

# MUNICIPAL COUNCIL OF VACOAS-PHOENIX



## CITIZEN CHARTER



### OUR IDENTITY

The Municipal Council of Vacoas-Phoenix is a body corporate set up to administer the township of Vacoas-Phoenix.

### OUR VISION

To administer in proximity with all the stakeholders and in total transparency in accordance with the concept of good governance committed to innovate and to provide the best services through teamwork.

### OUR MISSION

Dedicated to provide the best of services to the inhabitants of the town with focus on enhancing and improving the quality of life through cost effective and innovative means to achieve an excellent level of customer care.

### OUR VALUE STATEMENT

The inhabitants of the town are the focus of all our action. The Human Resource of the Council is one of the important means to our success. Our service to be timely, quality based, dedicated, customer oriented and innovative with a High Standard of Professionalism.

### OUR COMMITMENT

To continuously improve the quality of public services offered and ensure that such services respond to the needs and wishes of the citizens.

### OUR MAIN RESPONSIBILITIES/DUTIES AMONGST OTHERS

1. The Construction, maintenance, lighting of all public roads (non-classified roads).
2. Collection and removal of household, industrial, commercial and agricultural wastes.
3. Construction and maintenance of open spaces, parks, gardens and bus shelters.
4. Construction, management and maintenance of markets and fairs.
5. Processing and delivery of building and land use permits.
6. Control of pollution and other nuisances.
7. Enforcement of laws as applicable against illegal trading, illegal construction and other unauthorized activities.
8. Management of Cemeteries, cremation grounds and crematoria.
9. Organization of sports, social and cultural activities.
10. Promote educational, literary and ICT through public libraries, cyber-café and cyber centres.
11. Provision and maintenance of traffic signs and street name plates.
12. Provision and maintenance of sports infrastructure
13. Construction & maintenance of drains.

### The principle for service delivery

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

### INTEGRITY

We will act with high integrity in all our dealings with all stakeholders.

### COURTESY

We will maintain a courteous relationship with the citizens and other stakeholders.

### TEAMWORK

While continuing to work as a team we shall also enlist the support and assistance of citizens and make them feel proud to contribute towards the betterment of the living environment of their fellow citizens.

### QUALITY & INNOVATION

We will spare no effort in continuously improving the quality of our services and bring about innovation in our service delivery to the satisfaction of the citizens.

### OUR OBJECTIVES

- Offer quality services
- Give maximum satisfaction
- Continuously improve the corporate image
- Ensure judicious use of resources including financial resources
- Attend promptly to all complaints received and inform the complainants accordingly
- Ensure justice and fairness in all our dealings more particularly with citizens
- Promote transparency and best practices

### OUR HOTLINES

Any citizen may solicit the Municipality during operating hours on the following line:

- (1) 6962975/76/77  
To access the Information and Service Centre for complaints and grievances and on the following hot lines
- (2) 686 9539  
For all matters pertaining to refuse collection services.
- (3) 6869174  
For all matters pertaining to building and other land development.

## OUR INFORMATION AND SERVICE CENTRE

There has been set up an Information and Service Centre, which operates as a one-stop shop.

The Information and Service Centre welcomes the Citizens to know more about the amenities/facilities and services provided by the Municipal Council.

Opening Hours: Between 8.45 a.m. to 4.00 p.m. on weekdays

## OUR SPECIAL FACILITIES

Through our website, our hotlines 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...

## FREQUENCY AND QUALITY OF THE SERVICES

-A twice weekly refuse collection service in residential areas and daily service in commercial areas.

-Repair of defective street lanterns within 48 hours of notification or once detected during the routine checks.

-Repair of defective roads, not falling under the responsibility of the Road Development Authority, within two days of notification or once detected during the routine check.

-Special scavenging service against payment of Rs300/- per trip is provided upon request by citizens.

-Building & Land Use Permit is issued.

-within three days for SME

-15 days in respect of other applications such as building, land parceling and other land development.

-Citizens are informed that all payments to the Municipality should be made to the Cashier and should ensure that they obtain a receipt to that effect.

-No money should in any case be handed over to any employee excepting the Cashier.

-No employee is authorized to draw the plans for building be it against payment of a fee or free of charge.

-Should they not get satisfaction in their dealings with any Municipal Officer, they may contact the Head of the relevant departments and eventually the Chief Executive.

## BUSINESS FACILITATION

Applications for Building and Land Use Permits and other Business related authorizations are dealt within the prescribed delays in strict observance of best practices.

We have posted the necessary guidelines on our website so that all the stakeholders may be aware of the prerequisite towards obtention of such permits.

Any person objecting to a proposed development is given the opportunity to be heard by the appropriate Committee and is subsequently informed of the resolution thereof. In case he or she feels aggrieved by the decision of the Committee, the party may appeal to the Town & Country Planning Board within 21 days.

## DUTIES OF THE CITIZENS

The purpose, functions and powers of the Council are clearly spelt out in the various pieces of legislations and more extensively in the Local Government Act.

The citizens do also have amongst others the following obligations vis à vis the Council:

1. Payment of General Rates as they become due even in case claims are not received.
2. Notify the Council with regard to:
  - (i) Change in address and
  - (ii) Of any extension to buildings to be made including residential, commercial and industrial.
3. Compliance with all Municipal Regulations, more particularly regarding construction, environmental matters and disposal of wastes. Non-compliance shall lead to contravention and eventually to legal action.
4. Educate family members and the community at large as regards observance of relevant legislations and Municipal Regulations.
5. Users of facilities made available by the Municipal Council shall ensure that no damage is caused to such assets.
6. Participate actively in the Municipal activities as and when invited to do so.

Make valuable suggestions or improvements if any that need to be brought about to the services/activities organized by the Municipality and facilities offered to citizens.

## GOVERNING LAWS & REGULATIONS

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

- i. Foods Act
- ii. Occupational Safety and Health Act
- iii. Roads Act
- iv. Local Government Service Commission Act
- v. Labour Act
- vi. Town and Country Planning Act
- vii. Building Act
- viii. Morcellement Act
- ix. Environment Protection Act
- x. Sugar Industry Efficiency Act
- xi. Planning Development Act

and amongst other the following regulations:

- (1) Market Regulations
- (2) Fair Regulations
- (3) Cemetery Regulations
- (4) Regulations concerning payment of Rates, Tenant Tax, Trade Fees and other dues



**MUNICIPAL / DISTRICT COUNCIL OF VACOAS-  
PHOENIX  
TOWN HALL BUILDING  
ST PAUL AVENUE  
VACOAS**



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