



Republic of Mauritius

**Ministry of Social Integration,
Social Security and National Solidarity
(Social Integration Division)**

Customer Charter

March 2024



Charter Coverage

This Charter gives an overview of the services provided by the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division), crafted on its vision, mission and core values.

Our Vision

Our vision is the eradication of extreme and chronic poverty and the creation of an inclusive and more equitable society.

Our Mission

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.

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.

Legislative Framework

Social Integration and Empowerment Act 2016

With a view to promoting the social integration and empowerment of persons living in absolute poverty, the Social Integration and Empowerment Act was enacted in December 2016.

The Act makes provision for, inter-alia, the registration of every person living in absolute poverty on the Social Register of Mauritius. Where a person is found eligible for support, he/she enters into an agreement with the Ministry, which is also known as the Marshall Plan Social Contract.

Marshall Plan Social Contract

The Marshall Plan Social Contract is the point of entry of eligible beneficiaries living in absolute poverty to benefit from Empowerment Schemes based on various conditions that are laid out in the Contract. The objectives of the Social Contract are to:

- eliminate absolute poverty with the introduction of a monthly subsistence allowance;

- offer personalized support to families via a case management approach; and
- improve access to services to enable beneficiaries to lead full and productive lives

Subsistence Allowance Scheme

With a view to providing support and empowering vulnerable households, the Social Integration Division implements a number of Empowerment Programmes, Schemes and activities in collaboration with the National Empowerment Foundation and the National Social Inclusion Foundation.

For households who are found eligible under the Social Register of Mauritius, support under the following Schemes is provided:

Empowerment Schemes

The Subsistence Allowance is an income support that is being paid monthly to beneficiaries living below the absolute poverty threshold defined on a per capita basis to ensure that the basic needs of households are met.

The purpose of the Scheme is to provide a Crèche Allowance in respect of children aged not less

Crèche Scheme

than 3 months nor more than 3 years, of households, as an incentive for their admission into registered institutions and to encourage unemployed mothers to take up employment or to undergo training.

Child Allowance Scheme

The purpose of the Scheme shall be to provide a Child Allowance in respect of up to a maximum of 3 children per household as an incentive to encourage them to attend school regularly.

School Materials Scheme

The purpose of the Scheme is to provide school materials such as bags, uniforms, shoes, copybooks and stationery to children aged not less than 3 years and not more than 23 years, of households, as an incentive to motivate them to attend registered pre-primary, primary, secondary schools every academic year.

The purpose of the Scheme is to provide a school premium in respect of children of households, as an

School Premium Scheme

incentive for them to pursue their studies and achieve higher levels of education.

The Scheme applies to students who have passed the Grade 9 examinations; the School Certificate examinations or its equivalent General Certificate of Education (GCE) Ordinary; or the Higher School Certificate examinations or its equivalent Advanced level (A Level) or the final undergraduate examinations.

Free Examination Fees Scheme

The purpose of the Scheme is to provide an opportunity to children of households to have a second attempt, free of charge, at the examinations for the School Certificate (SC) or its equivalent General Certificate of Education (GCE) Ordinary, or Higher School Certificate (HSC) or its equivalent Advanced Level (A Level), as the case may be, irrespective of the outcome of their first attempt.

With a view to ensuring a decent housing to vulnerable households eligible under the Social

Housing Support

Register of Mauritius, the Social Integration Division implements the following Schemes: -

- (i) the Fully Concrete Housing Scheme, which consists of the construction of a fully concrete housing unit of up to 50 square metres to eligible SRM households who are owners of a plot of land;
- (ii) the 10% NHDC scheme, under which the National Empowerment Foundation acquires 10% of all new housing units constructed by the NHDC Ltd for SRM eligible households who are not owners of a plot of land; and
- (iii) 'Upgrading of Houses' Scheme, which consists of minor renovation works to housing units of eligible SRM households.

With a view to enabling eligible SRM households to move out of absolute poverty, other

Other Empowerment Support

empowerment supports are also provided in terms of:

- (i) Medical Screening;
- (ii) Free Optical Glasses to SRM children aged up to 21 years old;
- (iii) Provision of Free Diapers;
- (iv) Provision of free Sanitary Towels to students of Grade 6 to Grade 13;
- (v) Life Enhancement Education Programme;
- (vi) Training for placement and employability;
- (vii) Recreational Activities; and
- (viii) Unveiling Talents.

National Database for Vulnerable Groups

For those vulnerable households who earn a monthly income above Rs 14,650 and not exceeding Rs 18,860 and who are registered under the National Database for Vulnerable Groups, support is provided in kind by the National Social Inclusion Foundation, through Non-Governmental Organisations following an assessment of needs.

- National Empowerment Foundation (NEF)

***Related
Organisations/
Stakeholders***

- National Social Inclusion Foundation (NSIF)

**The Senior Chief Executive,
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