Customer Charter
<table>
<thead>
<tr>
<th><strong>Charter Coverage</strong></th>
<th>This Charter gives an overview of the services provided by the Ministry of Social Integration and Economic Empowerment, crafted on its vision, mission and core values.</th>
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</thead>
<tbody>
<tr>
<td><strong>Our Vision</strong></td>
<td>Our vision is the eradication of extreme and chronic poverty and the creation of an inclusive and more equitable society.</td>
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<tr>
<td><strong>Our Mission</strong></td>
<td>To support and empower the vulnerable groups who are registered and found eligible under the Social Register of Mauritius with a view to mainstreaming them in society and improving their quality of life in a sustainable manner through the provision of an effective and efficient service delivery, imbued in equity, fairness and impartiality.</td>
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</tbody>
</table>
| **Our Core Values** | - Integrity  
- Inclusivity and Equity  
- Excellence in Service Delivery  
- Teamwork and Loyalty to Serve with Passion  
- Dedication and Readiness to Help  
- High Sense of Professionalism  
- Customer Focus |
Our Main Responsibilities

- Formulate policies and national action plans for the social integration of vulnerable groups
- Ensure sustainable development for the needy and enhancement of social progress
- Provide continued support to empower vulnerable families
- Enlist the commitment of stakeholders through regular national consultations
- Empower and widen the circle of opportunities for vulnerable groups
- Improve the living conditions of vulnerable families in deprived regions
- Empower the poor and vulnerable by the provision of specific and targeted services including capacity building and training programmes
- Provide basic shelter to homeless and vulnerable families
- Assist needy children in deprived regions through the provision of educational support as well as school materials
Related Organisations/Stakeholders

- National Empowerment Foundation (NEF)
- National Corporate Social Responsibility Foundation
- Decentralised Cooperation Programme.
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