

CUSTOMER CHARTER
GOVERNMENT INFORMATION
SERVICE
PRIME MINISTER'S OFFICE

Introduction

The Government Information Service operates under the Prime Minister's Office. Its primary aims are to inform objectively the public on the multifarious activities of the Government and to explain the background of important policy decisions so that through better understanding, increased public participation is generated.

Our Vision

To be an avant-garde information and communication service in the socio-economic, cultural and political development of a plural society.

Our Mission

To provide timely and accurate information to all interested parties on government policies, programmes, services, activities and achievements.

Opening Hours

Officially
Monday to Friday:
from 08.45 to 16.00 hours.

Location

6th Floor
New Government Centre
Port Louis.

Functions of GIS

The Government Information Service is organised into two divisions:

❖ Administrative:

The Administrative Division, headed by the Principal Assistant Secretary, assists in the running of the Information Services by dealing with administrative, personnel and financial matters.

❖ Information Services:

The Information Services, headed by the Director, comprise four main Sections, namely Information, Press and Publicity, Documentation and Audio-Visual, each providing distinct services and involving specific stakeholders.

policies and programmes and ensuring a flow of accurate information from government to the public;

- ❖ Maintaining close relations with print and electronic media;
- ❖ Providing special assistance to media during important local, regional and international conferences/seminars or visits of foreign dignitaries;
- ❖ Organising publicity campaigns and photo exhibitions occasionally as part of its activities;
- ❖ Attending to requests from local and foreign press, organisations and individuals seeking general information on the country, its government and other institutions.

Information Section

Tel: 201-1277 Fax: 201-2244

Stakeholders: ministries, departments, para-statal bodies, local/foreign media, researchers and the general public.

The Information Section is mainly responsible for inter alia :

- ❖ Gathering and compiling information from ministries, departments and other sources for dissemination, through the media, in the form of press releases or communiqués;
- ❖ Publishing newsletters/factsheets/reports and other publications explaining government

Our commitments to the government and other bodies:

- We will assist the duly constituted government, whatever its political complexion, with integrity, honesty, impartiality and objectivity;
- We will refrain from acting in such manner that will conflict with the established code of ethics for public officers;
- We will not engage in activities likely to call into question the political neutrality of our staff in the execution of their duties;
- We will at all times preserve the professional distance of our staff with politicians;
- We will not deceive nor knowingly mislead Ministers, National Assembly or the public;
- We will endeavour to ensure the proper handling & effective use of public fund;
- We will conduct ourselves in such a way as to deserve and retain the confidence of ministers and be able to establish the same relationship with those we may be required to serve in some future administration;

- We will consciously fulfill our duties and obligations and impartially assist, advise and carry out the policies of the government;
- We will develop professional relationships with officers of other ministries/departments, social and corporate organisations.

To enable us to carry out our duties efficiently and professionally, we expect ministries/departments/other organisations to:

- Submit to us relevant, accurate and clear information about government policies/programmes for proper processing and prompt dissemination to the public.
- Provide us regularly with data and progress reports on on-going projects.
- Keep us informed about any change in calendar of activities or modifications in any information released for publicity in the media.

Our commitments to the public:

- We will commit ourselves to deliver quality work.
- We will help build trust between ourselves and our public.
- We will hold confidential information unless authorised for release.
- We will accept fair and positive comments on our works.
- We will accept work reviews as a means to improve and enhance performance.
- We will work respectfully and capably with other organisations.
- We will respect the works of others and honour intellectual property rights.

- We will continuously improve our knowledge and skills so that our productions reach professional standards.
- We will also use our skills and knowledge to deliver information in a timely and accurate manner in order to achieve the best possible results.

Our commitments to the media:

- We will establish a position with media whereby it is understood that we stand apart from party politics.
- We will assist the media to understand the policies, programmes and actions of the government of the day.
- We will assist the media, both local and foreign, covering international conferences/meetings held in Mauritius by facilitating access to the venues and also by providing assistance in the form of conference documents, speeches, interview arrangements and any other help to enable successful coverage.
- We will spare no effort to make an impartial and objective presentation of facts and avoid inaccuracies, inconsistencies and biases in the reporting of events.

To enable us to assist the media to the best of our capacity, we request them to:

- Express in clear & precise terms their requirements in terms of information about government policies/programmes.
- Understand and collaborate with GIS Staff, particularly during international events so that assistance can be extended to them to cover the events in the best conditions possible.

Press and Publicity Section

Tel: 201-2560 Fax: 212-8192

Stakeholders: ministries/departments, para-statal bodies, local/foreign media etc

The Press and Publicity Section deals primarily with the publication of press notices and communiqués emanating from other ministries and departments. It ensures the channelling of press releases, press invitations and other documents to the media. It also looks after press accreditation and the issue/renewal of press cards.

Our Commitments:

- We will endeavour to allocate a fair and just share of paid publicity to all media organisations according to approved policies.
- We will assist journalists by prompt and timely accreditation.

In order to perform efficiently, we request:

- Ministries and departments to forward notices & communiqués requiring urgent publicity within a reasonable delay to enable us to process them more efficiently.
- Ministries/departments to send adequate number of copies of notices/communiqués for distribution to all media.
- Ministries/departments to notify us (by phone or fax) in case of late notices/communiqués and also in case of any amendments.
- Journalists to submit all necessary information when applying for accreditation, such as full names, postal/e-mail address or phone/cell phone numbers.
- Journalists to allow for sufficient & reasonable delay for the processing of accreditation cards.

Documentation Section

Tel: 201-1236 Fax: 208-8243

Stakeholders: ministries/departments, para-statal bodies, local/foreign media, researchers etc.

This Section has a wide range of basic reference materials such as Debates of the Legislative Council dating back to 1948, Acts passed by the National Assembly, Regulations, Government Gazettes, official reports, books, magazines and other publications of social, economic, political and cultural interests. It houses bound volumes of main local newspapers (since 1952) as well as a number of books on Mauritius & Rodrigues.

This Section also provides a documentary support service to the staff of the Government Information Service by making available materials such as reference documents, press clippings, statistical reports etc.

Our commitments:

- ❖ We will attend to all requests for information (local & foreign) and facilitate consultations of reference documents in the most efficient way.
- ❖ We will build proper documentation and regularly update materials for future use by internal and external public;
- ❖ We will provide every assistance to users by helping to retrieve materials with a minimum delay.

With a view to enabling us to provide a better and more efficient service, we request:

- Ministries, departments and other organisations to forward to us regularly information materials such as annual reports, statistical data, project reports, speeches etc.

- Public officers, media persons and researchers to notify us in advance, preferably by phone, about documents they wish to consult
- Users to inform us in advance about reference materials required and also adequate time to locate them.

Audio-Visual Section

Tel: 201-2127, 201-1235/37 Fax: 208-8927

Stakeholders: ministries/departments, para-statal bodies, local/foreign media, etc.

Aim: to provide services such as still photography (black & white colour, digital), films, documentaries, sound recording and public address.

This Section supplies photos/slides during exhibitions organised by GIS or other ministries/departments. It also supplies photos to media organisations (local & foreign) upon request.

Our commitments:

- We will provide sound recording, photography or public address services in an efficient and effective manner.
- We will try to satisfy all requests submitted within a prescribed time frame.
- We will produce quality photos (black & white, colour & digital) as per specifications.
- We will also produce films & documentaries of broadcast standards.
- We will attend to requests for photos, sound system without any discrimination or favour.
- We will give priority to requests having a national interest.

With a view to assisting us to process requests more efficiently, we urge stakeholders to:

- Forward their requests for public address system or photo coverage preferably a week before the event is scheduled.
- Send us a fax or make phone call to notify any late requests.
- Always use the proper channel when making requests for public address system or photo coverage.
- Notify us by sending a fax or making a phone call in case of cancellation or postponement of events.

Complaints and Feedback

We shall make every effort to provide an efficient and effective service. We shall also welcome all suggestions and feedback from ministries and departments, the public, the media and any other stakeholders to further improve the service.

If you have any enquiry or complaint, please contact us:

Director, Information Services

Tel: (230) 201-1277

Fax (230) 201-2244

6th Floor

New Government Centre

Port Louis

E-mail: gis@govmu.org