



# **CUSTOMER CHARTER**

**CONFIDENTIALITY**  
**CLARITY**  
**RELEVANCE**  
**ACCESSIBILITY**  
**INTEGRITY**  
**TRUST**  
**TIMELINESS**  
**PUNCTUALITY**

May 2015

# Foreword

With a view to keeping our customers informed of the continuous improvement in our service delivery, Statistics Mauritius (SM) has the pleasure to present a revised version of its Customer Charter.

The Charter outlines our commitment to providing a quality customer service, indicating what users can expect when they approach us for statistical information. We are committed to improve access to the wealth of statistical data that we have for better decision-making, research, and debates.

We recognise and appreciate the support of individuals and organisations who contribute to our objectives by participating in our censuses and surveys, and of various Government Ministries and Departments who provide us with statistical data from their administrative databases. It is only with their support that we can continue to produce the highly-needed statistics.

## Who are we

Officially created in July 1945 and changing name to Statistics Mauritius in 2011, Statistics Mauritius is the official national statistical agency of Mauritius operating under Statistics Act 2000, amended.

We are a department of the Ministry of Finance and Economic Development and the central statistical authority and depository of all official statistics produced in the country, and as such collect, compile, analyse and disseminate statistics and related information on the social, demographic, economic and financial activities in Mauritius to serve the needs of public and private users.

As an organisation, we try our best to facilitate policy and decision making and public debates, through timely provision of high quality social and economic data.

## **Our vision**

To be a key provider of world-class statistical information.

## **Our mission**

To provide coherent, timely, relevant and reliable statistics, consistent with international principles and standards, for effective policy and decision-making and for monitoring national development processes.

## What we do

We collect data through censuses and surveys. The data are then compiled, analysed and disseminated according to a pre-release calendar. For more efficiency and to reduce response burden, we make maximum use of data collected for administrative purposes and collect data only where there is a need to do so. We also collaborate with Ministries and other Government departments in their statistical activities to ensure good quality statistics and to minimise overlapping and duplication of activities.

We produce our statistics according to latest international standards; and to classify our data in meaningful classes and to enable comparability at the international level, we make use of classifications recommended by international institutions and adapt them to the national context.

We conduct regular consultations with main data users to assess their needs and try our best to produce statistics of relevance to them.

## Confidentiality and Security of information

Safeguarding the information given by respondents to our censuses and surveys is as important to us as it is to them.

We therefore ensure that the data that respondents provide to us are strictly protected. Our staff is required by law to give an undertaking of secrecy while we make sure that in publishing the statistics, identifiable information is not released. We also take necessary measures to ensure the security of the statistical information collected.

## Our services and products

We produce statistics on:

- Population and vital occurrences
- Agriculture and fishing
- Construction
- Education
- Energy and water
- Environment and climate change
- External trade
- Government and public finance
- Housing and households
- Household income and expenditure
- Industrial production
- International travel and tourism
- Labour force, employment and unemployment
- National accounts
- Crime, justice and security
- Poverty
- Prices and inflation
- Productivity
- Road transport and accidents
- Social security
- Gender
- Information and communication technology

## How to access our products and services

We release our statistics in a series of “Economic and Social Indicators” according to an advance release calendar published on our website at the beginning of each year to ensure simultaneous release to all, and more detailed statistics through comprehensive statistical reports and digests.

All our publications are accessible free of charge on our website at:

<http://statsmauritius.govmu.org>

Hard copies of our publications can also be purchased by calling at the office.

To maximise the use of data that we collect, *bona fide* researchers can have access to anonymised records under strict conditions.

Customised tables can be made available upon request and are charged at a rate that enables us to recover the production costs incurred for generating the tables, excluding the cost of collecting and compiling the data.



## Our commitment

- **Relevance** – We are committed to producing statistics that are relevant to our users.
- **Accessibility and clarity** – We ensure that our statistics are presented in a clear manner and are accessible to all on an impartial basis.
- **Timeliness and punctuality** – We ensure that our statistics are disseminated in a timely and punctual manner.
- **Integrity and trust** – We produce our statistics according to professional standards and publish them in ways which explain and inform without advocating a particular position.
- **Confidentiality** – We have a compact with respondents: they are encouraged to provide accurate information while we ensure that the data provided are strictly protected.
- **Trust in our people** – Our ability to fulfill our mandate depends on our people, not just on legislation or institutional processes. We therefore value our staff and have obligations towards them; staff in turn has obligations towards the office.

## **Our service standards**

- We will respond to the requests of our customers within five working days following receipt of same. In case of very complex ones, which might take longer than five days to process, an interim reply acknowledging receipt of the requests will be issued within two days and they will be informed when the reply may be expected.
- We will promptly attend to calls received from our customers and ensure that they are directed to the appropriate officer.
- We will treat our customers with courtesy, respect and consideration.

## How you can help us

As a customer, you can help us to provide a high standard of service by:

- providing us with timely, necessary and accurate responses to our censuses and surveys;
- providing us with information about your needs;
- providing us with feedback about our services;
- helping us establish a reasonable time for our response to you, and
- treating our staff with courtesy and respect.

## Your feedback

We value and appreciate your feedback and use it to monitor and improve our services. We would be pleased to know if:

- you are satisfied with our services;
- you feel we are not meeting our service commitments to you; and
- you have suggestions on how we can improve our services to you.

## Contacts

Our Head Office is located at LIC Centre, Port Louis.

You can contact us by:

**E-mail:** [statsmauritius@govmu.org](mailto:statsmauritius@govmu.org)

**Phone:** (230) 208 1800

*(Monday to Friday, 8.45 a.m. to 4.00 p.m.)*

**Fax:** (230) 211 4150

**Letter:** Director of Statistics  
LIC Centre  
John Kennedy Street  
Port Louis  
Mauritius