

**Ministry of Public Infrastructure and Land Transport  
(Public Infrastructure Division)**

**Customer Charter**

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## **Vision**

World class, eco-friendly, sustainable and accessible building infrastructure, road networks and maintenance services

## **Mission**

- to ensure that all Government buildings are eco-friendly, accessible and maintained with best practices while promoting energy efficiency;
- to provide an appropriate framework for the construction industry so that it conforms to international standards and practices;
- to ensure that all Government vehicles, plant and equipment are properly maintained and the fleet is economically and sustainably managed;
- to provide modern, safe, and efficient road networks for mobility of people and goods; and
- to ensure proper management of landslide prone areas and implement counter measures for the safety of the inhabitants.

## **Core Values**

**Integrity** : We follow strong moral principles and remain guided by professional ethics;

**Accessibility** : We provide an open door policy;

**Transparency** : We operate in all fairness and transparency;

**Innovation** : We find new ways of doing things better;

**Quality** : We are result oriented and committed to providing service of highest quality to our customers which reflects value for money;

**Team work** : We foster team spirit and share our resources, experience and information;

Professionalism : We are committed to be professional and accountable;

Responsiveness: We are attentive to the needs of our customers and respond to them in a timely manner.

### **Services Provided:**

- Provision of professional services in the design, execution, monitoring and supervision of government infrastructural projects in compliance with established rules and regulations;
- Preservation and maintenance of Government buildings and assets;
- Advising Ministries/Departments in the procurement, maintenance, repairs and disposal of vehicles, plants and mechanical equipment and ensure that repairs and maintenance are done in a cost-effective manner;
- Advising Ministries/Departments on the road worthiness of vehicles;
- Advising and monitoring the renting of office space by Ministries/Departments;
- Advising and providing assistance on landslide issues to local authorities and other stakeholders on countermeasure and rehabilitation works;
- Regulating the practice of Engineering, Architecture and Quantity Surveying;
- Regulating and facilitating the development of the construction sector; and
- Development, preservation and maintenance of classified road network, including bridges, tunnels and fly-overs.

### **Complaints Handling**

All complaints will be handled in strict confidence and will be addressed in a professional manner.

Wherever possible, feedback may be given on the outcome following any complaint.

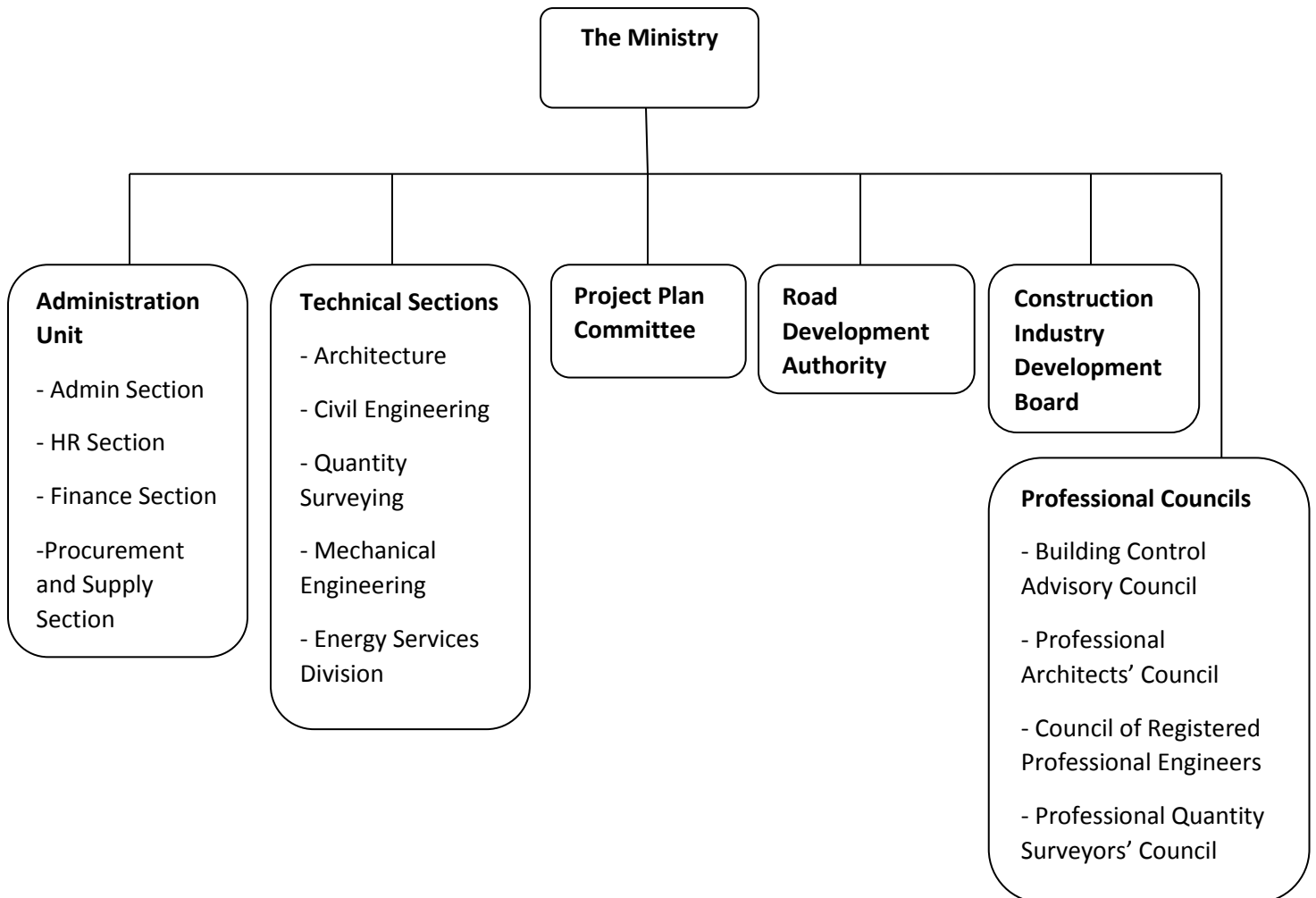
Complaints should be addressed to: *The Permanent Secretary, Ministry of Public Infrastructure and Land Transport (Public Infrastructure Division), 9<sup>th</sup> Floor, Moorgate House, 29, Sir William Newton Street, **Port Louis**.*

Hotline: 8920

## Our Customers

- Ministries/Departments, Parastataland other Public Bodies;
- Contractors, Consultants and other Suppliers;
- Local Authorities;
- Land Developers and Promoters;
- Non-Governmental Organisations; and
- Road Users and the General Public.

## Organisational Chart



## **Main services provided by Sections/ Parastatal Organisations/Councils**

### **Administration Unit**

The Administration Unit consists of the Administrative Section, the Human Resources Section, the Finance Section, and the Procurement and Supply section. The unit provides support to the machinery of Government in designing, coordinating, formulating and implementing Government policies, goals and objectives. It administers and manages the services and ensures that decisions of Government are effectively and efficiently implemented.

### **Technical Sections**

#### **Architecture Section**

The Architect Section is responsible for the design, supervision and management of all building projects for different Ministries and departments.

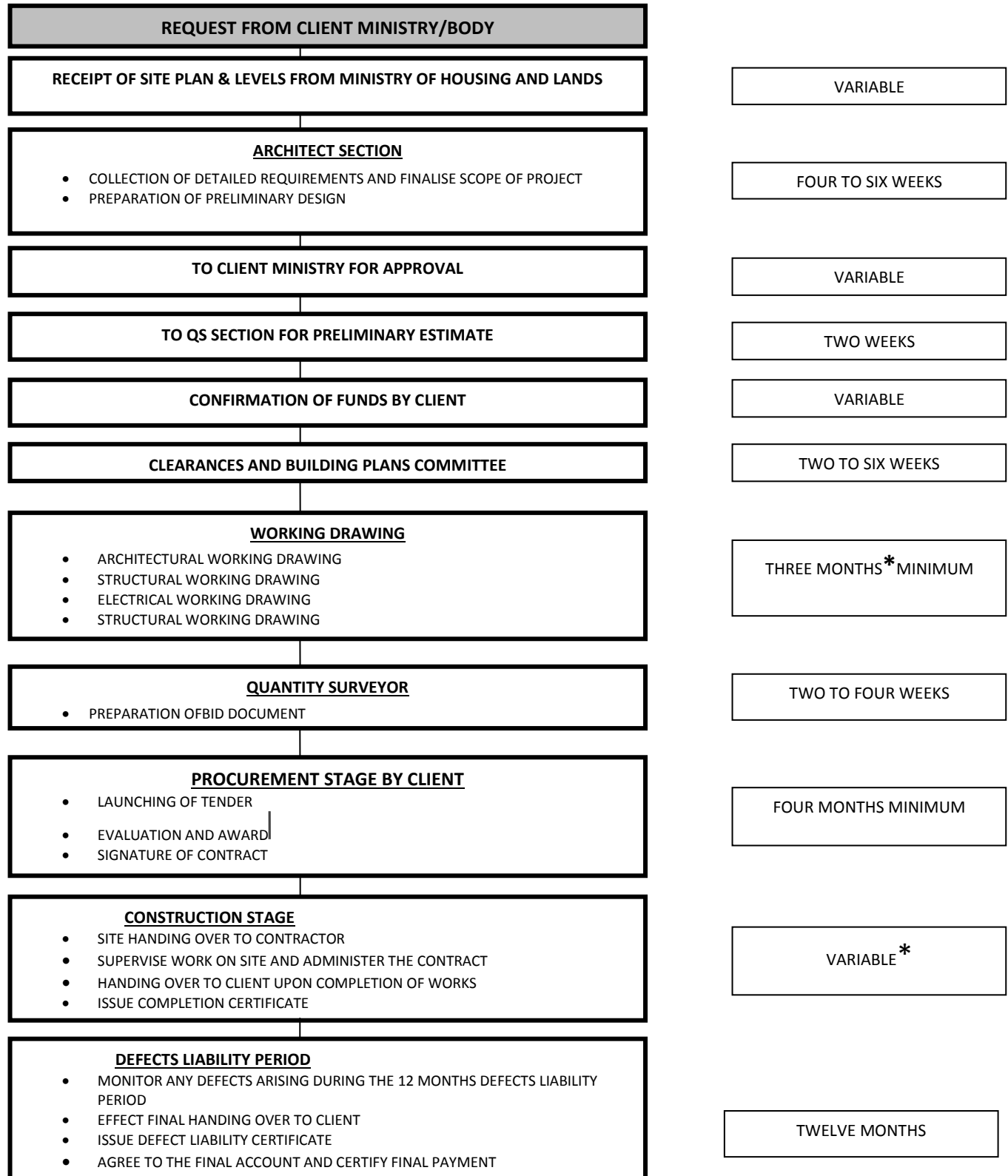
#### **Core Activities**

- Implement all Government building projects in compliance with the Financial Management Manual and the Public Procurement Act;
- Act as project leader in a multidisciplinary team comprising of Civil Engineers, Quantity Surveyors, Mechanical and Electrical Engineers, Traffic Engineers and Landscape Architects, for the design and supervision of public building projects;
- Evaluate the Tenders;
- Administer building contracts;
- Advise the Government on all matters, including policies relating to architecture and Contract Management;
- Make recommendations for the preparation and implementation of building codes and legislation;

- Advise on the Government Office Management Unit;
- Prepare documents for appointment of Architectural Consultants and global consultancy, administer the contracts and certify payment;
- Assist in litigation and arbitration proceedings;
- Keep record of all building projects;
- Compile status of all building projects at regular intervals;
- Prepare Architectural Competition document and assist in evaluation as Jury Member; and
- Keep a database of building and civil engineering works contractors and contractors for specialist works and minor works.

### **Activity Flowchart**

An indicative flowchart of activities carried out by ArchitectureSection on the implementation of building project is as follows:



\*Depends on complexity of project/available resources/priority



## **Civil Engineering Section**

The Civil Engineering Section is responsible for the Structural Design and Supervision of all building projects for the various Ministries and Departments, maintenance of all Government buildings, Landslide Management and Materials Testing.

### **The Civil Engineering Section is divided into:**

- (i) Maintenance Section: Planning & Minor Works Section;
- (ii) Design Section;
- (iii) Repair and Rehabilitation Unit;
- (iv) Landslide Management Unit;
- (v) Materials Testing Laboratory.

### **Building Maintenance Unit (Sub Offices Zone 1,2&3):**

This Unit is responsible for the maintenance/ preservation of Government buildings. It also assists in the organization of State Visits, Elections, National Festivals and National Day Celebrations.

- Carry out routine repairs and maintenance through its in house labour under supervision of the Inspectorate staff;
- Responsible for the implementation of the cyclone scheme before and after.
- Provision of logistics for National Day Celebration, National Festivals and Events.

## **Quantity Surveying Section**

The Quantity Surveying Section is responsible for preparation of cost estimate, bidding documents and providing financial and contractual management of government construction projects from inception to completion.

### **Core Activities**

- Preparation of cost estimates;
- Preparation of Bid documents;
- Valuation of works in progress;
- Issuing payment certificates;
- Contract advice; and
- Preparation and settlement of final accounts.

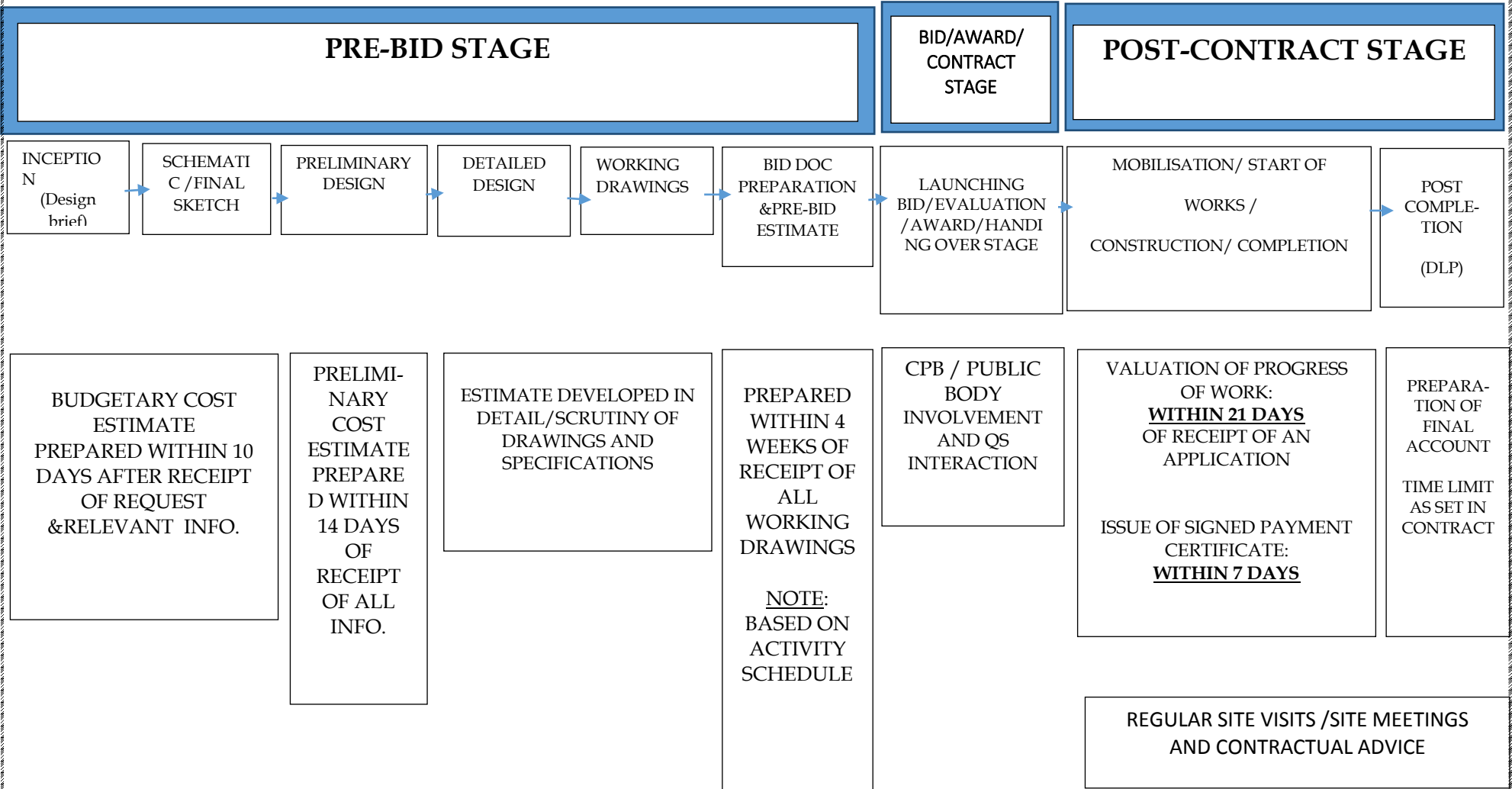
### **Activity Flowchart**

The flowchart for main activities carried out by QS section for an average project is as follows:

# QUANTITY SURVEYING SECTION

## ACTIVITY FLOW CHART

(for an average project)



## **Mechanical Engineering Section**

The Mechanical Engineering Section (MES) is responsible for advising Ministries and Departments on Mechanical Engineering matters and undertakes a wide range of Mechanical Works.

### **Core Activities**

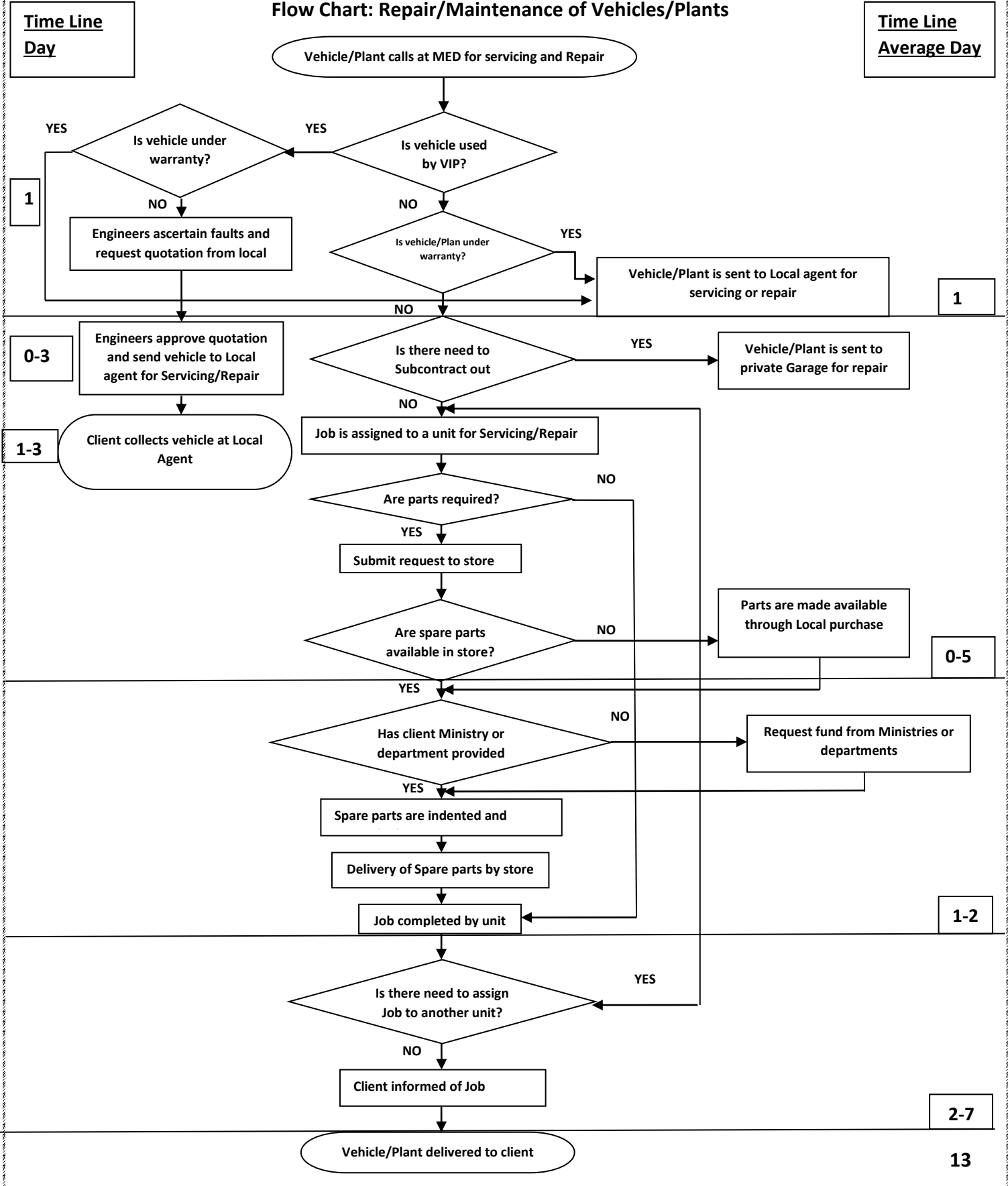
- Repair and maintenance of government vehicles, generators, plants and equipment;
- Repair and maintenance of roller shutters, filing cabinets, locks, water pumps, cargo box, metallic windows, doors, gates, chimneys for hospital incinerators and other metallic structures;
- Survey of government vehicles involved in accidents for Accountant General and duty free vehicles which have been declared as total loss or modified for persons with disabilities at the request of Mauritius Revenue Authority (MRA);
- Preparation of specifications and evaluation of tenders in connection with the procurement of vehicles, plants, equipment and commissioning of same upon delivery, and advising on their disposal at the end of their life cycle;
- Preparation of scope of work, design, specifications, cost estimate, evaluation of tenders, supervision and commissioning of works undertaken by private contractors with regard to Building Mechanical Services (hot & cold water system, waste water and sewerage systems, fire fighting systems, gas installation, solar installations, rain water harvesting); and
- Advising the National Transport Authority (NTA), Ministries/Departments on matters related to Mechanical Engineering.

### **Activity flowchart**

An indicative flowchart of activities carried out by Mechanical Engineering Section for repair/maintenance of vehicles/Plants is as follows:

# MECHANICAL ENGINEERING SECTION

## Flow Chart: Repair/Maintenance of Vehicles/Plants



## **Energy Services Division**

The Energy Services Division is responsible for providing Electrical Engineering services for Government-owned buildings and private buildings rented by Government bodies and offers advisory service to Ministries/Departments on matters related to this field.

### **Core Activities**

- Design, supervision, testing and commissioning of electrical and allied works including renewable energy;
- Daily operation, maintenance & repairs of electrical installations including plants and equipments (lifts, air conditioning and ventilation, generators, uninterruptible power supply, electric motors, pumps, fire alarms, autoclaves, coldrooms, building energy management systems etc);
- Providing technical assistance to official functions and events;
- Providing on call/standby service for essential services in times of bad weather and cyclones;
- Preparation of Bid documents and evaluation of Bids in connection with the procurement of electrical works, plant and equipment;
- Conducting survey on fire & electrocution cases.

### **Activity Flowchart**

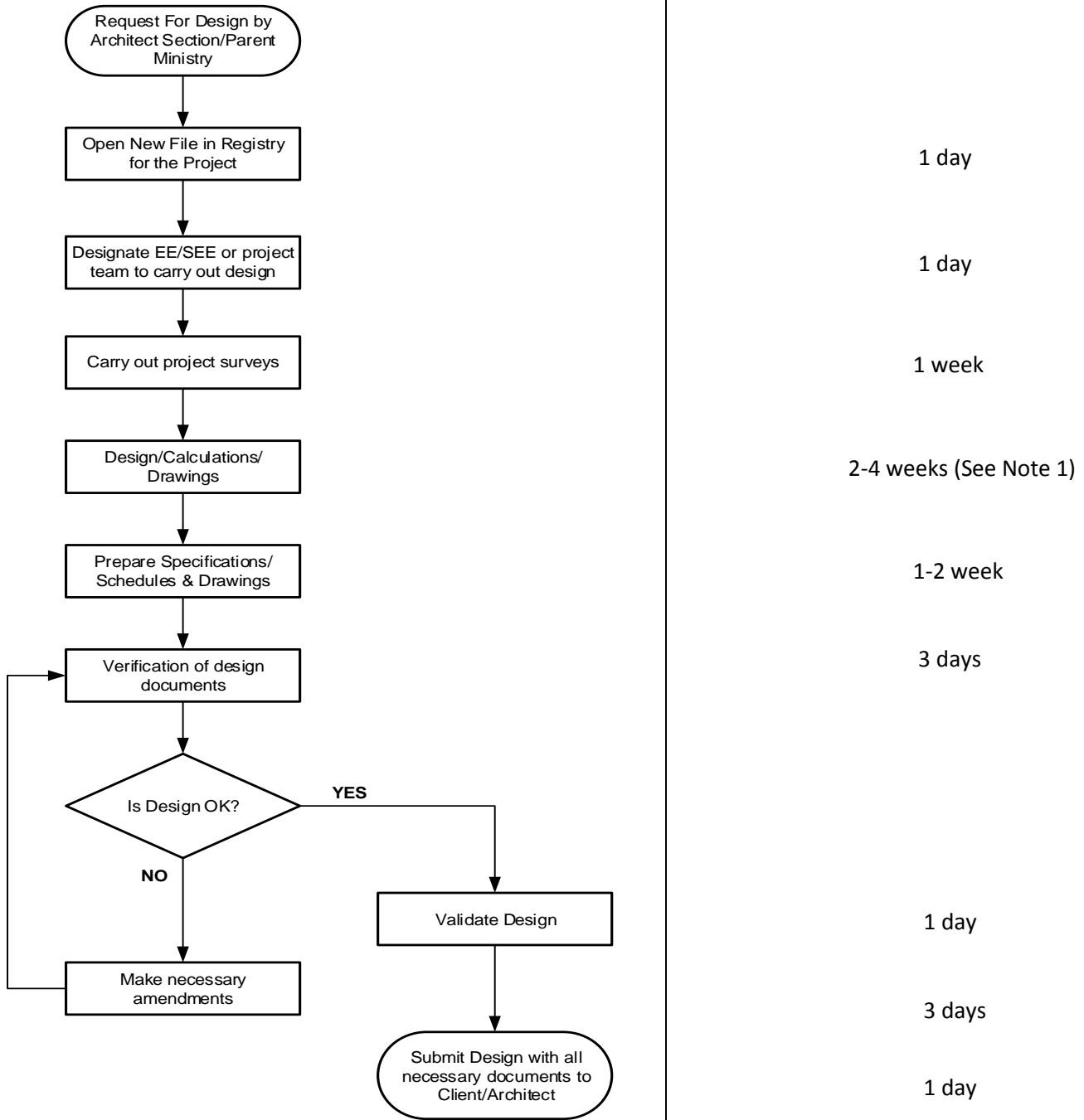
Flowcharts are listed below for the following main activities carried out by the ESD.

1. Design of electrical & Associated Services
2. Electrical Installation works
3. Troubleshooting/Repairs/Minor Works
4. Routine Test/Verification of Plants & Equipment
5. Temporary Installation/Standby for Functions

# Activity 1 – ESD- Design of Electrical & Associated Services

## Processes

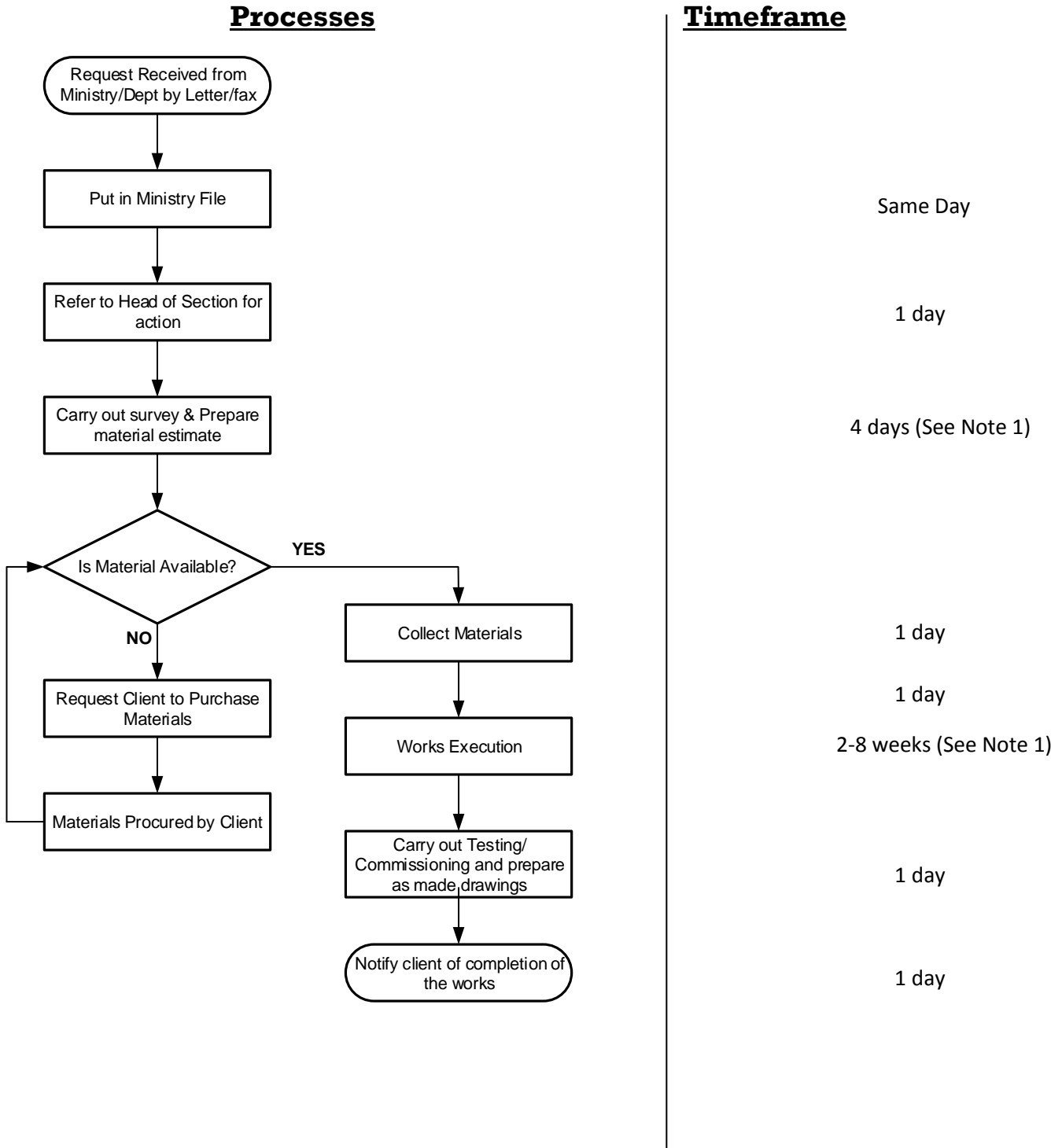
## Timeframe



### Notes:

- 1) This timeframe can be exceeded based on the Engineering Complexity of the building.

## Activity 2 – ESD - Electrical Installation Works



**Notes:**

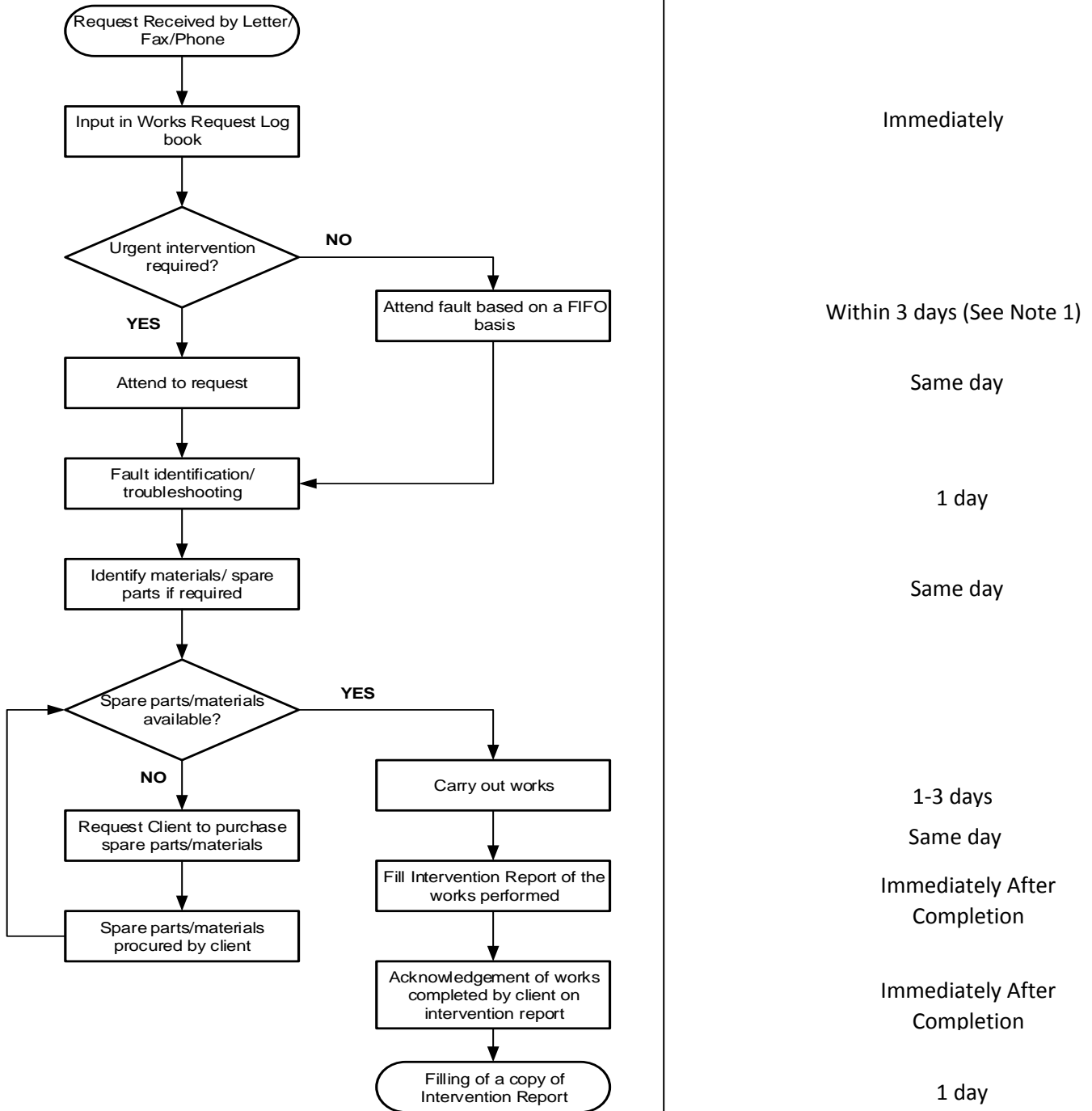
- 1) This timeframe can be exceeded based on the Engineering Complexity of the building.



## Activity 3 – ESD- Troubleshooting/Repairs/Minor Works

### Processes

### Timeframe



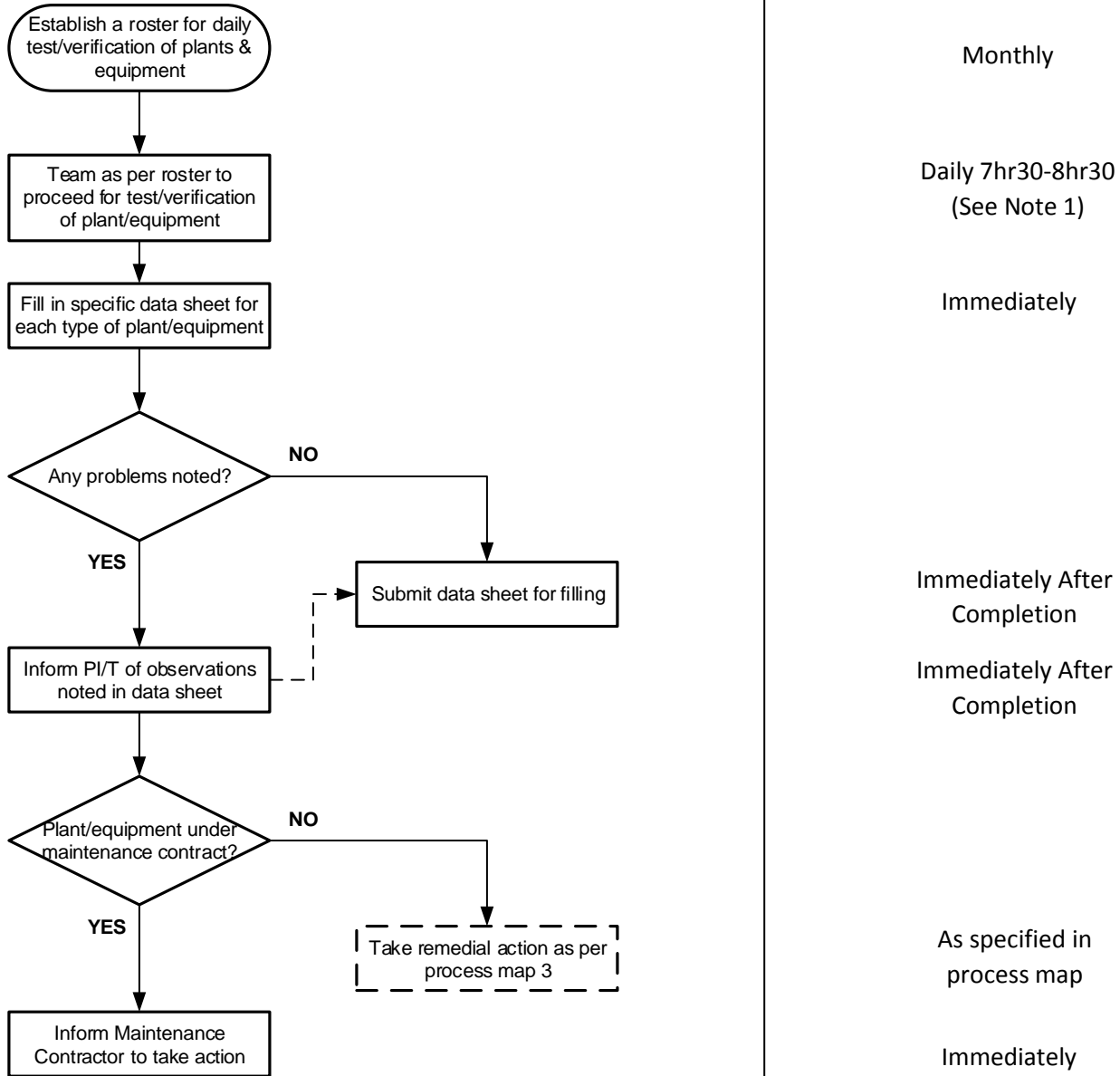
### Notes:

1) This timeframe can be exceeded based on actual workload of the Section.

## Activity 4 – ESD- Routine Test/Verification of Plants & Equipment

### Processes

### Timeframe

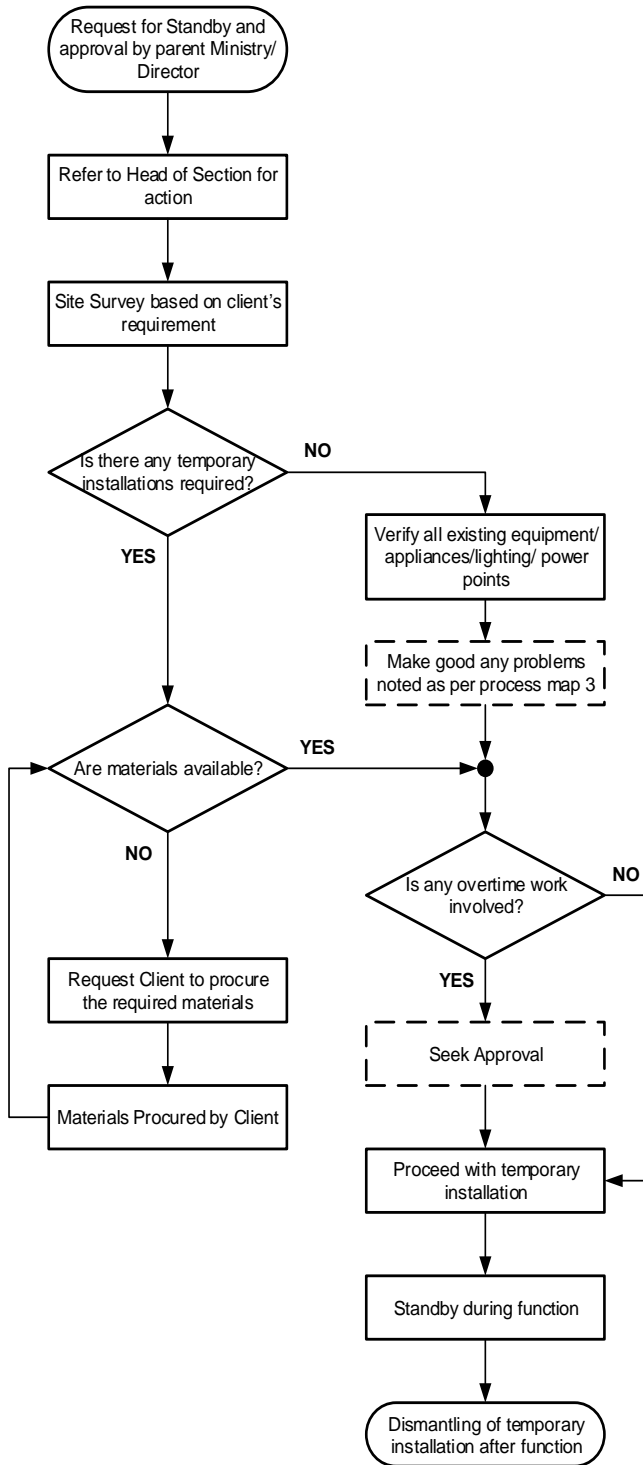


### Notes:

- 1) Frequency of Tests/Verification may vary with respect to the type of plant/equipment and services provided by the user

## Activity 5 – ESD- Temporary Installation/Standby for Functions

### Processes



### Timeframe

Same day

1 day

1 day

As per process map

Same day

1-3 days (See Note 1)

Duration of function

1 day

### Notes:

1) This timeframe can be exceeded based on the Complexity of the Works.

## **Project Plan Committee**

The Project Plan Committee was set up in February 2009 to examine and recommend infrastructure investment projects of above Rs25m to Government for approval to be eventually included in the Public Sector Investment Programme (PSIP).

The PPC is chaired by the Senior Chief Executive of the Ministry of Public Infrastructure and Land Transport and comprises members from:

- (i) the Ministry of Finance and Economic Development;
- (ii) the Ministry of Housing and Lands;
- (iii) the Ministry of Local Government;
- (iv) the Ministry of Energy and Public Utilities; and
- (v) the Ministry of Environment, Sustainable Development, Disaster and Beach Management

***As per its mandate, the PPC assesses whether:***

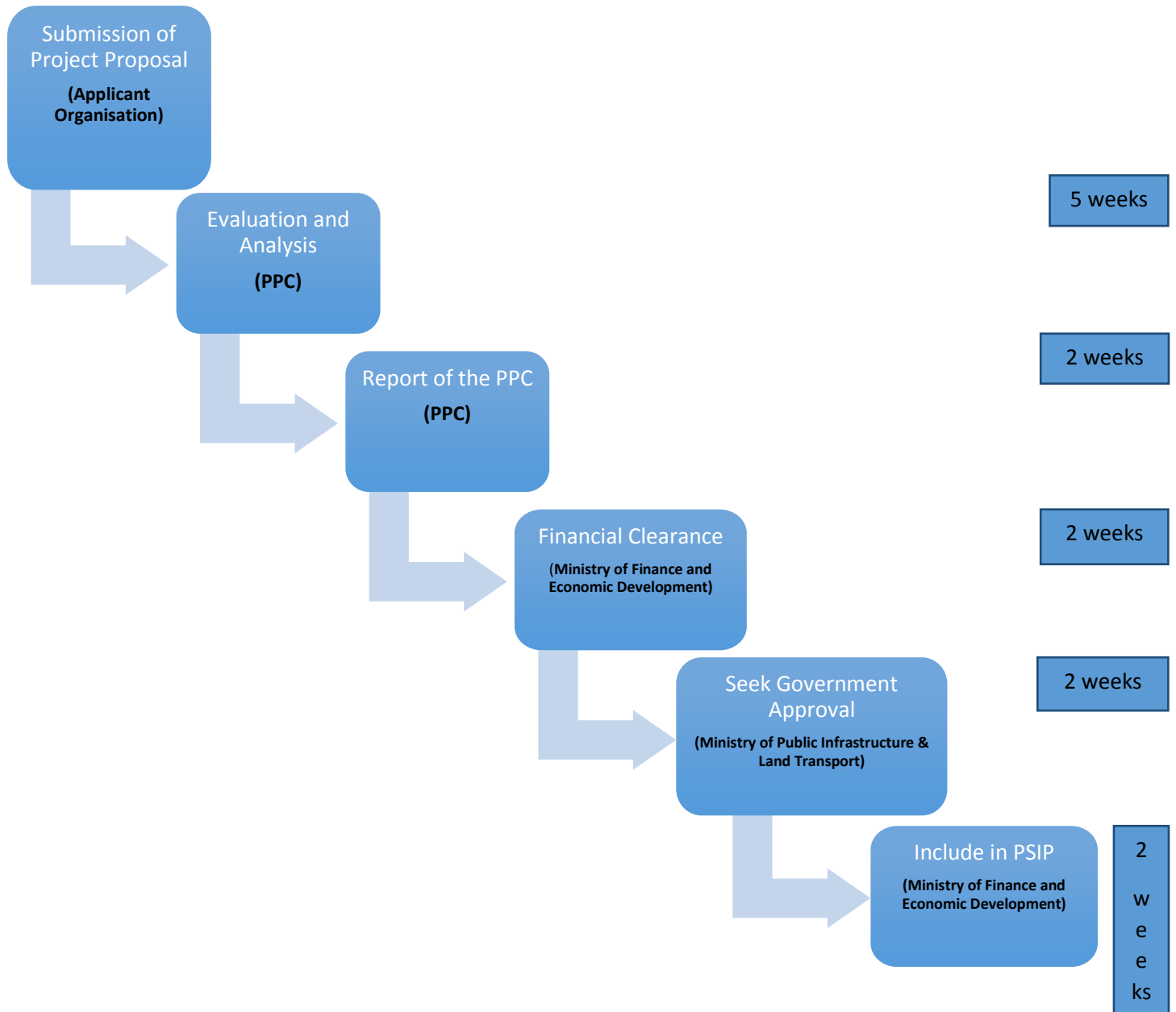
- project proposals meet the infrastructure needs of the country;
- examines feasibility, costs and benefits of infrastructure project proposals;
- makes recommendations on investment projects for inclusion in the project pipeline;
- examines and reviews project specifications and gives clearances on projects whose pre-tender cost estimates exceed the approved cost estimates by 15%.

### **Application Procedures:**

Project proposals for investment infrastructure projects of above Rs25m should be forwarded to the PPC as per the Project Request Form (PRF) and are evaluated as per the Project Evaluation Criteria of the Investment Project Process Manual (IPPM). The PRF, IPPM and Guidelines on how to fill in the Project Request Form are available on the website of the Ministry of Public Infrastructure and Land Transport at [publicinfrastructure.govmu.org](http://publicinfrastructure.govmu.org).

## Activity Flowchart

Project Plan Committee Process flowchart for activities carried is as follows:



## Road Development Authority

## **Introduction:**

The Road Development Authority (RDA), a body corporate established by Act No. 6 of 1998, operates under the aegis of this Ministry. The Road Development Authority provides a cost efficient mobility in comfort and safety for the Mauritian population and its economic operators to all parts of the island, by developing, preserving and maintaining a high standard classified road network through the judicious use of human, material, financial, and technological resources. RDA is also represented on the Morcellement Board and EIA Committee, wherein recommendations in regard to access on classified roads and Motorways are given.

## **Duties and Functions:**

The Authority is responsible for the construction, care, maintenance and improvement of motorways and main roads.

- To plan, design and supervise the construction of roads, intended to be classified as motorways and main roads;
- To carry out or cause to be carried out the upgrading of motorways and main roads and their routine and periodic maintenance;
- To maintain existing bridges, tunnels and associated works on motorways and main roads;
- To plan, design and supervise the construction and reconstruction of bridges, tunnels and associated works on motorways and main roads;
- To advise the Minister on the formulation of policies on road development and road management;
- To prepare and implement road development schemes;
- To conduct and coordinate research and investigation on materials required for road construction;
- To control the display of advertisements along or visible from motorways and main roads; and
- To regulate undertakers' works in relation to motorways and main roads.

## **Construction Industry Development Board**

The Construction Industry Development Board (CIDB) is a statutory body established under the CIDB Act of 2008. The main objective of the CIDB is to promote the development and improvement of the construction industry. CIDB aims at providing leadership and guidance towards the development of a competitive and world class construction industry. CIDB is positioned to become the focal point for the Construction Industry in Mauritius. One of the core activities of the CIDB is the registration of Contractors and Consultants. The Act makes provisions for the registration of both local & foreign Contractors and Consultants. This is supported by enabling regulations which provide further details about the legislation of the registration exercise.

## **Professional Councils**

<b>Name</b>	<b>Description</b>
Building Control Advisory Council (BCAC)	The Building Control Act 2012, proclaimed on 15 March 2013, replaced the Building Act 1919. The new Act aims at regulating building works in order to ensure safety, comfort and energy efficiency. Section 5 of the Building Control Act provides for the establishment of a Building Control Advisory Council, which has as its main functions to advise the Minister on all matters relating to permits and regulations to be made under the Act, and to be responsible for formulating policies for effective, safe, efficient and sustainable construction of buildings.
Professional Architects' Council	The Professional Architects' Council was set up in 2011 to provide for the regulation of professional Architects, regulate/control the practice and exercise/maintain discipline in the Profession.

<b>Council of Registered Professional Engineers</b>	<b>The Council of Registered Professional Engineers' was set up in 1966 and its main role is to set and maintain engineering standards in Mauritius, in line with internationally recognized standards of professional competence and ethics for engineers.</b>
<b>Professional Quantity Surveyors' Council</b>	<b>The Professional Quantity Surveyors' Council was set up in 2013 and it aims at better serving the profession of quantity surveying.</b>



## **Contact Details**

**Hotline**                    **8920**  
**Website**                    **[publicinfrastructure.govmu.org](http://publicinfrastructure.govmu.org)**

	<b>Address</b>	<b>Tel No</b>	<b>Fax No</b>	<b>Email</b>
<b>The Ministry</b>				
Senior Chief Executive	Ministry of Public Infrastructure and Land Transport (Land Transport Division) Level 12, Air Mauritius Centre, <b><u>Port Louis</u></b>	<b>210-1121</b>	<b>211-6722</b>	<b><a href="mailto:jmsimonet@govmu.org">jmsimonet@govmu.org</a></b>
<b>Public Infrastructure Division</b>				
Permanent Secretary	Ministry of Public Infrastructure and Land Transport (Public Infrastructure Division) 9th Floor, Moorgate House, 29, Sir William Newton Street, <b><u>Port Louis</u></b>	<b>208-0281</b>	<b>210-6344</b>	<b><a href="mailto:sragen@govmu.org">sragen@govmu.org</a></b>
<b>Technical Sections</b>				
The Director (Architecture)	Ministry of Public Infrastructure and Land Transport, <b><u>Phoenix</u></b>	<b>696-6413</b>	<b>686-4917</b>	<b><a href="mailto:spadya@govmu.org">spadya@govmu.org</a></b>

The Director (Civil Engineering)	Ministry of Public Infrastructure and Land Transport, <b>Phoenix</b>	<b>686-6364</b>	<b>686-4506</b>	<a href="mailto:tparbhunath@govmu.org">tparbhunath@govmu.org</a>
The Director (Quantity Surveying)	Ministry of Public Infrastructure and Land Transport, <b>Phoenix</b>	<b>601-1600</b>	<b>686-4913</b>	<a href="mailto:sramdyal@govmu.org">sramdyal@govmu.org</a>
The Director (Mechanical Engineering)	Ministry of Public Infrastructure and Land Transport, <b>PlaineLauzun</b>	<b>210-7720</b>	<b>212-8644</b>	<a href="mailto:schunnoo@govmu.org">schunnoo@govmu.org</a>
The Director (Energy Services Division)	Ministry of Public Infrastructure and Land Transport, <b>Curepipe</b>	<b>670-0417</b>	<b>675-5058</b>	<a href="mailto:bgowreesunker@govmu.org">bgowreesunker@govmu.org</a>

### **Project Plan Committee (PPC)**

Chairperson	Max City, <b>Port Louis</b>	<b>217-3587</b>	<b>217-3329</b>	<a href="mailto:ppcmpi@govm;/rtu.org">ppcmpi@govm;/rtu.org</a>
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### **Road Development Authority (RDA)**

Officer in Charge	Level 8, Blue Tower, Rue de L'institut, <b>Ebène</b>	<b>467-8600</b>	<b>467-2056</b>	<a href="http://rda.govmu.org">rda.govmu.org</a>
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### **Construction Industry Development Board (CIDB)**

Executive Director	6 <sup>th</sup> Floor, Mutual Aid Building Phase II,5, Guy Rozemont Square, <b>Port Louis</b>	<b>211-7878</b>	<b>211-0380</b>	<a href="http://cidb.govmu.org">cidb.govmu.org</a>
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### **Professional Councils**

#### **Building Control Advisory Council**

The Chairperson	Architecture & Design Ltd, 12, Sir CelicourtAntelme St, <b>Forest Side</b>	<b>670-0386</b> <b>670-0398</b>	<b>674-5559</b>	<a href="mailto:mootanah@intnet.mu">mootanah@intnet.mu</a>
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### **Professional Architects' Council**

The Registrar	4 <sup>th</sup> Floor, Discovery House, St Jean Road, <b>Quatre-Bornes</b>	<b>466-0324</b>	<b>466-0324</b>	<a href="mailto:pac-arch@intnet.mu">pac-arch@intnet.mu</a>
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### **Council of Registered Professional Engineers**

The Registrar	c/o Civil Engineering Section, Ministry of Public Infrastructure and Land Transport, <b>Phoenix</b>	<b>698-8376</b>	<b>686-4506</b>	<a href="mailto:engineeringcouncil@ma.il.gov.mu">engineeringcouncil@ma.il.gov.mu</a> or <a href="mailto:crpe.mauritius@gmail.com">crpe.mauritius@gmail.com</a>
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### **Professional Quantity Surveyors' Council**

The Registrar	c/o Quantity Surveying Section, Ministry of Public Infrastructure and Land Transport, <b>Phoenix</b>	<b>5828-5585</b>	-	<a href="mailto:registrar@pqsc.mu">registrar@pqsc.mu</a>
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