

## Some basic information for the Customer

➤ What is *information*?

Information is knowledge obtained through communication or investigation.

➤ What is a *record*?

A record is any material that contains information.

➤ What are *archives*?

Archives are records of value that have been selected for permanent preservation.

➤ What is a *National Archives*?

A National Archives is the building or institution of a country that keeps archives in its custody.

**ARCHIVES ARE OF INVALUABLE IMPORTANCE.  
MOST ARE OLD AND FRAGILE. SO SPECIAL  
ATTENTION AND GREAT CARE MUST BE TAKEN  
IN HANDLING THEM.**

## **PARENT MINISTRY**

The National Archives Department functions under the aegis of the Ministry of Education, Culture & Human Resources (Culture Division)

## **OUR VISION**

The preparation of the National Archives Department to meet the challenges of this new 21<sup>st</sup> century, both as a preserver and provider of information, in line with modern concepts and technologies.

## **OUR MISSION**

Our mission is to provide the nation with a National Archives which fulfils its cultural role, i.e. collect, preserve, make accessible the collective memory of the nation for the benefit of the present and the future generations, for research and exploitation purposes.

## **OUR CORE VALUES**

Professionalism	:	we are guided by the highest standards of professional ethics
Innovativeness	:	we always create new ways to do things better
Quality/Integrity	:	we are results-oriented and committed to provide the services of the highest standard to our customers
Teamwork	:	we foster teamwork and the sharing of information and resources
Timeliness	:	we are responsive and strive to meet targets

## **THIS CHARTER**

This Charter covers services provided by the National Archives Department.

Under this Charter we:

- set the standards and targets for our services
- list information on our various services to you
- inform you where and how to get information on our services
- provide information on addresses/telephone numbers of sections to be contacted if you have any complaint/query to address

## **CHARTER COVERAGE**

This Charter lists the different Sections of the National Archives Department and outlines the services offered to the customer.

The National Archives is divided into the following sections:

- The Administrative Section
- The Repository
- Two Search Rooms
- Reprographic/Microfilm Unit
- Bindery Section
- Restoration Unit

## **OUR SERVICES TO YOU**

### **SEARCH ROOMS**

➤ **Services provided:**

- We put at your disposal two search rooms to allow the public, i.e. the searchers, to make their research in a very friendly and courteous atmosphere.
- We hand over to you documents asked for, for consultation.
- We give advice and guidance in the field of research.
- We make copies (ordinary and/or authenticated) of documents, i.e. photocopies and photographs.
- We perform searches on request from you.
- We provide in-house power supply to searchers using PCs.

➤ **We inform you that:**

- Public archives are open to public inspection subject to the conditions mentioned in our Regulations and the payment of fees specified therein.
- The hours of admission are as follows: from 9.30 a.m. to 3.00 p.m. on weekdays, and from 9.30 a.m. to 11.30 a.m. on Saturdays.
- A person who consults documents has to write his/her name and full address in the Visitors' Register and on a Record Card.
- Finding-aids like inventories, repertories, catalogues and indexes are available for consultation.

➤ **To enable us to provide you with an excellent service, we request you:**

- To maintain silence;
- Not to make use of ink and pens;
- Not to take any umbrella, stick or bag or place any parcel on the table

in the search rooms.

➤ **However, we wish to bring to your attention that:**

- The Officer-in-charge of the search rooms may bar from the search room any person:
  - (a) who commits a wilful breach of our Regulations;
  - (b) who shows persistent disregard of the Officer's authority;

- (c) who damages any record or article belonging to the Department; or
- (d) whose conduct, language, habit or dress is likely to be a source of nuisance to other users of the search rooms.
- (e) who makes any mark, in pencil or otherwise, on any public archives preserved in the Department.

- Private documents deposited in the Department and not open to public inspection will only be communicated to you subject to such conditions as the depositor has imposed.
- Every person who wishes to inspect or search any record that is not available in the search rooms of the Department will be required to write out a separate requisition slip for that record.

➤ **The fees charged for, as stipulated in our Regulations, are:**

	<b>Rs</b>	<b>Cs</b>
▪ For searches or copies made on request by the Archives Staff, per hour or fraction thereof	30	00
▪ For photographic copies in original size (negative or positive), per sheet		
24 x 18 inches	300	00
12 x 18 inches	200	00
▪ For photographic copies in larger or smaller size than the original, additional fee for enlargement or reduction, per process	6	00
▪ For other photographic work of abnormal difficulty additional fee, by the hour	30	00
▪ For photocopies, per sheet (A-4 size)	1	50
▪ For the inspection or consultation of one document, per person and per diem	3	00
▪ For the inspection or consultation of more than one document, per person and per diem	8	00
▪ For the authentication of certified copies per page except in the case of photographic copies, the material for the copies shall be supplied or paid for by the applicant	6	00
▪ For connecting searchers to in-house power supply, per hour or fraction thereof	30	00

➤ **You may note that:**

- Any person wishing to be exempted from payment of the fees specified above may apply in writing to the Minister of Arts and Culture, who, after consultation with the Director, may grant the said exemption.

➤ **Information:**

- For more information on the services offered at the Search Rooms, please address yourself to the officers at the counters.

## **OUTREACH ACTIVITIES**

➤ **We inform you that:**

- We are always glad to welcome you to a guided visit throughout the various sections of the National Archives.
- We hold open days destined to Secondary Schools every year to allow students to get acquainted with the National Archives and to know its functions and learn about its holdings.
- The *National Archives Research and Publication Fund* promotes and encourages research in our archives, finances the publication of research works of archival value, and puts publications on sale.
- The *Public Records Appraisal Committee* regularly examines and appraises lists of non-current records submitted before it by various public bodies, and makes recommendation as to the disposal of those records.
- The Director and Senior Officers of our Department inspect regularly, within office hours, and after due notice has been given, public archives lying in repositories other than those of the National Archives, to give advice on ways and means of good and safe keeping of records, especially semi-current and non-current ones, according to Records Management principles

## **OUR ENDEAVOURS AT COUNTERS AND SEARCH ROOMS**

➤ **We commit ourselves to provide you with:**

- A warm welcome when you come at the National Archives;
- A good comfort and a friendly and quiet atmosphere in our Search Rooms;
- Guidance and help in your queries and searches;
- The necessary finding-aids like indexes, inventories, catalogues, repertories for your pre-research investigations;
- Records and documents in good and well preserved condition.

➤ **Meeting your requests:**

- We bind ourselves to meet your requests for information as courteously and quickly as possible;
- We shall provide you with any document you ask for as quickly as possible, say within minutes after your request;
- We shall provide you with the copies (photos and photocopies) you apply for not later than **one week** after your application and payment.

## **DEALING WITH YOUR ENQUIRY**

➤ **If you telephone us:**

- We shall do our best to answer your calls within seconds;
- Our staff will be courteous and identify themselves by name and section;
- We shall ensure that you get the correct information from the right section and the right person.

➤ **If you write to us:**

- We shall acknowledge receipt of your letter within three days after receipt;
- Our replies will be relevant, clear and easy to understand;
- Our replies will contain, where necessary, reasons and explanations.

➤ **If you have an appointment with us:**

- We shall ensure that you meet with your correspondent within ten minutes;
- We shall take time to listen to you and we shall answer to your queries **on the spot**, but if we cannot do so, we shall let you know why and when you can expect a reply;
- If need be, we shall arrange for another appointment for you **at the earliest possible**.

## **FEEDBACK AND COMPLAINTS**

We welcome all feedback, suggestions and complaints to improve our services to you. All complaints received either orally or in writing will be acknowledged within three days. After investigation, a reply will be sent to the complainant.

If, after receiving our reply regarding your complaint, you are still not satisfied, you may write to the Minister of Education, Culture & Human Resources (Culture Division) 7<sup>th</sup> Floor, N. P. F. Building (Renganaden Seeneevassen Building), Port -Louis.

Suggestions are most welcome.

## **OUR ADDRESS**

Our address is:

**National Archives Department  
Development Bank of Mauritius Complex  
Coromandel (or Petite Rivière – Postal Address)**

Our telephone numbers are: **233-2170, 233-4211, 233-2192, 233-2018, 233-2083  
233-2791, 2334199, 2332912, 233-2081, 233-4203**

Our fax number is: **233-4299**

Our e-mail address is: **arc@mail.gov.mu**

To assist you to locate the National Archives, we have provided you with a site plan.

## **ARCHIVES LEGISLATION**

We are governed by the following legislation:

- The National Archives Act No. 22 of 1999;
- Government Notice No. 140 of 2001; and
- Government Notice No. 28 of 2002.

## **OUR OFFICIAL PUBLICATIONS**

We publish an Annual Report, which gives a brief account of all activities and achievements of the National Archives during the year.

Moreover, a pamphlet is being issued with a view to sensitize and create greater awareness on the role of the National Archives, having as target all sections of the population.

**This Charter was published in August 2002 and will be reviewed regularly**