



# *CUSTOMER CHARTER*



*Promoting the Development  
And  
Improvement of the Construction Industry*

# CONSTRUCTION INDUSTRY DEVELOPMENT

## TABLE OF CONTENTS

---

1. **Background**
2. **Our Vision**
3. **Our Mission**
4. **Our Values**
5. **Our Objectives**
6. **Our Functions**
7. **Parent Ministry**
8. **Our Services**
9. **Our Customers**
10. **Our Commitments**
11. **Complaints and Feedback**
12. **Office Hours**
13. **Contact Address**
14. **Location Map**

# CONSTRUCTION INDUSTRY DEVELOPMENT

## CUSTOMER CHARTER

### 1. *Background*

*The Construction Industry Development Board (CIDB) is established under the Construction Industry Development Board Act 2008. It operates under the aegis of the Ministry of Public Infrastructure, National Development Unit, Land Transport and Shipping.*



*The overriding aim of CIDB is to regulate and promote the development and improvement of the construction industry. CIDB is provided with a comprehensive set of objects and functions to help it achieves its mandate. One of the core activities of CIDB is the registration of consultants and contractors which is necessary to ensure improved delivery in the construction industry.*

*CIDB is committed to ensure a leadership role in the construction industry to ensure a better future for the sector. CIDB puts its customers at the forefront of its endeavour to promote the development of the construction industry. Hence, through this Customer Charter, the CIDB ensures that its customers are given the basic information about its role.*

### 2. *Vision - Our future aims*

*CIDB as the apex body leading the construction industry towards a marked contribution to economic growth and sustainable development in line with best international practice.*

### 3. *Mission - Our organizational purpose*

*Formulate and implement coordinated strategy embarking all stakeholders in the enhancement of the construction industry to make it more accessible, innovative, transparent, sustainable, competitive and safe.*

4. *Values - These core values are the guiding principles of our organization*



<b>Cohesiveness:</b>	<i>Team spirit is our strength</i>
<b>Integrity:</b>	<i>We promote the highest standards of professional commitment, conduct and ethics</i>
<b>Developing people:</b>	<i>We cater for the development of our human capital</i>
<b>Building Trust:</b>	<i>We believe in building trust within our organization and our stakeholders</i>
<b>Responsibility:</b>	<i>We are responsible towards our staff, the community and the environment</i>
<b>Excellence:</b>	<i>We strive for excellence in our services</i>
<b>Quality &amp; Timeliness:</b>	<i>We are committed, at every level, to provide the highest quality services to our stakeholders in a timely manner</i>

5. *Our Objectives*

- promote the development and improvement of the construction industry;
- promote sustainable growth of the construction industry;
- promote and encourage the participation of the small and medium enterprises in the construction industry;
- promote and assist in the export of services relating to the construction industry;
- promote and stimulate quality assurance in the construction industry;
- promote the awareness of the need for a safe and healthy work environment in the construction industry;
- promote and establish best practice in the construction industry;
- promote research and development relating to the construction industry; and
- facilitate communication between stakeholders of the construction industry.

## 6. *Our Functions*

- implement government policy relating to the construction industry
- regulate and register providers of construction works and construction services;
- exercise regulatory functions in respect of the construction industry, including the registration of consultants and contractors;
- provide advisory services to the construction industry and to the public in general;
- publish an annual list of registered consultants and contractors;
- advise and make recommendations to the Minister on matters relating to the construction industry;
- encourage the standardization and improvement of construction materials and techniques;
- develop standard forms of construction agreements and contracts;
- develop and maintain a construction industry information system;
- develop and promote training programmes for operators of the construction industry;
- advise relevant authorities on human resources development of the construction industry;
- conduct surveys on the construction industry;
- entertain complaints in connection with construction works and construction services and where necessary refer them to appropriate authorities;
- publish periodically indicative schedules of rates for construction works; and
- perform such other functions as may be necessary to further its objects.



## 7. *Our Parent Ministry*

The Construction Industry Development Board is a parastatal body which operates under the aegis of the Ministry of Public Infrastructure, National Development Unit, Land Transport and Shipping. The CIDB is mandated to advise and make recommendations to the Minister of Public Infrastructure, National Development Unit, Land Transport and Shipping on all matters relating to the Construction Industry. The CIDB is presently funded exclusively by government grant under the budget of the Ministry of Public Infrastructure, National Development Unit, Land Transport and Shipping

However, the CIDB would in a very near future generate revenue through the Registration of Consultants and Contractors and would subsequently reduce its dependence on government grant.

## 8. *Our Services*

As a facilitator and regulatory body of the construction sector, we provide the following services to our stakeholders and to the members of the public:

- Registration of Consultants and Contractors
  - *No person shall undertake construction services or construction works in Mauritius unless he is registered under the CIDB Act.*
  - Application for registration shall be made on prescribed form available at our Office and also on our website and shall be accompanied by the prescribed application fee.
  - On approval of an application, a Certificate of Registration is issued to applicant against payment of the prescribed registration fee.
  - Registration is renewable annually on application and against a prescribed fee.
  - Foreign consultants and foreign contractors shall apply for registration for each project they wish to undertake in Mauritius.
  - All the different Application Forms together with their respective Guidance Notes giving additional information on the registration process is available at our Office and also on our website (<http://cidb.gov.mu>).
  - A register of consultants and a register of contractors would be available for consultation by the public at our Office during office hours and would also be accessible on our website.
  
- Advisory services on all matters related to construction.
- Develop standard forms of contract adapted to local conditions.
- Conduct surveys and compile information on the construction industry in collaboration with other government authorities and private institutions.
- Organize trainings and workshops for capacity building in the industry.
- Entertain complaints related to construction works from the public.
- Develop and publish in collaboration with Statistics Mauritius National Schedule of Rates for use as a benchmark for construction costs.
- Work in collaboration with the Mauritius Standards Bureau to develop standards relating to the construction sector.
- Work with other authorities to encourage research and development in the construction sector.
- Offer guidance and assistance to small and medium enterprises in the sector.
- Assist consultants and contractors to export their services.
- Assist students in construction fields by giving them advice and providing information on construction in the course of their studies.



- Advise and make recommendations to the government on matters relating to the construction sector.

## 9. *Our Customers*

- Government and Ministries/Departments
- Parastatals and other Statutory Bodies
- Local Authorities
- Consultants
- Contractors
- Industry Associations of the construction sector
- Employees of the construction sector
- Materials and services providers of the construction industry.
- Members of the public

## 10. *Our Commitments*



As CIDB staff we are committed to:

- Deliver the highest quality service
- Build a good relationship with our customers
- Preserve the confidentiality of information provided by our customers
- Continuously improve our services to better serve our customers
- Respond promptly to request and queries within 5 working days as far as possible
- Ensure that our customers receive the desired level of hospitality when calling at our office.

## 11. *Complaints & Feedback*

We will strive our best not to give you grounds for complaints. However, in case we fail in that endeavour, you may wish to forward your suggestions, feedback and queries to help us further improve our services. A feedback form is available on our website.

## 12. *Office Hours*

Monday to Friday

08 45 hrs to 16 00hrs

### 13. *Contact Details*

All correspondences shall be addressed to:

The Officer-in-Charge  
Construction Industry Development Board  
5<sup>th</sup> Floor, Mutual Aid Building II  
5, Guy Rozemont Square  
Port Louis  
MAURITIUS



You may contact us on:

 (230) 211 7878     (230) 211 0380  
 [cidbmauritius@intnet.mu](mailto:cidbmauritius@intnet.mu)

**Visit our website:** <http://cidb.gov.mu>