

OUR IDENTITY

The Black River District Council is a body corporate set up to administer the Villages of *Richelieu, Petite Rivière, Albion, Gros Cailloux, Bambous, Cascavelle, Flic en Flac, Tamarin, Grande Rivière Noire, Case Noyale, Chamarel, La Gaulette and Le Morne.*

OUR VISION

The District Council of Black River will be the most efficient, pro-active and people oriented local authority in the Republic of Mauritius.

OUR MISSION

The District Council of Black River is committed to forging partnerships with all stakeholders in creating a unique, modern local authority that delivers efficient, premium services, whilst preserving its distinct cultural and ancestral heritage.

OUR CORE VALUES

Recognition and appreciation of the Council's most important asset, a highly motivated, responsive and proactive staff

Loyalty, trust and respect amongst staff so as to promote effective teamwork in the Council's pursuit of excellence in all its practices

Commitment, dedication, hard work and integrity in all its transactions to ensure the effective delivery of quality service

Greater unity amongst staff to promote collaboration and co-operation in the Council's quest for a sustainable, quality environment for all

OUR MAIN RESPONSIBILITIES/DUTIES

- The Construction and maintenance of all public roads (non-classified roads) and the provision and maintenance of street lighting.
- Collection, removal and carting away of household, industrial, commercial, agricultural and other wastes.
- Construction and maintenance of open spaces, parks, gardens and bus shelters.
- Construction, management and maintenance of markets and fairs
- Processing and delivery of Building and Land Use Permits.
- Control of pollution and other nuisances.
- Enforcement of laws as applicable against illegal trade, construction and other unauthorised activities.
- Management of Cemeteries, cremation grounds and crematoria
- Organisation of sports, social and cultural activities.
- Promote educational, literary and ICT through public libraries, cyber-café and cyber centres.
- Provision and maintenance of traffic signs and street name plates.

- Provision and maintenance of sports infrastructure.
- Construction and maintenance of drains.
- Promote a healthy environment with high standards of sanitation and hygiene.

OUR VALUES

Our corporate culture stands on values which place the citizen at the centre of our endeavours. Those values are as follows:

EXCELLENCE

We will do our best within our financial means and with the human resources available to achieve excellence in our service delivery.

EFFICIENCY

We will strive to optimize our resources so that they are used in an efficient manner in order to accomplish our statutory duties.

THE PRINCIPLE OF SERVICE DELIVERY

- Improving the quality of services delivered in a timely and efficient manner.
- Value of tax payers' money
- Transparency in rules, procedures, schemes and grievance redressal
- Treat all fairly
- Put things right when they go wrong
- Innovate and improve
- Use resources effectively and efficiently.

INTEGRITY

- We will act with integrity in all our dealings with our stakeholders and the public in general.
- We will act with courtesy in our relationships with the citizens, our employees and all other stakeholders.

COURTESY

TEAMWORK

- We work as a team and believe that the citizens are part of the network.
- We will never stop ever-improving the quality of our services and endeavour to innovate so that the citizens are satisfied with them.

QUALITY AND INNOVATION

OUR OBJECTIVES

- Offer quality services
- Relate effectively and courteously with all the stakeholders.
- Improve the corporate image
- Achieve a balanced financial situation year-in; year out
- Attend to all complaints recorded through our Information and Service Centre or otherwise and keep the complainants informed of the outcome.
- Treat with fairness
- Show transparency in rules, procedures, schemes and grievances redressal.

OUR INFORMATION AND SERVICE CENTRE

The District Council, conscious of the need of the citizen to solicit its service counters at any time during the operating hours, has set up the following hotline (**452-1502**) to access the Information and Service Centre.

Complaints/grievances can also be registered on telephone no. **401-3100**.

The Centre

Welcomes the citizens in a comfortable, friendly and warm environment

Operates between 8.45 a.m and 4.00 p.m on weekdays.

Records all complaints, grievances, and suggestions on a one-stop shop basis; no need for the citizens to run from one department to another.

Ensures that the complainants and grievances are attended promptly

Communicates with the citizens for the follow up.

OUR SPECIAL FACILITIES

Through our website, our hotline and the Information and Service Centre the citizens and stakeholders are offered opportunities to solicit the Council for special services such as:

- Addressing their complaints and grievances.
- Consulting the list of books available at the library.
- Taking note of the various guidelines and notices.
- Downloading of application forms etc

QUALITY OF THE SERVICES

We have worked out target performance indicators for the various service areas so that the quality of the services are maintained throughout the delivery processes. We believe that continuous improvement in quality would rest on the regular revisiting of those indicators and we would continuously work on them.

As examples, we would mention the following:

- A twice weekly refuse collection service for all residential premises.
- A daily sweeping and cleaning of the village centres, public places and along main roads
- Repair of defective street lanterns, not under the concern of the Central Electricity Board, within 48hours of notification.
- Repair of damaged roads not under the concern of the Road Development Authority with five days of notification

BUSINESS FACILITATION

- Applications for Building and Land Use Permits and other business related authorizations will be treated within the prescribed delays in strict observance of anticorruption and ethical norms.
- We have posted the necessary guidelines on our website so that all the stakeholders are aware of the road map towards such permits' obtention.
- Objectors and promoters would be given the opportunity to sustain their case during a Hearing Committee and would be properly informed of the resolution of the Committee. In case of non-satisfaction, the party may appeal to the Environment & Land Use Appeal Tribunal as provided by the legal framework.

DUTIES OF THE CITIZENS

- The powers, functions and responsibilities of the Council are clearly spelt out in the various pieces of legislations and more importantly in the Local Government Act.
- The citizens, do also have duties vis-à-vis the Council.

The main ones being:-

1. Payment of trade fees as same become due even when claims are not received
2. Notification to the Council with regard to:
 - (i) Change in address, and
 - (ii) Extension to buildings and houses
3. Compliance with Regulations regarding construction, environmental matters and disposal of wastes. Non-compliance shall lead to contravention.
4. Education of family members and the community at large to observe the above.
5. Users of District Council facilities shall ensure that the Council's assets are not subject to vandalism.
6. Participation in the District Council activities as they may be prompted.
7. Sharing with the Council suggestions and expectations with regard to the activities, services and facilities

GOVERNING LAWS AND REGULATIONS

All local Authorities are governed by the Local Government Act of 2011 as amended. However they are called to enforce other Acts and Regulations as hereunder:

- (i) Market, Fair and Scavenging Regulations
- (ii) Foods Act
- (iii) Health & Safety Act
- (iv) Road Act
- (v) Local Government Service Commission Regulations
- (vi) Labour Acts
- (vii) Town and Country Planning Act
- (viii) Building Control Act 2012
- (ix) Morcellement Act
- (x) Rivers and Canals Act
- (xi) The Business Facilitation Act
- (xii) The Environment Protection Act
- (xiii) The Public Procurement Act
- (xiv) The Finance and Audit Amendment Act 2015
- (xv) The Finance Miscellaneous Provisions Act 2015

THE DISTRICT COUNCIL OF BLACK RIVER

GEOFFROY ROAD

BAMBOUS

- Hotline** : 452-1502
- Telephone No.** : 401-3100
- Fax No.** : 452-0303
- e-mail address** : brdc@mail.la.govmu.org
- Website** : <http://brdc.mu>

THE DISTRICT COUNCIL OF BLACK RIVER



CITIZEN CHARTER