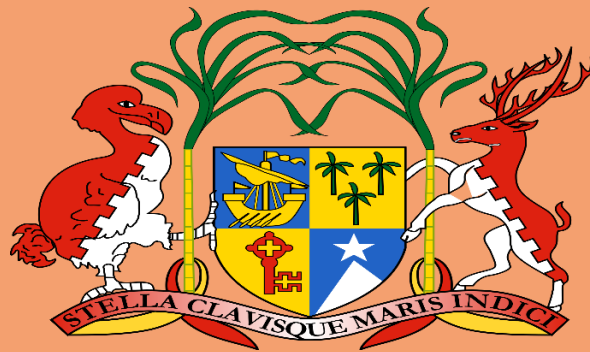


MINISTRY OF HOUSING AND LANDS



Customer Charter

AUGUST 2016

This Charter is a guide which provides information on services provided by the Ministry of Housing and Lands. It sets out our service standards as well as customer entitlements. The aim is to provide a high level of service to members of the public and improved relationship between public officers and our customers.

Under this Charter, we:

- set the standards and targets for our services*
- list the services we offer to the public*
- inform where and how the public can get information on our services*
- provide contact details of our service providers*

Legal Disclaimer Notice

The statements of commitment in this Charter do not confer any legal rights contractual or otherwise. This Charter is published for information purposes only.

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Our Vision

The vision of the Ministry of Housing and Lands is to have a planned development of the territory of Mauritius where it will be pleasant to live and work, where businesses can thrive and prosper and where the natural beauty and environment of the country will be preserved for the enjoyment of future generations.

Our Mission

- *To have an efficient land planning system for effective management, use and release of lands for development and conservation.*
- *To modernise and provide a platform for operational excellence in land information, cartographic services and surveying for land allocation in a transparent and equitable manner.*
- *To facilitate access to affordable housing for the different and evolving needs of present and future generations.*

Our Core Values

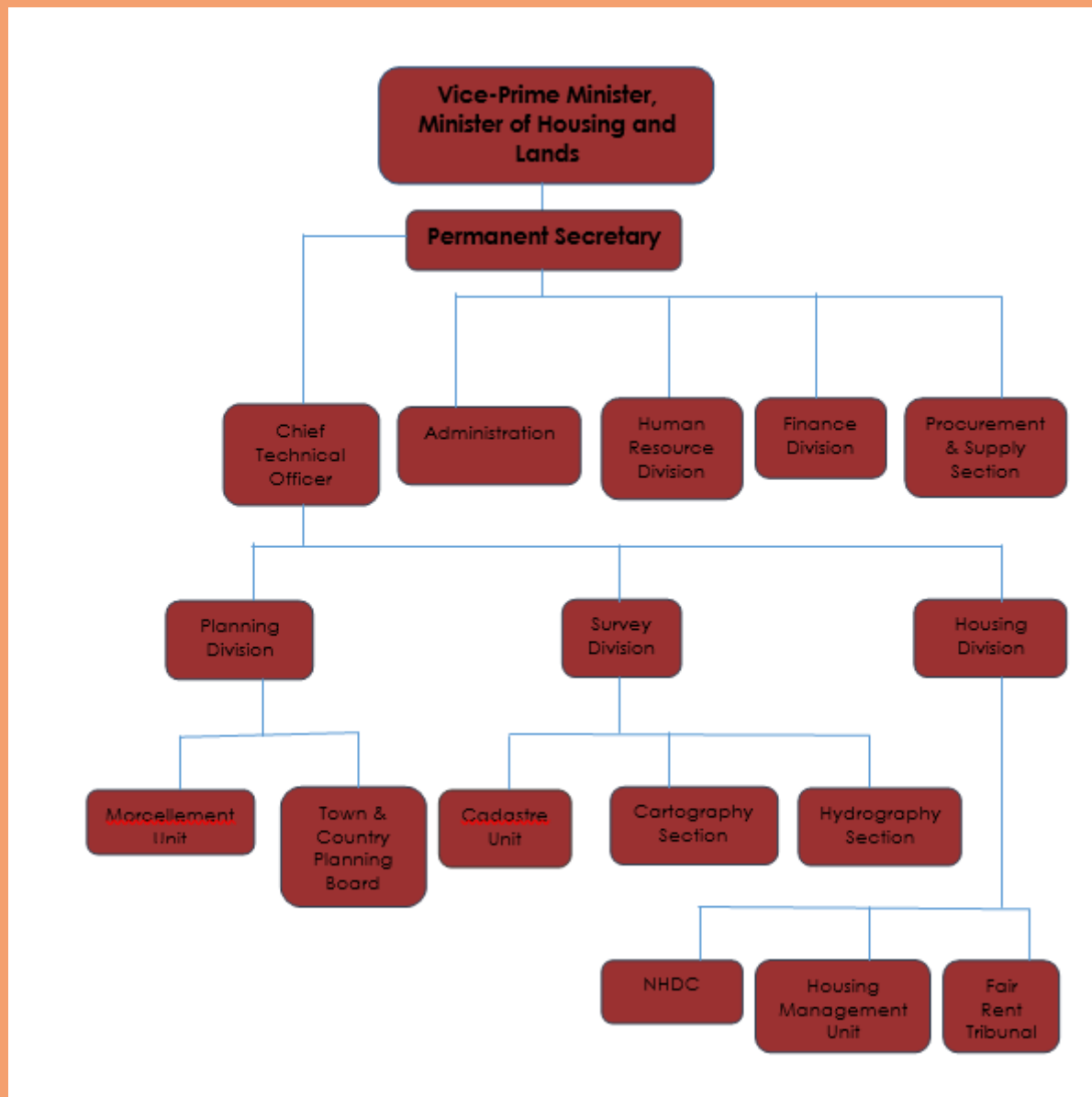
We practise and uphold the following values:

- *Professionalism and Commitment*
- *Transparency and Accountability*
- *Fairness and Equity*
- *Honesty and Integrity*
- *Respect and Openness*
- *Customer Orientation and Courtesy*
- *Teamwork and Capacity Building*

Our Pledge to You

- We put our customers first
- We provide high quality service
- We ascertain transparency in all our decisions
- We take prompt and timely action
- We deliver service with a smile

Organisation Chart



Planning Division

The main objective of the Planning Division is to ensure that development in the country takes place in a well-planned and sustainable manner and that judicious use is made of our scarce land resource.

Functions

The main functions of the Planning Division are as follows:

- (a) to prepare and review the National Development Strategy and the Planning Policy Guidance (PPG) as and when required;
- (b) to prepare and review the Outline Planning Schemes on behalf of the Town and Country Planning Board;
- (c) to issue Planning Clearances for major developments on State land; and
- (d) to provide planning advice and views to relevant stakeholders.

Planning Policy Guidance

A Planning Policy Guidance (PPG) is prepared in order to create a set of performance criteria and design standards that are applicable to most forms and scales of development for use by individual site owners, developers of major projects and for assisting Government and Local Authorities when considering permit applications. It may be prepared on any aspect of land use planning and development and their relationship to, and impact on, economic and social development.

Planning Policy Guidance is prepared and issued to Local Authorities under section 13 of the Planning and Development Act 2004.

The following Planning Policy Guidance and Design Sheets have been issued to the Local Authorities:

- (i) Planning Policy Guidance 1 on Design Guidance (*first issued in November 2004 and revised in September 2006 and October 2007*)

- (ii) Planning Policy Guidance 2 on Le Morne Cultural Landscape *(issued in June 2007 and revised in September 2007)*
- (iii) Planning Policy Guidance 3 on Places of Worship *(issued in July 2007)*
- (iv) Planning Policy Guidance 5 on Development along Motorway *(issued in April 2008)*
- (v) Planning Policy Guidance 6 on Urban Heritage Area: Buffer Zone of the Apravasi Ghat World Heritage Property *(issued in June 2011)*
- (vi) Planning Policy Guidance 7 on Siting and Design of Radio Telecommunications Equipment *(issued in June 2011)*
- (vii) Supplementary Planning Policy Guidance on Real Estate Scheme *(issued in July 2011)*
- (viii) Planning Policy Guidance 8 on Location and Siting of Filling Stations *(issued in September 2012)*
- (ix) Planning Policy Guidance 9 on Development on Sloping Sites and Landslide Hazard Areas *(issued in March 2016)*
- (x) Design Sheet on Desalination Plant *(issued in August 2012)*
- (xi) Design Sheet on Wastewater Treatment Plant *(revised in October 2014)*

Applicants are advised to consult the relevant Planning Policy Guidance prior to submitting their planning applications.

The above-mentioned Planning Policy Guidance and Design Sheets are available for consultation at the Planning Division of the Ministry, 4th floor, Ebene Tower, Plot 52, Ebene Cybercity and on our website at <http://housing.govmu.org>.

Copies of the Planning Policy Guidance are available for sale at Rs 2,200 each at the Procurement and Supply Section of the Ministry, 2nd Floor, Ebene Tower, Plot 52, Ebene Cybercity.

Planning Clearance

An application for Planning Clearance must include the following:

- (a) a covering letter giving the reference number of the Ministry's file;
- (b) details of the proposed project; and
- (c) three sets of architectural plans comprising a location plan, a site plan, layout plans of all the buildings and structures, elevation plans and sections. The plans should be designed in accordance with the relevant Planning Policy Guidance.

Note:

- (1) Proposed buildings having a Gross Floor Area of more than 150m² and proposed additions and extensions to an existing building giving an aggregate Gross Floor Area of more than 150m² should be drawn and signed by a Registered Architect.
- (2) Developments on the following sites do not require a Planning Clearance but only a Building and Land Use Permit from the Local Authority:
 - Agricultural sites
 - Residential sites and ex-CHA sites (including erection of boundary walls, extensions, renovation, etc.)
 - Residential cum commercial sites or related small scale developments
 - Socio-cultural sites
 - Small "commercial sites/services" namely corner shops not exceeding 60m², small retail outlets and other commercial activities defined in the 11th Schedule of the Local Government Act 2011, as subsequently amended.

Time Frame to issue a Planning Clearance

The Ministry endeavours to determine an application within *five weeks* upon satisfaction of all conditions and norms and submission of all the other required clearances and permits.

Planning clearance is delayed when all the information is not submitted, or when the plans do not conform to the conditions of the Lease Agreement or to the relevant Planning Policy Guidance. Accordingly, the Lessee is informed of the shortcomings and is requested to amend the plans and to resubmit.

National Development Strategy

The National Development Strategy Report is a twenty-year vision for the strategic development of Mauritius.

Copies of the National Development Strategy (NDS) are available for sale at Rs 2,500 each at the Procurement and Supply Section of the Ministry, 2nd Floor, Ebene Tower, Plot 52, Ebene Cybercity.

Planned Actions

We have embarked on the following projects:

(1) Review and Update of the National Development Strategy

The revised National Development Strategy will lay down the foundations for development planning up to 2040. It will, amongst others, identify key infrastructure projects, translate Government's commitment to achieve the full potential of selected strategic sites in the country and formulate spatial policies for economic development, agricultural land protection and social facilities as well as conservation with a view to be sustainable and resilient.

(2) Review of Planning Legislations

The objective is to consolidate under one piece of legislation provisions of the existing Town and Country Planning Act, Planning and Development Act, Morcellement Act and scattered legislations related to planning. The aim is to provide a user-friendly framework for land planning as well as to ensure that the legislation responds to today's challenges.

Town and Country Planning Board

The Town and Country Planning Board (TCPB) is a statutory body established under the Town and Country Planning Act 1954 to promote a planned development for the island. It operates under the aegis of the Ministry of Housing and Lands.

The Town and Country Planning Board:

- (i) formulates and reviews Outline Schemes, served as a tool by the Local Authorities to manage and control development in their area of administrative jurisdiction;
- (ii) provides an advisory service to Local Authorities on issues pertaining to Outline Schemes; and
- (iii) hears appeals, as and when required, from persons aggrieved by decisions of Local Authorities that a building or work contravenes an Outline Scheme.

Note: Appeals from persons aggrieved by the decisions of the Local Authorities in respect of applications for Building and Land Use Permit are heard by the Environment and Land Use Appeal Tribunal.

Procedures for Preparation of Outline Schemes

- (i) Where a Council area has been declared a planning area, the Town and Country Planning Board shall cause an Outline Scheme to be prepared in respect of that area;
- (ii) Where an Outline Scheme has been prepared in accordance with paragraph (i) above, the Town and Country Planning Board shall arrange for its deposit at the Local Authority concerned and at the seat of the Town and Country Planning Board for inspection by the members of the public. Notice of that deposit shall be published by the Board in the Government Gazette and in two dailies as approved by the President of the Republic;
- (iii) Any person may, *within three months of the date of the publication of the Notice*, inspect and make representations to the Town and Country Planning Board in respect of the Outline Scheme;

- (iv) After the three months' period, the Town and Country Planning Board shall consider any representation made and shall, if it thinks fit, amend the Outline Scheme;
- (v) The Outline Scheme, as amended, shall be submitted to the President of the Republic for approval;
- (vi) When the President of the Republic has approved the Outline Scheme, the Town and Country Planning Board shall cause a Notice of Approval of the Outline Scheme to be published in the Government Gazette to declare the Outline Scheme to be in force and to inform the public that the Outline Scheme is available for inspection at the Local Authority concerned and at the seat of the Town and Country Planning Board; and
- (vii) When a Notice of Approval has been published, the Outline Scheme shall have statutory force and no authority shall pass any plan for building or development that contravenes the Scheme.

Consultation of Outline Schemes

The Outline Schemes are available for consultation at the office of the Town and Country Planning Board and at the office of the respective Local Authorities during office hours.

Sale of Copies of Outline Schemes

Copies of Outline Schemes are available for sale at the price of Rs 5,000 each at the seat of the Town and Country Planning Board, 5th Floor, Ebene Tower, Plot 52, Ebene Cybercity.

Morcellement Board

The Morcellement Board was established under the Morcellement Act 1990, as subsequently amended, as a one-stop shop to consider applications for parcelling of land into two or more lots either for residential, industrial, commercial, religious or agricultural purposes.

Documents Required for a Morcellement Permit

(i) Residential, Commercial or Industrial Purposes

- (a) 1 original and 4 copies of the application form for Morcellement Permit
- (b) 1 original of the application form for development permit
- (c) 5 copies of title deed (A4 format only)
- (d) 8 originals of plan (A4 or A3 format only)
- (e) 14 originals + 15 copies of plans for format greater than A3
- (f) Copy of National Identity Card of owner/s
- (g) EIA Licence for land above 5 hectares (50,000m²)
- (h) Land Conversion Permit where applicable

(ii) Agricultural Purposes

- (a) 1 original and 4 copies of the application form for Morcellement Permit
- (b) 5 copies of title deed
- (c) 8 originals of plan
- (d) 14 originals + 15 copies of plans for format greater than A3
- (e) Copy of National Identity Card of owner/s
- (f) 1 original + 1 copy of the application form for development permit
- (g) Preliminary Environmental Report for land above 5 hectares (50,000m²)

Application forms are available at the counter of the Morcellement Unit, Level 3, Ebene Tower, Plot 52, Ebene Cybercity or can be downloaded from the Ministry's website.

Applicants are also advised to apply to the Cadastre Unit of the Ministry for a Parcel Identification Number (PIN) in respect of the land under subdivision.

Letters of Intent

In accordance with section 6 of the Morcellement Act, the Morcellement Board will consider the application as to whether the Morcellement satisfies all planning requirements and makes adequate provision for infrastructural works. The Board then recommends the application to the Minister.

Where the Minister is satisfied with the recommendations of the Morcellement Board, a Letter of Intent is issued to the applicant/developer.

The Letter of Intent entitles the developer to execute the infrastructural works either within 15 months (e.g. Voluntary Retirement Scheme) or 3 years, as the case may be.

The Morcellement Act provides for the Morcellement Board to ensure that the infrastructural works are carried out in accordance with the terms and conditions specified in the Letter of Intent.

Morcellement Permit

Upon completion of the infrastructural works to the satisfaction of the Morcellement Board and the Minister, the developer is requested to submit final clearance certificates.

Upon approval, the applicant is required to pay the relevant Morcellement fee as follows:

- Rs 15 per square metre for residential purposes for up to 7 lots
- Rs 30 per square metre for residential purposes for above 7 lots
- Rs 5 per square metre for agricultural purposes
- Rs 10 per square metre for commercial/industrial purposes.

Once payment is effected, the Morcellement Permit is issued *within two working days*.

The Morcellement Permit states the purpose of the Morcellement.

The eventual buyers have to develop their plot in accordance with the purpose for which the Morcellement has been approved.

Note:

- (i) *An approved Morcellement for a particular purpose cannot be amended for any purpose unless a fresh application is made and a new Morcellement Permit is obtained.*

- (ii) *A developer has to apply and obtain a Building and Land Use Permit prior to effecting development on a plot of land, including a lot within an approved Morcellement.*

Planned Actions

The Morcellement Act will be amended shortly to provide for Morcellement Permit to be issued *within five working days* from the date of approval by the Morcellement Board.

Survey Division

The survey Division is responsible for the control, management and allocation of State lands.

State lands are leased for various purposes namely, residential, socio-cultural, religious, agricultural, industrial or commercial purposes.

Applications for State land

All applications for State land must be made on the prescribed Application Form available on the website of the Ministry <http://housing.govmu.org> or at the Public Relations Unit, 2nd floor, Ebene Tower, Plot 52, Ebene Cybercity.

Information/documents needed for the completeness of the application will be indicated on the prescribed Application Form.

Incomplete, inadequate and inaccurate filling of the Application Form will lead to outright rejection of an application.

The Ministry will acknowledge receipt of an application *within five working days*.

All allocations of State land will be displayed on the website of the Ministry and published in the Government Gazette.

Building Site Leases

Building Site leases are granted over State land for residential purposes.

An application for a building site lease will be entertained by the Ministry only if the plot of State land applied for is uncommitted and can be leased for residential purpose. Otherwise, the application will be referred to the National Housing Development Co Ltd (NHDC) for the applicant to be considered for a housing unit or for a serviced lot subject to the applicant satisfying the eligibility criteria.

Hardship cases such as victims of fire, flood, landslide and the like will be dealt with on a case-to-case basis and on a fast-track basis.

Socio-Cultural/Religious/Educational/Charitable Leases

Leases for socio-cultural, religious, educational or charitable purposes will be granted only to associations/organisations and not to private individuals.

Associations/organisations should be duly registered and empowered to enter into a Lease Agreement in order to be eligible for a lease over State land.

Associations/organisations should show evidence that they have mobilised the required resources, including funding, to undertake and complete the project proposal.

Agricultural Leases

Applications for an agricultural or cultivation lease should be made on the prescribed application form available on the website of the Ministry <http://housing.govmu.org>.

Industrial and Commercial Leases

Applications for lease of State land for industrial and commercial purposes should be supported by –

- (a) A precise location plan of the State land applied for; and
- (b) An outline of the project proposal, indicating:
 - Extent of land required;
 - Purpose of the lease together with development details;
 - Project capital;
 - Financing model/capacity;
 - Foreign Direct Investment, if any;
 - Job creation;
 - Social/community benefits, if applicable; and
 - Shareholding structure.

On the strength of Government approval, a Letter of Reservation containing all the conditions imposed by the Ministry is issued to the applicant. The Letter of Reservation will, among others, provide for:

- Payment of deposit to be effected within one month as from the date of the Letter of Reservation;
- The reservation to be valid for a period of 18 months;
- Architect drawn development plans/amended plans, where so required, to be submitted and cleared within six months as from the date of the Letter of Reservation;
- No extension will be granted if any condition of the Letter of Reservation is not complied with, and this will result in the withdrawal of the offer of reservation and the deposit made is forfeited in favour of Government;
- EIA Licence to be obtained within the reservation period of 18 months;
- Promoter to ensure that clearances from relevant authorities are obtained within the reservation period of 18 months;
- Promoter will not be allowed to effect any change in shareholding or any change in its ultimate beneficiary as from the date of the Letter of Reservation until the project has been operational for at least one year.

Upon compliance with all the conditions of the Letter of Reservation and upon the approval of the Minister, a Letter of Intent is issued to the prospective Lessee.

The Letter of Intent will include, among others, the following:

- (a) provision for payment of contribution to the Consolidated Fund, where applicable, to be effected on or before the date of signature of the Lease Agreement;
- (b) the amount of rent payable; and
- (c) an obligation on the prospective Lessee to sign the deed of lease within four months as from the date of acceptance of the Letter of Intent.

Once the conditions of the Letter of Intent are met, a Lease Agreement is drawn up between the Ministry/State and the Lessee. The payment of rent will take effect as from the date of signature of the Lease Agreement.

To ensure that the intended purpose of the lease is respected, the Lessee is required to submit to the Ministry a copy of the Building and Land Use Permit, a work plan and an implementation schedule as well as regular progress reports.

Documents Required for Drawing of Lease Agreements

(a) Lease in the name of an Individual

- (i) Birth Certificate (of both spouses if civilly married);
- (ii) National Identify Card (of both spouses if civilly married);
- (iii) Marriage Certificate;
- (iv) Occupation; and
- (v) In case of a Non-Citizen, a certificate from the Prime Minister's Office/Board of Investment authorising the person to hold property in Mauritius.

(b) Lease in the name of a company

- (i) Up-to-date shareholding structure of the company/any related shareholding company/companies, duly certified by the Registrar of Companies;
- (ii) Certificate of Current Standing of the company/any related shareholding company/companies, which can be obtained from the Registrar of Companies;
- (iii) Certificate of Incorporation of the company/any related shareholding company/companies;
- (iv) Either:

A written declaration from the Company Secretary stating that the company/any related shareholding company/companies is not a Non-Citizen as defined in the Non-citizens (Property Restriction) Act as amended by the Finance (Miscellaneous Provisions) Act 2009;

Or:

In case the company/any related shareholding company/companies is a Non-Citizen, a Certificate issued by the Prime Minister's Office/Board of Investment under the Non-citizens (Property Restriction) Act allowing the company to hold the subject property in virtue of a Lease Agreement;

- (v) A Resolution designating the person/persons who will sign the deed of lease on behalf of the company, specifying in what capacity, together with a copy of the National Identity Card of the said person/persons; and
- (vi) In case the land is mortgaged, a Notarial Deed witnessing the transfer of the existing pledge(s)/charge(s) or mortgage(s) on the new 60-year lease on the same plot of land and a letter from the lending institution(s) to the effect that it has no objection to the cancellation of the running lease and the drawing up of a new lease accordingly.

(c) Lease in the name of a "Société Civile"

- (i) Notarial Deed establishing the statutes of the "Société Civile"; and
- (ii) National Identity Card of the person acting as administrator.

(d) Lease in the name of an Association

- (i) Certificate of Registration;
- (ii) Articles of Association;
- (iii) Office Bearers for the current year; and
- (iv) National Identity Card of the representatives empowered according to the Articles of Association to sign deeds on behalf of the Association.

Time Frame for Drawing of Lease Agreements

We endeavour to finalise a Lease Agreement *within a period of four months* as from the date of acceptance of the Letter of Intent provided all the required documents are submitted in time.

Purchase of State Land

Following an amendment to the State Lands Act, persons holding a building site lease over a plot of State land not exceeding 10 perches (422.087m²), other than Pas Géométriques, on which stands a residential unit, may purchase the plot of land at the price of Rs 2,000.

All applications for the purchase of State land must be made on the prescribed Application Form available on the website of the Ministry <http://housing.govmu.org> or at the Public Relations Unit, 2nd floor, Ebene Tower, Plot 52, Ebene Cybercity.

Land Acquisition for Government Projects

Land can be acquired by Government either by private agreement or compulsorily in accordance with the provisions of the Land Acquisition Act.

Land Acquisition by Private Agreement

Where there is a willing seller, Government acquires the land in terms of a Notarial Deed in consideration of a price assessed by the Valuation Department.

Compulsory Acquisition of Land

When acquisition by private agreement is not possible or expediency is required, the provisions of the Land Acquisition Act are resorted to acquire the land compulsorily. It is a two-stage process:

- (i) Publication of Notice under section 6 of the Land Acquisition Act (giving the approximate extent of land to be acquired) notifies the landowner of Government's likely intention to acquire the land compulsorily and enables Government to have entry on land for survey and investigation purposes; and
- (ii) Publication of Notice under section 8 of the Land Acquisition Act (giving the exact extent of land being acquired) notifies the landowner of Government's decision to acquire the land compulsorily.

If there is agreement on the quantum of compensation as determined by the Director, Valuation and Real Estate Consultancy Services, payment is effected through a Notary Public. Otherwise, the matter is referred to a

Board of Assessment to determine the compensation payable. Payment is then effected through the Supreme Court.

When a case is referred to the Board of Assessment, an offer of an interim payment, based on the assessment of the Director, Valuation and Real Estate Consultancy Services, is made to the owner.

Planned Actions

(1) Setting up of a Digital State Land Register

In order to have a more efficient and modern State land management, this Ministry is looking forward to the setting up of a digital State Land Register.

(2) Setting up of a National Spatial Data Infrastructure

This Ministry also proposes to set up a National Spatial Data Infrastructure to allow better sharing and integration of land information across Government, business and the community through a simple online single source access.

Cadastral Unit

The Cadastral Unit has the following main functions:

- (a) issue of Parcel Identification Numbers;
- (b) maintenance, updating and enhancement of the Digital Cadastral Database (DCDB); and
- (c) establishment and maintenance of survey control points.

Issue of Parcel Identification Numbers (PINs)

The Cadastral Survey Act makes provision for the assignment of a unique Parcel Identification Number (PIN) to every land parcel and unit being subject to transactions (sale, lease or charge).

Any interested person may apply for the assignment of a PIN in respect of any plot of land or unit to the Chief Surveyor by filling the prescribed "Application for PIN" form available at the Cadastral Unit, 3rd Floor, Ebene Tower, Plot 52, Ebene Cybercity or on the website of the Ministry <http://housing.govmu.org>.

Applications can be made either online on <https://PIN.housing.govmu.org> or the duly filled prescribed form may be submitted to the front desk of the Cadastral Unit between 9.00 hrs and 15.30 hrs on weekdays.

Each application must be accompanied by a Survey plan drawn as per the provisions of the Cadastral Survey Act 2011 and prevailing regulations.

PIN Certificates may be collected between 9.00 hrs to Noon and 13.00 hrs to 14.30 hrs on weekdays against payment of a fee as per table below:

SN	Description	Amount Payable (Rs)
1.	A unit	500
2.	Plot size not exceeding 422m ²	500
3.	Plot size above 422m ² but less than 2,110m ²	1,500
4.	Plot size above 2,110m ²	3,000
5.	Survey Plan	200

Time Frame

An application for PIN will be processed *within three working days* as from the date of application.

Planned Actions

This Ministry proposes to amend the Cadastral Survey Act to introduce a Land Parcel Plan in all deeds witnessing transfer of ownership.

Geodetic Control Network

Survey Control Points are being established throughout the whole country to enable Surveyors to produce coordinated survey plans.

The list of the geodetic control points are available on the website of the Ministry <http://housing.govmu.org>.

Practical Assignment under the Land Surveyors Act

Application for practical assignment for qualification to obtain the Land Surveyors' Commission must be made in writing to the Chief Surveyor.

The application must be accompanied by the following documents:

- (a) copy of qualifications obtained from recognized institutions as per the Land Surveyors Act 1976;
- (b) copy of the National Identity Card of the candidate; and
- (c) certified letter that candidate is undergoing training under a commissioned Land Surveyor.

Cartography Section

The Cartography Section is responsible for the preparation and publication of topographic and thematic maps for the Republic of Mauritius using Aerial Photography and Imagery. It also provides geographic information and mapping support to Ministries, Government Departments and Parastatal Bodies.

The Cartography Section has under its responsibility all areas of Cartography and Photogrammetry, the Air Photo Library, Plans and Records Office and Plan Printing Office.

The Section aims at providing continuous up-to-date maps, spatial data and quality services to the map user community.

Functions

The Cartography Section acts as the National Mapping Agency for Mauritius. It produces and provides accurate and up-to-date geographic data for use by Government, members of the public and other stakeholders. It is responsible, *inter alia*, for the following:

- (a) production and revision of large and small-scale digital maps using Aerial Photography, Satellite Imagery and Digital Elevation Model (DEM);
- (b) preparation of high-quality thematic and customised maps such as Township/Village Council/Constituency Maps;
- (c) production of GIS data and provision of expertise in Cartography and Geographic Information System; and
- (d) granting permission to reproduce copyrighted maps.

Sale of Maps

The Cartography Section is repository for a wide range of mapping products including historical aerial photographs and GIS data which are on sale both in soft and hard copies.

List of Maps on sale

- ❖ 1/100,000 topographic map covering the whole island is available in one map sheet
- ❖ 1/25,000 scale topographic map covering the whole island in 13 map sheets
- ❖ 1/5,000 large scale maps. One map sheet covers an area of 6.48km²
- ❖ 1/2,500 large scale maps showing topographic data and contours at 2m interval (covering almost 2/3 of the island). One map sheet covers an area of 2km²
- ❖ Thematic maps
- ❖ Maps of Administrative Boundaries (District Council, Municipal Council, Village Council and Constituency Maps)
- ❖ Street maps of the City and towns
- ❖ Outer islands – Rodrigues and Agalega

Aerial Photographs

Contact Prints of Aerial Photographs of the island dating as from 1967 are in the custody of the Ministry. Hard and soft copies of these photographs can be obtained against payment of the approved fee.

Digital Data Products

- ❖ Various types of maps in vector are available in AutoCAD dxf format
- ❖ Aerial Photographs scanned at required resolution in jpeg format
- ❖ Aerial Imagery (Infoterra – Year 2008 @ 15 cm resolution)
- ❖ GIS mapping data (Shapefile format)

For the purchase of digital data products, the purchaser is required to fill in an Application Form and sign a Sale Agreement Contract in duplicate in order to safeguard Government copyright.

The Application Form and the Sale Agreement Contract can be downloaded from the Ministry's website <http://housing.govmu.org>.

The price list of maps, Aerial Photography, Aerial Imagery and Digital Data Products are also available on the website of the Ministry.

Permission to use maps copyrighted to the Republic of Mauritius

Request to use copyrighted maps in any publication should be made to the Permanent Secretary of the Ministry.

Permission is granted against payment of an approved fee.

Hydrographic Unit

The objective of the Hydrographic Unit is to provide world class hydrographic services for efficient and safe maritime transport, management of coastal zone, exploration and exploitation of marine resources, tourism, disaster management, environmental protection, scientific research, maritime boundary delineation and infrastructure development.

Services Offered

1. Hydrographic surveys of navigable waters and passes around mainland Mauritius and outlying islands.
2. Hydrographic support and consultancy for Government and parastatal bodies in respect of projects related to maritime domain.
3. Geodetic and hydrographic data for delimitation of maritime zones.
4. Contract surveys for private organisations.
5. Training in the field of hydrography.
6. Update of Mauritian navigational charts.

Navigational Charts

The following navigational charts published by the Indian National Hydrographic Office are available for sale in hard copies at 33 USD each at the Cartography Section of the Ministry, 3rd Floor, Ebene Tower, Plot 52, Ebene Cybercity.

SN	Sheet No.	Sheet Description	Date Published
1.	2503	Approaches to Cargados and Carajos Shoals	2014
2.	2504	Mathurin Harbour	2012
3.	2505	Approaches to Mathurin Harbour	2013
4.	2506	Grand Bay and Grande Rivière Noire Bay	2013
5.	2507	Grand Port	2013
6.	2512	Agalega Islands	2013
7.	2514	Approaches to Port Louis	2014

Housing Division

The Housing Division is responsible, among others, for the formulation of strategies and policies for the social housing sector and for the implementation of the social housing programmes of the Government.

Its implementing agency is the National Housing Development Co Ltd (NHDC).

The current policy direction in social housing is:

- (a) to facilitate access to a variety of affordable housing to cater for the different and evolving needs of present and future generations;
- (b) to strengthen social and cultural integration through the provision of appropriate social and recreational facilities in social housing development; and
- (c) to create mixed housing development schemes to help inclusion and equality among the low income groups.

Provision of housing units

Concrete housing units of an area of 50m² are constructed for households earning from Rs6,200 to Rs20,000 monthly.

The housing units are sold by the NHDC to eligible applicants with a subsidy from the Government as follows: -

Family Income	Payment by Beneficiaries	Government Subsidy
Rs6,200 – Rs10,000	1/3 of the selling price	2/3 of the selling price
Rs10,001 – Rs15,000	1/2 of the selling price	1/2 of the selling price
Rs15,001 – Rs 20,000	4/5 of the selling price	1/5 of the selling price

Eligibility Criteria

The applicant should-

- (a) earn a monthly family income between Rs6,200 and Rs20,000;
- (b) not be owner of a house (including NHDC or ex-CHA house);
- (c) not own a residential plot of land;
- (d) not hold a residential plot of State land by lease;
- (e) not have been granted any Government sponsored loan by the Mauritius Housing Company Ltd;
- (f) not have benefited from any Government grant for the casting of roof slabs or for the purchase of building materials; and
- (g) not have received any financial assistance from Government or any form of assistance for housing purposes.

Eligible and interested persons are invited to call personally at the NHDC, 4th and 5th Floors, Royal Complex, St. Ignace Street, Rose Hill to fill in the prescribed Application Form.

Provision of Serviced Plots of Land under the Site and Services Projects

The Site and Services Project is equivalent to a residential Morcellement and comprises the provision of basic infrastructure such as roads, drains, water supply and electricity on plots of State Land of about 65 toises (250m²) each.

These serviced plots of land are thereafter leased to families who prefer to construct their housing unit on their own.

Eligibility Criteria

The applicant should-

- (a) earn a monthly family income between Rs10,000 and Rs25,000;
- (b) not be a State Land lessee of a residential plot of land nor owner of a private residential plot of land, an ex-CHA or NHDC housing Unit;
- (c) live in the vicinity of the serviced plot;
- (d) not have benefited from any Government grant for the casting of roof slab or for the purchase of building materials; and

- (e) not have received any financial assistance from Government or any form of assistance for housing purposes.

Eligible and interested persons are invited to call personally at the NHDC, 4th and 5th Floors, Royal Complex, St. Ignace Street, Rose Hill to fill in the prescribed Application Form.

Sale of State land to owners of ex-CHA houses

Since 2007, the State Lands Act has been amended to enable owners of ex-CHA houses to purchase the plot of State land on which stand their ex-CHA house at a nominal price of Rs 2,000.

Interested owners of ex-CHA Housing Units are invited to call personally at the Housing Management Unit of the Ministry, 2nd Floor, Ebene Tower, Plot 52, Ebene Cybercity to fill in the prescribed Application Form.

Financial assistance to owners of ex-CHA housing units

Financial assistance is provided to under-privileged owners of ex-CHA housing units (for e.g. persons drawing only the Basic Retirement Pension, Basic Widow's Pension, Basic Invalid's Pension, etc.) facing difficulties to purchase the plot of land on which stand their ex-CHA house through the waiving of the purchase price of the land and part payment of the related legal and other charges.

Interested owners of ex-CHA Housing Units are invited to call personally at the Housing Management Unit of the Ministry, 2nd Floor, Ebene Tower, Plot 52, Ebene Cybercity to fill in the prescribed Application Form.

Grant for casting of roof slabs and purchase of building materials

Government encourages self-help construction of housing units by very low to low income families who already own a plot of land and are having difficulties to construct a concrete housing unit.

These families are financially assisted through a grant scheme either for the casting of roof slabs to complete their construction or for the purchase of building materials to start their construction.

Details of the schemes are given in the table below:

Scheme	Household Income Eligibility	Amount	Details of Scheme
Roof Slab Grant	≤Rs10,000	Maximum One-off cash grant of Rs 75, 000.	Households who own a plot of land but cannot afford to complete construction of their house which have reached up to the beam level. The grant is for the casting of roof slabs of an area up to 110m ² .
	>Rs10,000-≤Rs 15,000	Maximum One-off cash grant of Rs 40, 000.	
Purchase of Building Materials	≤Rs10,000	Maximum One-off cash grant of Rs 65, 000.	Households who own a plot of land but cannot afford to start construction of a housing unit of up to 110m ² . The grant is for purchase of building materials to start construction.

Eligible and interested persons are invited to call personally at the NHDC, 4th and 5th Floors, Royal Complex, St. Ignace Street, Rose Hill to fill in the prescribed Application Form.

Rehabilitation of existing NHDC Housing Estates

Rehabilitation works are undertaken at existing NHDC Housing Estates to improve the living conditions of the 12,000 inhabitants. The rehabilitation works comprise waterproofing works, structural remedial works, maintenance and upgrading of the sewage, water reticulation and electrical networks.

Financial assistance to Syndics of NHDC Housing Estates

Government contributes Rs200 per apartment to the common fund of the *Syndicat des copropriétaires* of the NHDC Housing Estates for maintenance and upkeep of the common areas.

Interested syndics are requested to apply for the monthly grant to the NHDC, 4th and 5th Floors, Royal Complex, St. Ignace Street, Rose Hill.

Fair Rent Tribunal

The Fair Rent Tribunal is governed by the Landlord and Tenant Act No. 6 of 1999 as subsequently amended by Act No. 5 of 2005 and Act No. 21 of 2009.

Services Provided

Any aggrieved landlord or tenant may apply, in writing, to the Fair Rent Tribunal to determine the fair rent of any premises let after 15 August 1999 or the market rent of business premises let on or before 01 July 2005.

Documents to be submitted

The applicant should fill in the prescribed application form which is available on the website of the Ministry <http://housing.govmu.org> or can be obtained from the office of the Secretary of the Fair Rent Tribunal, 6th Floor, Ebene Tower, Plot 52, Ebene Cybercity.

The application should be in triplicate accompanied by two copies of the Valuation Report of the premises and the prescribed fee of Rs 250.

Time Frame

Upon receipt of an application, the respondent (the other party) will be summoned to appear before the Tribunal *within three weeks*. Such summons is served by an Usher.

Parties may, as deemed fit, be represented by a legal person, that is, a Barrister-at-Law or an Attorney-at-Law.

The Fair Rent Tribunal sits on Tuesdays and Thursdays as from 13.00 hrs at the Intermediate Court, 3rd floor, New Court House, Pope Hennessy Street, Port Louis.

The Fair Rent Tribunal will, under the chairmanship of a Magistrate of the Intermediate Court and assisted by two Assessors, determine the fair rent of the subject property *within twelve weeks after the first hearing*.

Formula to determine the increase in rent

The rent may be increased every year starting from the date of the agreement or determination of the market rent, as the case may be, up to 31 December 2017.

Amount of increase = $10\% \times (A-B)$ where

“A” is the market rent of the business premises as agreed upon by the landlord and the tenant. In case there is no consensus thereon, it means the market rent determined by the Tribunal.

“B” is the rent being paid under the existing tenancy or prior to the date of agreement or determination of the market rent.

Appeal

Any person dissatisfied by a determination of the Fair Rent Tribunal may, *within 21 days of the determination*, appeal on a point of law to the Supreme Court.

Cost of Service

The prescribed fee for every application is Rs 250.

The other costs are as follows:

Every Inspection of the Register	Rs 50
Filing Defence (plea) or issuing summons	Rs 50
Interpreter's fee for daily attendance	Rs 50
Interpreter's fee for explanation or translation/folio	Rs 10
Copy, transcript or extract per folio	Rs 5
Any other services	Rs 50

Finance Division

The Finance Division is responsible for the collection of revenue and for payments of goods and services provided by suppliers and contractors.

Cash Office

Address: 2nd Floor, Ebene Tower, Ebene

Hours of Business: Weekdays from 9.00 hrs to 14.30 hrs

Revenue

The following payments are accepted at our Cash Office:

- Rent for State land leases including ex-CHA housing units and Campement sites
- Registration/Stamping dues in respect of State Land Lease Agreements
- Fees related to the Fair Rent Tribunal
- Morcellement Fees
- Sale of maps, aerial photographs, etc.
- Fees for issue of Parcel Identification Numbers
- Contribution to Consolidated Fund
- Any other payments pertaining to the Ministry's activities.

Payments may be made either by cash, debit card, bank cheque, Inland Postal Money Order and Bank Transfer.

Those wishing to pay by cheque or postal money order should indicate their names, addresses and phone numbers to facilitate their identifications.

Payment of annual rental in respect of leases over State land/Pas Géométriques should be made between 01 July and 31 July each year, after which interest at the legal rate per annum becomes due.

Payments

We will process bills/claims for services rendered to the Ministry and forward same to the Accountant General's Office for payment *within five working days* provided that all the relevant receipts/invoices have been submitted.

Payment Facilities for Industrial Site Lessees

Industrial site Lessees are allowed to pay arrears in rental as at January 2016 on monthly instalments with accrued interest at 7.9% provided that:

- (a) the Lessee has opted for a new industrial lease at market rental;
- (b) in the last accounting period, the Lessee has incurred a loss or its profit does not exceed 5% of its turnover;
- (c) in the case of a company, the Lessee has not distributed dividends in the last financial year and undertakes not to effect any distribution during the repayment period; and
- (d) the repayment period does not exceed three consecutive years.

Proposed payment facilities to Campement Site Lessees

The Ministry proposes to extend the same payment facilities to Campement site Lessees.

Contact Information

Administration and Management

Post	Phone Number	Fax Number
Acting Permanent Secretary	403 1422	468 1251
Acting Chief Technical Officer	403 4092	454 6695
Chief Surveyor	403 1424	454 6530
Acting Chief Town and Country Planning Officer	454 6778	454 6374
Deputy Permanent Secretary (Planning Division and General Administration)	403 4088	468 1258
Deputy Permanent Secretary (Survey Division)	403 4087	468 1257
Deputy Permanent Secretary (Housing Division and Human Resource)	403 4089	466 1034
Manager, Financial Operations	468 1751	454 6591
Acting Manager, Financial Operations	468 1752	454 6591
Manager, Human Resources	466 1288	466 1288
Manager, Procurement and Supply	401 6808	468 1718
Principal Housing Development Officer	466 1004	466 1004

Services

SN	Services	Address	Phone No.	Fax No.
1.	Planning Clearance	Planning Division 4 th Floor, Ebene Tower Plot 52 Ebene Cybercity	401 6808 Ext: 2219	454 6374
2.	Grant/Renewal/Transfer of Leases over State land	Public Relations Unit 2 nd Floor, Ebene Tower Plot 52 Ebene Cybercity	401 6808 Ext. 2103	
3.	Grant of 'Droit de Surélévation'			
4.	Purchase of State land			
5.	Sale of maps, aerial photographs, navigational charts and digital data products	Cartography Section 3 rd Floor, Ebene Tower Plot 52 Ebene Cybercity	468 1755	454 6608
6.	Permission to reproduce copyrighted maps			
7.	Morcellement Permit	The Secretary Morcellement Board 3 rd Floor, Ebene Tower Plot 52 Ebene Cybercity morcunit@govmu.org	401 6808 Ext. 2279	468 1756
8.	Consultation/sale of Outline Schemes	The Ag. Administrative Secretary Town and Country Planning Board 5 th Floor, Ebene Tower Plot 52 Ebene Cybercity sectcpb@gmail.com	401 6808 Ext. 2168	468 1775

9.	Fair Rent Tribunal	The Secretary Fair Rent Tribunal 6 th Floor, Ebene Tower Plot 52 Ebene Cybercity pmunisamy@govmu.org	468 1771	468 1771
10.	Hydrographic Issues	The Officer-in-Charge Hydrographic Unit 5 th Floor, Ebene Tower Plot 52 Ebene Cybercity hydrounit@govmu.org	468 1773	468 1773
11.	Issue of Parcel Identification Numbers	The Officer-in-Charge Cadastre Unit 3 rd Floor, Ebene Tower Plot 52 Ebene Cybercity lscadastre@govmu.org	401 6808 Ext. 2264	468 1782
12.	Renewal/transfer/sale of ex-CHA Housing Units	Officer-in-Charge Housing Management Unit 2 nd Floor, Ebene Tower Plot 52 Ebene Cybercity	468 1433	468 1434
13.	Collection of rent , fees and other payments	Cashier's Office 2 nd Floor, Ebene Tower. Plot 52 Ebene Cybercity bhurrynundon@govmu.org	468 1751	454 6591
14.	Sale of copies of Planning Policy Guidance and National Development Strategy	The Manager Procurement and Supply Section 2 nd Floor, Ebene Tower Plot 52 Ebene Cybercity	401 6808 Ext. 2115	468 1718
15.	Public Relations	The Officer-in-Charge Public Relations Unit 2 nd Floor, Ebene Tower, Plot 52 Ebene Cybercity	401 6808 Ext. 2096	