prepared in a timely manner and follow up actions are taken thereon.
- To be a platform for dissemination of data, information and statistics on human rights.

Our Objectives

- To establish appropriate mechanisms in order to uphold the rule of law.
- To liaise with international bodies to ensure dissemination of human rights for one and all.
- To activate the role of institutional development to ensure proper implementation of plans and programmes.
- To enhance the governance landscape in public sector organisations.
- To mainstream human rights issues.

Our Core Values

- Citizen satisfaction is our goal.
- Quality and excellence are our credo.
- Creativity and Innovation are our hall-mark.
- Professionalism and integrity are our breath.
- Teamwork is our conviction.
- Staff development and improved quality of work life are our commitment.
- Recognition of the dedication of our staff is our aim.

Our Customers

- Ministries/Departments
- Parastatal Bodies
- Non-Governmental Organisations
- The Public at Large

Our Departments

- Human Rights Section
- Office of Public Sector Governance



Human Rights Section

In September 2017, the Ministry of Justice, Human Rights and Institutional Reforms was created and the portfolio of Human Rights was transferred from Prime Minister's Office to the newly created Ministry. Additionally, a Human Rights Secretariat and the National Mechanism for Reporting and Follow-Up (NMRF) have been set up since December 2017 under the aegis of the new Ministry. This new framework aims to ensure that Human Rights obligations are fully met, periodic reports and mid-term Review /Progress Reports are submitted in a timely manner after thorough consultations with all parties concerned. Furthermore, it ensures a better coordination among Ministries in respect of the implementation of recommendations and decisions and enables a thorough monitoring of Human Rights issues.

A. Legal Framework for the Protection of Human Rights at the National Level

- The Fundamental human rights and freedoms of the individual are entrenched in Chapter II of the Constitution of Mauritius. The Constitution makes provision under section 17 for redress to be afforded by the Supreme Court to any individual whose rights under Chapter II have been, are being or are likely to be contravened.



B. Acceptance of International Human Rights Norms

- The current membership of Mauritius on United Nations Human Rights Treaty bodies is:
 - (i) **United Nations Human Rights Conventions, namely: -**
 - The International Covenant on Civil and Political Rights;
 - The Convention against Torture and Other Cruel, Inhuman or degrading Treatment or Punishment;
 - The International Covenant on Economic, Social and Cultural Rights;
 - The Convention on the Elimination of all Forms of Racial Discrimination;
 - The Convention on the Elimination of all Forms of Discrimination against Women;
 - The Convention on the Rights of the Child; and
 - The Convention on the Rights of Persons with Disabilities.
 - (ii) **African Charter of Human and Peoples' Rights as well as to its Protocol Establishing the African Court on Human and Peoples' Rights.**

C. Reporting process at International level

As Party to the Human Rights Instruments, Mauritius has an obligation to submit periodic reports to the Treaty Bodies. The reporting status is as follows:

- Universal Periodic Review;
- African Charter on Human and People's Rights;
- International Covenant on Civil and Political Rights;
- Convention against Torture and other Cruel, Inhuman or degrading Treatment or Punishment; and
- International Convention on the Elimination of All Forms of Racial Discrimination.

D. Framework within which Human Rights are promoted at National level

Human rights are promoted at the national level through the national human rights institutions as follows: -

- (i) The Office of the Ombudsman;
- (ii) The National Human Rights Commission;
- (iii) The Office of the Ombudsperson for Children;
- (iv) The Equal Opportunities Commission; and
- (v) The Independent Police Complaints Commission (IPCC).



The National Mechanism for Reporting and Follow Up

Government has agreed, in December 2017, to the setting up of a National Mechanism for Reporting and Follow Up (NMRF) under the aegis of this Ministry, to:-

- (a) have a better coordination between different institutions;
- (b) have a closer monitoring of Human Rights issues;
- (c) ascertain that the reports are submitted in a timely manner; and
- (d) ensure their implementations.

Office of Public Sector Governance (OPSG)

The main responsibility of the OPSG is to promote good governance practices in particular those relating to transparency and accountability in the public sector as a whole so that public sector management becomes more cost-effective and outcome oriented. The OPSG is also empowered to monitor the overall performance and examine the level of efficiency of public sector enterprises with a view to improving the quality of services and making optimal use of human resources.

Broadly, the OPSG is responsible for the provision of the following services:-

- Promotion of good governance practices, management consultancy, financial and organizational reviews in public sector organisations comprising Ministries/Departments and State Owned Enterprises; and
- Monitoring and reporting on the effectiveness of the implementation of the recommendations made in the reports of the National Audit Office, Public Accounts Committee and Internal Control Unit in public sector organisations.

Our commitment towards our customers

- We are committed to providing services to all our customers on an equal status basis.
- We will attend to queries and take timely remedial actions.
- We will ensure that the information given to us is treated in strict confidentiality.



Customer's Responsibility

- As a customer, we expect you to provide the required information/documents and to give us ample time to process your query.
- We also expect you to be courteous towards our Officers.
- We encourage you to propose any improvement that could be made in the service offered.
- You may evaluate our level of service and write to us.
- Please quote reference numbers when contacting us about an existing application or query.

Suggestions

We welcome any suggestion for the improvement of our services. Our customers are kindly invited to communicate with us.





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