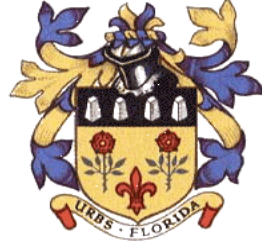


MUNICIPAL COUNCIL OF QUATRE BORNES

CUSTOMER CHARTER



Our Vision Statement

To be a living model in partnership and networking with its stakeholders for the highest standards of excellence and an unrivalled quality of life.

Our Mission

- ❖ *To ensure a timely and quality service to all stakeholders.*
- ❖ *To improve the quality of life of the citizens of the town.*

INFORMATION AND COMMUNICATION

	Telephone	Fax
Chief Executive	4547663	4546209
Treasury	4660571	4660571
Welfare	4668962	4676295
Works	4544394	4544394
Health	4662488	4676295
Planning	4660322	4660322
Library	4669589	4669589

Customer Care : Hotline 4549662

TEL: (230)454 8054 FAX (230) 454 6209

E-mail: mcqb@intnet.mu

Website at: www.qb.mu

OUR CORE VALUES

- **Professionalism** : To be committed to work ethics, confidentiality, impartiality and discipline.
- **Service Excellence** : To be committed at every level to provide highest service excellence.
- **Teamwork** : To foster team spirit between all employees, departments and the Council.
- **Integrity** : To be guided by a positive set of attitudes which foster honest and ethical behaviour and work practice.
- **Timeless** : To be committed to delivery services within the least possible delay.

OUR OBJECTIVES

- To satisfy the needs of the citizens by providing them with essential services, facilities and infrastructures to improve their welfare.
- To promote sustainable development and proper management of the town.

OUR MAIN RESPONSIBILITIES

In line with existing laws and regulations the main duties of the Council are:

- The Construction, maintenance, lighting and cleaning of all public roads falling in the municipal jurisdiction.
- Collection and removal of household, industrial, commercial and agricultural waste.
- The construction and maintenance of open spaces, parks, gardens, bus shelters.
- The provision and regulation of public market and fairs.
- The processing and delivery of building and land use permits.
- The provision and organization of welfare, social, sports, recreational, artistic and educational activities.
- The control of pollution causing public and private nuisance.

The control of trade and premises used for commercial, industrial, professional and other related activity

FINANCIAL CONTROLLER'S DEPARTMENT

PAYMENT GENERAL RATE

Rate may be paid in two equal instalments on or before the 31st July and the second before the 31st January next year.

Surcharge of 10% shall be charged on amount of rate due and not payable.

Exemption of General Rate on ground of poverty. Request for exemption on ground of poverty/charitable institution by way of letter.

Tenant Tax

- Tenant other than residential building
- Payment 1st July to 31 July every year
- 10% of monthly rent
- Surcharge of 10% after 31 July

Trade Fee

- From 1st to 15 July each year
- Surcharge of 50%

Cash Office

All payments to the Council should be made at the Cash Office

Opening hours: 09hrs00 to 3.30 on weekdays.

WORKS DEPARTMENT

The Works Department is responsible for the construction and maintenance of roads, drains and other Municipal Infrastructures like gardens and traffic centres and fixing of street lanterns.

Construction, maintenance, tarring of roads / drains. Request for tarring of roads/lanes should be addressed to the Chief Executive with the consent of all owners of land using the roads/lanes. The roads would be declared public before its tarring subject to availability of fund.

Fixing and maintenance of street lightings/traffic sign on public roads.

Request for new lighting points should be made in writing to the Chief Executive for the consideration of the Council.

HEALTH DEPARTMENT

Scavenging

- Scavenging service in the town of Quatre Bornes is provided at least once week by both contractor and Municipal Labour.
- Abnormal Refuse is collected upon request for a fee of Rs. 300 per trip for domestic waste and Rs. 400 for commercial waste.
- E-Waste and bulky waste campaign is organized at least twice per year.

Cremation Grounds

The Health Department is also responsible for the cleaning and functioning of the cremation grounds namely at Trianon, Berthaud, Palma and also the Gas Crematorium at Palma.

For the Gas Crematorium at Palma, a fee of Rs.1000 is charged per service.

Market & Fairs

Opening hour:

Tuesday, Thursday, Friday and Sunday: 6 a.m.-6p.m.
Vegetables – Wednesday & Saturday:6 a.m. – 6 p.m.

Market :

Weekdays 6 a.m. to 6 p.m.
Sunday : 6 a.m. to noon

Doyen Fair (Belle Rose)

Sunday only : Vegetables/haberdashery: 6 a.m. to noon

PLANNING SERVICES

The Department issues a Building and Land Use Permit for Residential, Commercial, Industrial, Services, Sui Generis, Small and Medium Enterprises and Excision/Division of land within the Township of Quatre Bornes.

Application forms are obtainable from the customer counter at the second floor of the town hall building at the Planning Department and can also be accessible through the council's website : www.qb.mu

Applicants are given a *BUILDING & LAND USE PERMIT GUIDE* to explain them how to prepare, submit and process an application. It provides a simple step by step guide to applicants, persons involved in preparation of plans, to officer of local authorities and to the public at large.

TIME FRAME FOR PROCESSING OF APPLICATION

- Residential - 2 weeks
- Commercial/Services/Sui Generis - 2 weeks
- Small and Medium Enterprise - 3 Days
- Excision/Division of Land - 2 weeks

On submission of the application applicants are given an acknowledgement receipt with a specific date to call at the Planning Department to:

- Collect Permit or Refusal Letter
- Collect letter for amendment or submit additional documents/information

ABOUT SILENT AGREEMENT

According to the Local Government Act 2003(as subsequently amended):

If an applicant has not been issued a Building and Land Use Permit or has not been notified that his application has not been approved within 2 working days of the expiry of due date, the application shall upon payment of fees be deemed to have approved by the Council and the acknowledgement receipt together with the receipt of acknowledging payment of the fees shall be deemed to be the Building and Land Use Permit.

Any person who needs any further information can call on **454 8054/ 466 0322.**

LIBRARY SERVICES

Simone de Beauvoir Municipal Library –Town Hall yard Services – Book lending, reference, children's section, Cyber café, photocopy, newspaper & periodicals.

- Opening hours : 8.45 a.m to 5.00 p.m
- Fees to be paid : Deposit Rs 100.-
Subscription : Rs 60.00

SSB Mediatheque – Royal Road, Belle Rose

Service Book lending & reference, audiovisual, materials, DVD, CD, VCD, newspaper & periodicals, Cyber café, Science corner, photocopy.

- Opening hours : Weekdays 8.45 to 17.00
: Saturdays 8.45 to noon

Fees : Books Deposit Rs.100 annual subscription : Rs 60.00
Audiovisual : Deposit: Rs. 400 annual subscription:Rs 200.00
Internet : .50 cs per minute.

Reading points

- Shrimati Indira Gandhi Social Hall of Palma
- Basdeo Bissoondoyal Multipurpose complex of Bassin
- Nelson Mandela Multipurpose of Berthaud
- Sir Gaetan Duval Multipurpose Complex of Residence Pere Laval
- Residence Kennedy Multipurpose Complex
- Sir Satcam Boolell Mediatheque Branch library at Belle Rose

OPENING HOURS OF READING POINTS

- Weekdays : 14.00 – 17.00
- Saturdays : 9.00 – 12.00

Opening hours of reading points during school holidays

- Weekdays : 10.00 – 17.00
- Service : Reference, Children and periodicals section

A suggestion box and library website is available for view

MUNICIPAL INFANT SCHOOLS

- At Bassin Social Hall for children as from 3 yrs at Belle Rose Municipal Complex ▶ (residing in the town).
- Residences Pere Laval and also Day Nursery – Infants from 18 months to 2 years residing in the Town.
- Courses offered by the Municipal Council:- Yoga, Tai chi, Aerobic

Venue : All Municipal Social Halls

Application: Application forms available at the Welfare Department as from 2nd week of November each year.

Duration of course : February to Mid December

Ongoing Municipal Sports Schools

- Table Tennis
- Boxing
- Kick Boxing
- Karate
- Volleyball
- Basket ball
- Judo

Venue : Municipal Social Halls

N.B. For additional information contact the Welfare Department Municipal Social Halls

- Belle Rose Social Hall
- Sir Charles Gaetan Duval Social Hall (Residences Pere Laval)
- Nelson Mandela Social Hall (Berthaud Avenue)
- Shrimati Indira Gandhi Social Hall (Palma)
- Residence Kennedy Social Hall

MUNICIPAL HALLS (ON LEASE)

	Deposit/ RS	Rental Fee/ Rs	Attendant fee rate per hour for outside office hours on weekdays, Saturdays, Sundays & public holidays/ RS
<u>(a) BELLE ROSE RECEPTION HALL</u>			
Day Functions (First 3 hours)	1,000	4,000	125
Day Functions – additional hour		600	
Evening functions (4pm – 10 pm)	1,000	6,000	125
<u>(b) TOWN HALL RECEPTION HALL</u>			
Wedding Ceremonies (3 hours) – on Sundays only	2,000	6,000	125
Meetings & Seminars (per hour)		1,000	125
Other functions (Conference, Seminars, Craft Exhibition, Literary activities etc)	1,000	2,000 per hour	125
Whole day	1,000	5,000	125
Two consecutive days	1,000	7,000	125
More than two days (Rate per hour)	3,000	3,000	125
<u>(c) LE PAVILLON HALL</u>			
Engagement/Reception/Birthday party etc	1,000		125
Rental for first 3 hours		2,000	
Additional Hour		400 per hour	

NOTE: Police Fees payable directly to Rose Hill Police Station by the lessee.

(d) J.A MARIE MAROT ACTIVITY CENTRE C/R MURRAY AND ANTELME AVENUE, Q BORNES FUNCTIONS EXCLUSIVELY FOR SENIOR CITIZENS (UP TO 7.00PM)

Deposit :Rs1, 000/-
Rental :Rs1, 000/- for 1st 3 hours
Additional hour:Rs300/- per hour
Attendant fees :Rs100/- per hour

(i) FOR OTHER FUNCTIONS - (UP TO 7.00PM)

Deposit :Rs1, 000/-
Rental :Rs3, 000/- for 1st 3 hours
Additional hour:Rs500/- per hour
Attendant fees :Rs100/- per hour

(ii) FOR FUNCTIONS – (FROM 16:00HRS TO 22:00HRS)

Deposit :Rs1, 000/-
Rental :Rs4, 000/-
Attendant fees :Rs100/- per hour

Police fees payable directly to Rose Hill Police Station by the lessee

NOTE: For Senior Citizens requesting the hall for evening functions up to 10.00pm, tariff (ii) will apply

(e)RECEPTION HALLS FOUND IN OUR MUNICIPAL MULTIPURPOSE COMPLEX NAMELY AT:

- (a) Nelson Mandela Complex – Berthaud Avenue
- (b) Résidence Kennedy Complex
- (c) Sir Charles Gaëtan Duval Complex – Résidence Père Laval
- (d) Prof. Basdeo Bissoondoyal Complex at Balisage Bassin

These halls will be leased only for Meetings, Conferences, Social gatherings, birthday parties – up to 7.00 p.m.

Deposit :Rs 500/-

Rental :Rs 1, 000/- for 1st 3 hours

Additional hours:Rs 300/-per hour

Attendant fees :Rs 100/- per hour

Police fees:To be paid directly to the Rose Hill Police Station

(f)SSR ART GALLERY (ST JEAN ROAD, QUATRE BORNES)

This hall is leased for exhibitions purposes:

Deposit :Rs 1, 000/-

Lease :Rs 1, 000/- per day

Attendant fees :Rs 100/- per hour (outside office hours)

(g) CENTRE DES VACANCES ET DE LOISIRS

(Dormitories) – No. of beds available: 40

Deposit :Rs 1, 000/-

Lease :Rs 100/- per head per day

Minimum No. of persons for a delegation: 10

Attendant fees :Rs 100/- per hour

- Prof. Basdeo Bissoondoyal Social Hall (Bassin)
- Pellegrin Social Hall
- J. Margeot Social Hall (Residences St Jean)
- J.A. Marie Marot Activity Centre (Cnr Murray & Antelme Ave)
For Senior Citizens only)

OPENING HOURS:

Weekdays,Saturdays,Sundays and Public Holidays:3.00p.m.to7.00p.m.

Open to the public Facilities offered:-

Indoor games : Table Tennis, Pool Table, Dominos, Carrom, Chess, Scrabble, Reading corner for children, Availability of newspapers

MUNICIPAL SPORTS INFRASTRUCTURES

- Jean Roland Delaitre Sports Complex (Pavillon) Football ground/basket ball/volley pitches and Tennis court with lighting facilities
- Jos Guy Rozemont Stadium (Candos Football ground) (volley pitch)
- La Source football ground with lighting
- Residence Pere Laval Football ground/volley & Petanque pitch
- Residence St Jean Football ground and petanque pitch
- Residence Kennedy football ground volley ball & basket Pitch
- Palma football ground
- Bassin Football ground
- Emilien Rochecouste football ground (Malartic)
- Baichoo Madhoo Football ground (Telfair Ave)

Users : Affiliated clubs/regional/committees & national Federation

Opening - 6 a.m. to 6 p.m.

For grounds with lighting facilities up to 8.00p.m

Loan stores

- | | Deposit | Fees (unit) |
|------------------|------------------|-------------|
| • Chairs | Rs 1,000 | Rs 5 |
| • Tarpaulins | Rs 100 | Rs 100 |
| • Marquises | Rs 1,500 per day | |
| Aluminium coffin | free of charge | |