



Republic of Mauritius

*MINISTRY  
OF  
ARTS AND CULTURE*

**CUSTOMER  
CHARTER**

[moac@govmu.org](mailto:moac@govmu.org)

(230) 212 2112 | 7<sup>th</sup> Floor, Renganaden Seeneevassen Building,  
Port Louis

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## LEGAL DISCLAIMER NOTICE

The statements of commitment in this Charter do not confer any legal rights contractual or otherwise. This Charter is published for information purpose only.

## OUR VISION

To be a harmonious mauritian society imbued with cultural values and creativity for sustainable economic development and to be the culture hub of Africa and Asia.

## OUR MISSION

To foster a balanced and harmonious mauritian society through the consolidation of existing pluralism, enhancement of creativity and the promotion of cultural values.

## OUR OBJECTIVES

- To preserve and foster cultural values both at individual and collective levels
- To promote cultural interaction among different cultural components within the country as well as abroad for mutual understanding and enrichment
- To upgrade, strengthen and extend the existing cultural infrastructure and to construct new structures
- To provide support to associations of artists and individuals involved in artistic and cultural activities
- To organise cultural activities for the public at large
- To encourage the development of a dynamic arts and culture sector

## OUR CORE VALUES

We practice and promote the following values:

- Integrity** We are guided by the highest standards of professional ethics.
- Innovation** We create new ways of doing things better.
- Quality** We are results-oriented and committed to providing services of the highest quality to our customers.
- Teamwork** We foster teamwork and sharing of information and resources.
- Timeliness** We are responsive and strive to meet our targets.

## SCOPE OF THE CHARTER

This Charter highlights the multiplicity of services provided and activities organised by the Ministry and its different units, to meet the artistic and cultural aspirations of the society.

## OUR CUSTOMERS

Our customers are:

- General public
- Artists, creators and performers
- Students
- Event organisers
- Socio-Cultural organisations
- Ministries / Departments/ Parastatal Bodies

## OUR SERVICES

To provide excellent, quality and timely services to our customers as follows:

- a) provide assistance scheme to artists;
- b) give support and technical assistance to singers for recording facilities;
- c) provide financial assistance for participation in international shows and competitions;
- d) give support and technical assistance to artists with regards to acting, play direction and stage crafts;
- e) provide assistance to artists, sculptors and photographers for exhibitions;
- f) give assistance to writers for the publication of books;
- g) provide assistance to socio-cultural organisations for the organization of cultural shows; and
- h) promote use of theatre infrastructure.

## ARTISTIC AND CULTURAL EVENTS

The following events are organized by the Ministry in collaboration with its parastatal bodies:

Date/Period	Event
January / February	National Spring Festival
01 February	Commemoration of the Abolition of Slavery
21 February	International Mother Tongue Day
12 March	National Day
20 March	“Journée de la Francophonie”
27 March	World Theatre Day
23 April	World Book and Copyright Day
29 April	International Dance Day
18 May	International Museum Day
21 May	World Day for Cultural Diversity for Dialogue and Development
25 May	Africa Day
09 June	International Archives Day
June	Dragon Boat Festival
21 June	Music Day
28 October	“Journée Internationale Creole”
October / November	Divali
02 November	Commemoration of the Arrival of Indentured Labourers
07 November	African Writers’ Day
20 November	Philosophy Day (UNESCO)
25 December	Christmas
Lunar Calendar	Eid-Ul-Fitr

## CONTACT DETAILS

### Registry

**Address** 7<sup>th</sup> Floor,  
Renganaden Seeneevassen Building,  
Cnr Pope Hennessy & Maillard Streets,  
Port Louis

**Telephone** 208 0315

**Email** moac@govmu.org

### Finance Section

**Address** Manager, Financial Operations  
Baden Powell Building,  
Baden Powell Street,  
Port Louis

**Telephone** 211 3128

**Fax** 210 5718

**Email** fin\_arts@govmu.org

### Office Accommodation Section

**Address** Ground Floor,  
Old Prison Building  
Maillard Street,  
Port Louis

**Telephone** 208 7996, 210 6763

**Fax** 211 6171

**Email** bgoodur@govmu.org  
vamatah@govmu.org



### Transport Section

**Address** Ground Floor,  
Old Prison Building  
Maillard Street,  
Port Louis

**Telephone** 208 0015, 211 2906

**Fax** 211 6171

**Email** sseebaruth@govmu.org

### Human Resource Section

**Address** 1<sup>st</sup> Floor,  
Renganaden Seeneevassen Building,  
Cnr Pope Hennessy & Maillard Streets,  
Port Louis

**Telephone** 208 0234, 210 5547

**Email** moachr@govmu.org

### Procurement Section

**Address** 1<sup>st</sup> Floor,  
Old Prison Building  
Maillard Street,  
Port Louis

**Telephone** 211 3178, 211 2912

**Fax** 211 5651

**Email** mac-proc@govmu.org

### Documentation Section

**Address** 1<sup>st</sup> Floor,  
Renganaden Seeneevassen Building,  
Cnr Pope Hennessy & Maillard Streets,  
Port Louis

**Telephone** 213 4233

**Email** hkowlessur@govmu.org

#### Services

Library & research  
facilities in the field of  
arts & culture

## Culture Section

**Address** 7<sup>th</sup> Floor,  
Renganaden Seeneevassen Building,  
Cnr Pope Hennessy & Maillard Streets,  
Port Louis

**Telephone** 211 5713

**Email** [ibhugan@govmu.org](mailto:ibhugan@govmu.org)

## Drama Section

**Address** Chief Arts Officer  
Baden Powell Building,  
Baden Powell Street,  
Port Louis

**Telephone** 211 2991, 211 3128

**Fax** 211 6171

**Email** [lbhiwajee@yahoo.co.uk](mailto:lbhiwajee@yahoo.co.uk)

### Services

- Regional drama workshop
- Residential drama workshop
- National drama workshop
- Drama Competition in ten languages
- Regional, residential and national drama workshops
- Drama competitions in ten languages

## National Arts Fund

Set up under the Finance and Audit (National Arts Fund) Regulations 2017

**Address** 1<sup>st</sup> Floor,  
Renganaden Seeneevassen Building,  
Cnr Pope Hennessy & Maillard Streets,  
Port Louis

**Telephone** 210 2890

**Email** [nationalartsfund@gmail.com](mailto:nationalartsfund@gmail.com)

### Services

- Contribute to the financing of projects, schemes and events related to art development and such other matters relating to arts and culture, as the Minister may approve

## Film Classification Board

**Address** 1<sup>st</sup> Floor,  
Renganaden Seeneevassen  
Building,  
Cnr Pope Hennessy & Maillard  
Streets,  
Port Louis

**Telephone** 210 3117, 210 0592

**Fax** 210 0058

**Email** fcb@govmu.org

### Services

- Issue of permits to import films
- Classification of films for projection to the general public
- Classification of stage plays
- Registration of film importers

## National Archives Department

**Address** National Archives Department,  
DBM Complex,  
Coromandel

**Telephone** 233 2950, 233 3848

**Fax** 233 4299

**Email** arc@govmu.org

**Website** <http://nationalarchives.govmu.org>

### Services

- Research facilities to students, historians and general public
- Online access to digitised information

## Serge Constantin Theatre

**Address** Farquhar Road,  
Vacoas

**Telephone** 686 4330

**Fax** 698 8549

**Email** sergeconstantintheatre@gmail.com

### Services

- Facilities of hall and staging drama activities and cultural programmes
- Rental of theatre

## Pointe Canon Theatre

**Address** Rue des Hollandais,  
Pointe Canon, Mahebourg

**Telephone** 631 2858, 631 1964

**Fax** 631 2858

**Email** pointeanontheatre@gmail.com

### Services

- Facilities of hosting cultural programmes
- Rental of theatre

## “Centre de Lecture Publique et d’Animation Culturelle” (CELPAC)

**Address** 1<sup>st</sup> Floor, Ramkissoon Building,  
Sookdeo Bissoondoyal Street,  
Port Louis

**Telephone** 212 9863, 213 0287

**Fax** 211 5953

**Email** celpacunit@gmail.com

Free Registration

Open to public at large

Services:

Reading facilities:

- Collection of more than 3000 books - General Sciences, Religion, Philosophy, Arts, Mauritianna
- Dictionaries
- Reference materials
- Newspapers / Magazines

Educational games:

- “Des Chiffres et des Lettres”
- Monopoly
- Scrabble, and so on

DVDs and CDs for the sound intellectual development of subscribers

17 “Centres de Lecture et d’Animation Culturelle” (CLACs) which offer their services in the following regions operate under CELPAC.

	<b>CLAC</b>	<b>Telephone</b>
1	Abercrombie	217 1511
2	Baie du Cap	622 1248
3	Bel Air Rivière Sèche	419 4101
4	Caroline	419 7968
5	Chemin Grenier	622 5660
6	Cottage	266 2511
7	Flic-en-Flac	453 9930
8	Fond du Sac	266 8399
9	Grand Baie	263 6116
10	Grand Bois	617 9932
11	Mahebourg	631 3105
12	Montagne Longue	245 1318
13	Pailles	286 6294
14	Petite Rivière	233 2947
15	Rivière du Rempart	412 1021
16	Saint Pierre	433 8253
17	Triplet	261 5716

## “Centre de Formation Artistique” (CFA)

### Services:

- Training in the field of Performing Arts and Fine Art including:
  - Guitar playing, Tabla and Ravanne playing
  - Sound and Stage Lighting techniques
  - Song writing
  - Mounting of sketches
  - Modern dance and Kathak dance
  - Photography, Painting, Sculpture, Print Making and Pyrography
  - Zumba, yoga and aerobic

There are five “Centres de Formations Artistique” operating around the island.

	<u>“Centre de Formation Artistique”</u>	<u>Telephone</u>
1	Paillotte, Vacoas	425 8590
2	Plaines des Papayes	266 8819
3	Goodlands	283 2291
4	Bel Air	211 3128
5	Pointe Canon	631 1964

## Parastatals under the aegis of the Ministry

### *1. Mauritius Society for Authors*

**Address** Avenue des Artistes,  
Beau Bassin

**Telephone** 467 2219, 454 7931

**Fax** 454 0578

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

**Website** <http://www.masa.mu>

### Services

- Collective Management of Rights (rights of authors and owners of copyright)

## *2. Aapravasi Ghat Trust Fund*

**Address** 1 Quay Street, Port Louis  
**Telephone** 217 3159  
**Fax** 217 2481  
**Email** aapravasi@intnet.mu  
**Website** www.aapravasighat.com

### Services

- Genealogical research
- Provision of historical information, photos and any other relevant documents concerning indenture
- Guided visits to the World Heritage Site and the Beeckrumsing Ramlallah Interpretation Centre

## *3. Conservatoire National de Musique François Mitterrand Trust Fund*

**Address** Avenue Murphy, Quatre Bornes  
**Telephone** 424 1012, 427 7270  
**Fax** 424 9283  
**Email** dir.cnmfm@mail.com  
**Website** <http://www.conservatoire.gov.mu>

### Services

Promotion of music through teaching, performing, composing and research

## *4. Malcolm de Chazal Trust Fund*

**Address** La Maison du Poète,  
8, Rue du Vieux Conseil,  
Port Louis  
**Telephone** 212 2112

### Services

Preservation and promotion of the work of Malcolm de Chazal as part of the mauritian cultural heritage

## *5. Le Morne Heritage Trust Fund*

**Address** Royal Road, Le Morne Village  
**Telephone** 451 5759, 451 5799  
**Fax** 451 5765  
**Email** oic.lmhtf@gmail.com  
**Website** www.lemorneheritage.org

### Services

- Guided visits along the heritage trail of Le Morne cultural landscape
- Outreach programmes
- Cultural and community-based programmes

### 6. Mauritius Council of Registered Librarians

**Address** c/o National Library,  
Fon Sing Building,  
Edith Cavell Street,  
Port Louis

**Telephone** 211 9891

**Fax** 210 7173

**Email** natlib@intnet.mu

#### Services

- Research facilities on all Mauritianna documents
- Compiled bibliography of all local publications
- Free internet services and newspaper corner

### 7. Mauritius Film Development Corporation

**Address** M6, Government Quarters,  
Mgr Otter Barry Road,  
Floreale

**Telephone** 696 3137

**Fax** 697 9688

**Email** mauritiusfilm@intnet.mu

**Website** <http://www.mauritiusfilm.mu>

#### Services

- Assistance to film producers
- Logistic support to local film-makers
- Holding of film shows/festivals to reinforce bilateral cultural links and to keep abreast with developments

### 8. Mauritius Museums Council

**Address** National History Museum,  
Chaussée Street, Port Louis

**Telephone** 289 2798

**Email** mimuse@intnet.mu

**Website** <http://www.mauritiumuseums.mu>

#### Services

- Promotion of national and specialized museums
- National collection of objects of scientific, cultural, technological, historical, archaeological and artistic values
- Research facilities

### 9. National Art Gallery

**Address** Suite 10, Lancaster Court,  
Lavoquer Street,  
Port Louis

**Telephone** 213 0566, 213 0567

**Fax** 213 0565, 289 2796

**Email** natartgal@intnet.mu

#### Services

- Exhibition, collection, preservation of fine arts
- Visual artist grant



### 10. National Heritage Fund

**Address** 4<sup>th</sup> Floor, Fon Sing Building,  
Edith Cavell Street,  
Port Louis

**Telephone** 210 7758

**Fax** 208 6728

**Email** heritage@intnet.mu

**Website** <http://www.nhf.govmu.org>

#### Services

- Management and promotion of Mauritian National Heritage
- Programmes to educate and sensitize public on cultural values and national heritage
- Clearance to undertake repairs, restoration, rehabilitation and conservation of National Heritage sites

### 11. National Library

**Address** 1<sup>st</sup> & 2<sup>nd</sup> Floor, Fon Sing Building,  
12, Edith Cavell Street,  
Port Louis 11302

**Telephone** 211 9893, 2119896

**Fax** 210 7173, 210 7117

**Email** natlib@intnet.mu

**Website** <http://national-library.govmu.org>

#### Services

- Reading and research facilities
- Assistance in information handling techniques
- Free internet services and newspaper corner
- Bibliography of local publications

### 12. Professor Basdeo Bissoondoyal Trust Fund

**Address** c/o Ministry of Arts and Culture,  
7<sup>th</sup> Floor, R. Seeneevassen Building,  
Cnr Pope Hennessy & Maillard  
Streets, Port Louis

**Telephone** 212 2112

**Email** ukjeetah@gmail.com

#### Services

Dissemination of literary creations of Professor Basdeo Bissoondoyal

### 13. Ramayana Centre

**Address** Royal Road, Union Park

**Telephone** 677 1011

**Fax** 677 1012

**Email** ramayanacentre@yahoo.com

#### Services

- Talks, sermons and lectures
- Exchange programmes between the Centre and other international organizations
- Ramayana chanting competitions

#### 14. Islamic Cultural Centre Trust

**Address** La Paix Street,  
Port Louis 11302

**Telephone** 240 2360, 240 2328

**Fax** 240 2423

**Email** iccmntius@intnet.mu  
morislam@intnet.mu

**Website** <http://www.iccmauriti.us.org>

##### Services

- Lectures, seminars, workshops relating to Islamic art and culture
- Organisation, monitoring and supervision of Hadj

#### 15. Marathi Cultural Centre Trust

**Address** 1<sup>st</sup> Floor, Maharastra Bhawan,  
Pandit Shahadeo Square,  
Moka

**Telephone** 433 1167

**Fax** 433 1177

**Email** marathi\_trust@yahoo.com

**Website** <http://www.mmctt.mu>

##### Services

Lectures, seminars, workshops and exhibition relating to Marathi arts and culture

#### 16. Telugu Cultural Centre Trust

**Address** 3<sup>rd</sup> Floor , Orchid Tower,  
Sir William Newton Street,  
Port Louis

**Telephone** 213 0380

**Fax** 213 0379

**Email** mteluguctt@intnet.mu

##### Services

Provision of courses (vocal, carnatic, kuchipudi dance, mridangam, tabla, ramabhajanam) in regional schools

#### 17. Tamil Cultural Centre Trust

**Address** Leclezio Street, Moka

**Telephone** 433 9524

**Fax** 433 9524

**Email** mtamilcc@myt.mu

**Website** <https://www.mtcctt.mu>

##### Services

- Lectures, seminars, workshops and exhibitions relating to Tamil arts and culture
- Vocal, instrumental and classical dance courses

*18. Nelson Mandela Centre Trust for African Culture*

**Address** Nelson Mandela Street,  
La Tour Koenig,  
Pointe aux Sables 11110

**Telephone** 234 1416, 234 1421

**Fax** 234 1427

**Email** nelson.mandela.centre@gmail.com

**Website** <http://mandelacentre.govmu.org>

Services

- Research and documentation facilities to general public
- Talks, debates, workshops, exhibition, etc

*19. Bhojpuri-Speaking Union*

**Address** Old Prison Building,  
Maillard Street,  
Port Louis

**Telephone** 213 8613

**Fax** 213 8615

**Email** bhojpurispeakingunion@gmail.com

Services

- Facilities for exchange programmes and scholarships
- Educational, academic, cultural and artistic work to promote Bhojpuri language

*20. Chinese-Speaking Union*

**Address** Hortensias Street,  
Tombeau Bay

**Telephone** 5 774 8309

**Fax** 213 8615

**Email** huwaiwing@intnet.mu

Services

- Educational, academic, cultural and artistic activities to promote Chinese language

*21. Creole-Speaking Union*

**Address** 2, Bernadin de St Pierre,  
Quatre Bornes

**Email** creole.speaking.union@gmail.com

Services

- Facilities for exchange programmes and scholarships
- Educational, academic, cultural and artistic work to promote Creole language

### 22. English-Speaking Union

**Address** 6<sup>th</sup> Floor, Ken Lee Building,  
Edith Cavell Street,  
Port Louis

**Telephone** 208 8591

**Fax** 213 6543

**Email** esumau@intnet.mu

**Website** <http://www.esumauritius.org>

#### Services

- Educational programmes to encourage enjoyment of the English Language
- Lectures, workshops and training to English Language teachers and members of the Union

### 23. Hindi-Speaking Union

**Address** 1<sup>st</sup> Floor, Old Prison Building,  
Maillard Street,  
Port Louis

**Telephone** 208 7193, 208 7189

**Fax** 208 7894

**Email** hsumauritius@hotmail.com

#### Services

- Facilities for exchange programmes and scholarships
- Educational, academic, cultural and artistic work to promote Hindi language
- Lending of books

### 24. Marathi-Speaking Union

**Address** Maharashtra Bhawan,  
Moka

**Telephone** 432 0195

**Fax** 433 6774

**Email** [marathisspeakingunion@gmail.com](mailto:marathisspeakingunion@gmail.com)

#### Services

- Facilities for exchange programmes and scholarships
- Educational, academic, cultural and artistic work to promote Marathi language
- Evening school in Marathi language

### 25. Tamil-Speaking Union

**Address** Carmagnole Street,  
Belle Rose

**Telephone** 465 6714

**Fax** 645 4749

**Email** [tamilspkunion@yahoo.co.uk](mailto:tamilspkunion@yahoo.co.uk)

**Website** <http://www.tamilspeakingunion.org>

#### Services

- Facilities for exchange programmes and scholarships
- Educational, academic, cultural and artistic work to promote Tamil language

### *26. Telugu-Speaking Union*

**Address** c/o Mauritius Telugu Cultural Centre Trust,  
Level 3, Orchid Tower  
Sir William Newton Street,  
Port Louis

**Telephone** 213 0380, 5825 6410

**Fax** 213 0379

**Email** teluguspeakingunion@yahoo.com

#### Services

- Facilities for exchange programmes and scholarships
- Educational, academic, cultural and artistic work to promote Telugu language
- Adult Beginners Course in Telugu

### *27. Urdu-Speaking Union*

**Address** 12, Avenue Osman,  
Quatre Bornes

**Telephone** 467 9200

**Fax** 466 9201

**Email** usu@intnet.mu

#### Services

- Facilities for exchange programmes and scholarships
- Educational, academic, cultural and artistic work to promote Urdu language

### *28. President's Fund for Creative Writing*

**Address** Ministry of Arts and Culture  
7th Floor, Renganaden  
Seeneevassen Building,  
Cnr Pope Hennessy &  
Maillard Streets,  
Port Louis

**Telephone** 212 5825

**Fax** 210 6269

**Email** presidentfund.cw@gmail.com

#### Services

- Workshops and forums at national level for mauritian authors with local and international expertise
- Compilation and publication of regular anthologies
- Financial assistance for publication of creative writings

## DEALING WITH YOUR ENQUIRY

### **When you call us**

- We will do our best to answer your calls within three rings
- Our staff will be courteous and identify themselves by name/section
- We will ensure that you are provided with the right information

### **When you write to us**

- We will acknowledge your letters within five working days
- Our letters will be clear and easy to understand
- Our replies will indicate the reasons for our decisions

### **When you have an appointment with us**

- We will ensure that the appropriate officer meets you at the agreed upon time
- We will answer your queries on the spot. In case we cannot, we will let you know why, and also when you can expect a reply

## COMPLAINTS AND FEEDBACK

- We will reply to customers' complaints speedily, accurately and courteously as follows:
  - issue an acknowledgment letter after receiving complaints within three (3) working days
  - issue a follow-up letter for investigation/response within seven (7) working days after receipt of the complaint

## CONTACT US

<b>Address</b>	Artist Desk 1 <sup>th</sup> Floor, Renganaden Seeneevassen Building, Cnr Pope Hennessy & Maillard Streets, Port Louis or 7 <sup>th</sup> Floor, Renganaden Seeneevassen Building, Cnr Pope Hennessy & Maillard Streets, Port Louis
<b>Telephone No.</b>	(230) 212 2112
<b>Fax No.</b>	(230) 211 0681
<b>Email</b>	<a href="mailto:moac@govmu.org">moac@govmu.org</a>
<b>Website</b>	<a href="http://culture.govmu.org">http://culture.govmu.org</a>



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This Charter will be reviewed as  
and when required.



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