



REPUBLIC OF MAURITIUS

Ministry of Foreign Affairs,  
Regional Integration and International Trade

# CUSTOMER CHARTER





## OUR VISION

A prosperous and sustainable Mauritius fully integrated in a globalised and equitable world.

## OUR MISSION

- Uphold the sovereignty and territorial integrity of Mauritius;
  - Promote and safeguard the national interest of Mauritius at bilateral, regional and international levels;
  - Contribute towards building a secure, equitable and democratic international community;
  - Strengthen our existing bilateral relations and forge new partnerships;
  - Work towards sustainable development through the deepening and acceleration of regional integration;
  - Foster inclusive and sustainable economic growth through the expansion of trade with a view to integrating Mauritius into the global economy;
  - Enhance our diplomatic network overseas for greater visibility and outreach.
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## OUR PLEDGE

- Conduct our foreign policy in an efficient and effective manner;
- To offer information and assistance in a courteous and timely manner to Mauritians and foreign nationals;
- Ensure that correspondence is dealt within a reasonable time frame;
- Adhere faithfully to the code of ethics of the public service;
- Provide information and advice on trade and investment opportunities;
- Project a positive image of Mauritius in all interaction at international level.

## OUR RESPONSIBILITIES

- Ensure that the sovereignty and territorial integrity of Mauritius are safeguarded in all international fora
- Conduct our foreign policy with a view to promoting and safeguarding the interest of Mauritius
- Deal with all matters pertaining to the conduct and administration of foreign affairs, regional integration and international trade, including all trade and trade-related matters, patents and trademarks

- Act as the focal point of government in its interaction with foreign governments, regional and international organisations
- Raise awareness of the benefits to be derived from bilateral, regional and international instruments
- Act as the depositary of all bilateral, regional and international treaties, conventions, protocols and agreements
- Provide consular service and assistance as appropriate

## **Ministry of Foreign Affairs, Regional Integration and International Trade**

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