

Customer Charter

Our Entity

The Beach Authority, a body corporate operating under the aegis of the Ministry of Environment, Sustainable Development and Disaster and Beach Management has been established following the enactment of the Beach Authority Act, 2002. It came into operation as from June 2002.

Our Objectives

The objectives of the Authority are to ensure an integrated approach in the proper control and management of public beaches in both Mauritius & Rodrigues and to make provisions for appropriate infrastructures and amenities for the benefit of the public.

Our Mission

Our mission is to make it possible for the general public, including tourists, to fully enjoy all amenities and facilities made available to them on all public beaches.

Our Services to You

- ♦ Issue and renew beach traders' license for trading activities on public beaches in line with Beach Authority (Traders' License) Regulations, 2004 and Beach Authority (Traders' License) (Amendment) Regulations, 2008.
- ♦ Issue authorisation for use of public beaches for camping, family gatherings, religious activities, sports, etc, as per Beach Authority (Use of Public Beach) Regulations, 2004.
- ♦ Provide basic amenities on public beaches.
- ♦ Ensure day-to-day cleaning of public beaches.
- ♦ Enhance security and safety of beach users.
- ♦ Upliftment & protection of public beaches through tree planting, bio-diversity conservation, etc...

Please Visit Our Website For More Information....

Our Commitment to You

Professionalism

We strive to meet the needs of our citizens with total efficiency and effectiveness.

Accountability

We always remain answerable to all stakeholders and the public in general for the use of all our resources.

Integrity

We are guided by a high standard of professional ethics.

Teamwork

We encourage teamwork to meet our goals.

Innovation

We foster creativity and innovate in anticipating and meeting the needs of one and all.

Open Communication

We adopt an open communication to achieve our vision.

Committed to excellence

We are results-oriented and are committed to providing services of high quality.

Help Us To Help You by

- * Respecting, protecting and conserving our public beaches;
- * Engaging yourselves in cleaning and greening of our public beaches for our future generations;
- * Voicing out your grievances so that proper actions can be taken on time;
- * Adopting an eco-friendly attitude and act as an ambassador of green environment.

Report Your Grievances

Complaints can be reported via:

- * Beach Authority official address:
Beach Authority, 7th Floor, Ebene Heights Building, Plot 34, Ebene Cybercity, Ebene, Mauritius;
- * Phone : 468 6209 /10/11/12
- * Fax: 468 6213
- * Email address:
beachauthority@intnet.mu