

## **BUSINESS FACILITATION**

Application for Building and Land Use Permits and other Business related authorizations will be treated within the prescribed delays in strict observance of anti-corruption and ethical norms.

We have posted the necessary guidelines on our website so that all the stakeholders are aware of the road map towards such permits' obtention.

Objectors and promoters would be given the opportunity to sustain their case during a Hearing Committee and would be properly informed of the resolution of the Committee. In case of non-satisfaction, the party may appeal as provided by the legal framework.

## **DUTIES OF THE CITIZENS**

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

The citizens, so also have duties vis-à-vis the Council – the main ones being as follows:

- (1) Payment of general rates as they become due even when claims are not received
- (2) Notification to the Council with regard to:
  - (i) Change in address; and
  - (ii) Extension to buildings and houses
- (3) Compliance with Regulations regarding construction, environmental matters and disposal of wastes. Non-compliance shall lead to contravention.
- (4) Education of family members and the community at large to observe the above-mentioned.
- (5) Users of the District Council facilities shall ensure that no damage is caused to our assets
- (6) Participation in the District Council activities as they may be prompted
- (7) Sharing with the Council suggestions and expectations with regard to the activities, services and District Council facilities

## **GOVERNING LAWS & REGULATIONS**

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

- (i) Market, Fair and Scavenging by Laws
- (ii) Foods Act
- (iii) Health & Safety Act
- (iv) Road Act
- (v) Local Government Service Commission Regulations
- (vi) Labour Acts
- (vii) Town and Country Planning Act
- (viii) Building Act
- (ix) Morcellement Act
- (x) Rivers and Canal Act
- (xi) Procurement Act
- (xii) Business Facilitation Act



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# ***THE DISTRICT COUNCIL OF SAVANNE***



## ***CITIZEN'S CHARTER***

<p><b>OUR IDENTITY</b></p> <p>The District Council of Savanne is a body corporate set up to administer the district of Savanne. The Council is set up in accordance with Section 7 (2)(g) of the Local Government Act 2011 and falls under the portfolio of the Ministry of Local Government.</p> <p><b>OUR VISION</b></p> <p>To promote a prosperous and developing society in an enabling environment where citizens are able to achieve their full potential, in full enjoyment of their human rights, with due respect to gender equality, to uphold economic, social, cultural, value-based development.</p> <p><b>OUR MISSION</b></p> <p>To serve the district and its communities through high quality service with integrity, to uphold economic, social, cultural, value-based development.</p> <p>We are dedicated to the mission and we exert ourselves with commensurate responsiveness to the needs of our customers by adopting the following guiding factors in our quest:</p> <ul style="list-style-type: none"> <li>• <b>Integrity:</b> Always dealing with our stakeholders and in particular with our clients and our colleagues in a fair and ethical manner, gaining trust through our actions.</li> <li>• <b>Respecting people:</b> By encouraging a courteous, ethical, honest, fair and equitable workplace. Understanding cultural diversity issues and valuing the views of our interlocutors in the performance of the daily duties.</li> <li>• <b>Valuing staff:</b> By training them for providing the highest quality service and giving due recognition of staff performance, encouraging and supporting career development and providing continuous learning.</li> <li>• <b>Professionalism:</b> To be committed to work ethics, confidentiality, impartiality and discipline.</li> <li>• <b>Service Excellence:</b> To be committed at every level to provide an excellent service.</li> <li>• <b>Teamwork:</b> To foster team spirit between all employees, departments and the Council for goal achievement.</li> <li>• <b>Punctuality:</b> To be committed to delivering services within the prescribed delay.</li> </ul>	<p><b>OUR OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• To provide value for money services to the inhabitants of the 17 villages falling under the responsibility of the Council</li> <li>• To provide quality works in respect of all infrastructure works within Council's area</li> <li>• To have an orderly and harmonious development in its region for the benefit of all inhabitants</li> <li>• To ensure Council's area is clean and inhabitants live in sound and healthy conditions</li> <li>• To promote sports among the inhabitants of the South, develop education at grass root level and involve in social cultural development of its citizens</li> </ul> <p><b>OUR MAIN RESPONSIBILITIES/DUTIES</b></p> <ul style="list-style-type: none"> <li>- Implementation of Council's decisions</li> <li>- Ensure that services are delivered to the satisfaction of the inhabitants</li> <li>- Ensure that the resources allocated to the Department are used judiciously</li> <li>- Ensure that Council's policies are formulated and implemented within the framework of the Local Government Act and other laws</li> <li>- Ensure sound administrative and financial control</li> <li>- Close monitoring of expenditure</li> <li>- Delivery of programmes as laid down in the Programme Based Budget (PBB)</li> <li>- Collection of Revenue including arrears</li> <li>- Construction and maintenance of drains to ensure proper evacuation of rain water and reduce flooding areas;</li> <li>- Provision of well accessed non classified roads with traffic signs and proper road markings;</li> <li>- Construction and maintenance of non-classified roads;</li> <li>- Installation and maintenance of street lighting points;</li> <li>- Road markings and maintenance of traffic signs;</li> <li>- Maintenance of Council's assets, e.g. buildings, sports infrastructure, etc.;</li> <li>- Implementation of infrastructural and capital projects.</li> <li>- Process and issue of building and land use permits in a timely manner</li> <li>- Ex post control- Building and Land Use and Trade Fees</li> <li>- Collection, removal and disposal of household, industrial, commercial and agricultural wastes and other refuse.</li> <li>- Management of Public Markets and Fairs.</li> <li>- Control of hawkers</li> <li>- Provision of healthy environment through refuse collection, regular cleaning and maintenance of public places such as open spaces, parks, gardens, bus shelters and public toilets.</li> <li>- Rodent control</li> </ul>	<ul style="list-style-type: none"> <li>- Cleaning of abandoned land</li> <li>- Provision/organisation of social and cultural activities</li> <li>- Organization of sports activities and support to sports clubs</li> <li>- Provision of free pre-primary education</li> <li>- Promotion of sports and support of local sports teams</li> <li>- Enhance literacy by facilitating access to books, magazines, internet, etc.</li> <li>- Maintenance of football and volley ball grounds</li> </ul> <p><b>OUR SPECIAL FACILITIES</b></p> <p>Through our website, special services such as:</p> <ul style="list-style-type: none"> <li>- Downloadable forms</li> <li>- Online trade fee</li> <li>- Online application (Building and Land Use Permit)</li> <li>- Regulations, e.g. Trade Fees, etc</li> </ul> <p><b>QUALITY OF THE SERVICES</b></p> <p>We have worked out target performance indicators for the various service areas so that the quality of the services are maintained throughout the delivery processes. We believe that continuous improvement in quality would rest on the regular revisiting of those indicators and would continuously work on them.</p> <p>As examples, we would mention the following:</p> <ul style="list-style-type: none"> <li>- A once weekly refuse collection service on all residential premises.</li> <li>- A twice daily refuse collection service in the town centres</li> <li>- Repair of defective street lighting, not under the concern of the Central Electricity Board, within 48 hours of notification</li> <li>- Repair of defective roads, not under the concern of the Road Development Authority, within five days of notification.</li> </ul>
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