Our CUSTOMER Charter
EMPLOYEES WELFARE FUND
CARING for your WELL-BEING
The proposal for the setting up of an Employees Welfare Fund to cater for the welfare, leisure and recreational needs of employees was retained at the Tripartite Meeting held in 1991.

The Fund was provided with a legal framework for its operations under the Finance and Audit (Employees Welfare Fund) Regulations 1991 on 9 August 1991.

The Fund operates with a seed capital made up of contributions paid by employers in respect of their employees during period 1st July 1991 to 30 June 1994. The total annual contributions represent 2.5% of the salaries of employees.

The Fund is administered by a Management Committee made up of representatives of Employees, Employers and Government in line with the philosophy of tripartism.


The objects of the Fund are:

- To manage the financial and other resources of the Fund.
- To set up and operate schemes and projects for the welfare of employees and their families.
- To give loans or financial assistance to employees or their families for such purposes as may be determined by the Board.
- To do all such things as appear to be necessary and conducive to the promotion of the welfare of employees and their families in general.
Our Vision

To be a leading institution in the provision of specific welfare services to employees and their families.

Our Mission

To be responsive to the evolving needs of employees and their families and continue to devise and implement specific welfare schemes for the attainment of the objectives of the institution.

Our Values

• Uphold Quality of Products and services
• Optimum utilisation of resources
• Accountability
• Effective Communications
• Integrity
• Innovation & Creativity
• Lifelong learning
Services We Offer

Welfare loan ^
Car/Motorcycle loan
Calodyne sur Mer Hotel
Legal services for loans
Inhouse death cover
SC & HSC Examinations loan ^
Education loan *

* Soft and secured loan available
^ Soft loan available

Services offered to employees of public and private sectors contributing to the EWF / NSF and their children.
We will provide you with updated information on these schemes, application procedures and the general conditions through our website at www.ewf.mu which you may consult or,

- call us on 203 8353 or,
- send us a fax on 208 8399 or,
- send us an email at info@ewf.mu or empwelfund@intnet.mu or,
- Visit us or write to us at the following address:
The Employees Welfare Fund
6th Floor
Moorigate House
Sir William Newton Street
PORT LOUIS

For Rodrigues, you may either:
- Consult the EWF website at www.ewf.mu
- Call us on 832 0577
- Send us a fax on 832 0629
- Send us an e-mail at info@ewf.mu or empwelfund@intnet.mu or
- Visit us or write to us at the following address:
The Employees Welfare Fund
Port Mathurin
RODRIGUES.
You should expect a high service standard from our dedicated staff

We promise at all times to:

• be courteous, offer timely assistance and speedy checkout
• deliver our services to you within expected timeframe
• inform you of our procedures for handling disputes
• keep any personal information with strict confidentiality in accordance with the Data Protection Act
• advise you in a professional manner and in your best interest

On Contact

• We will be polite and courteous
• We will guarantee confidentiality and fairness
• We will do our best to provide accurate and relevant information/advice about our services
• We will ensure that information and assistance, provided at our Reception Counter, are accurate and up-to-date.
• We will guide you to the appropriate desk

Telephone Contact

• We will answer your calls within five rings
• We will greet and give our name and service area
• When we pass your inquiry to another officer, we will pass on your details and the nature of your query so that you do not have to repeat it to another person
• We will offer to call you back when we cannot respond to your query immediately.
• If the service you call is not the appropriate service to help with your enquiry, we will make sure we put you in touch with the relevant person.

Written Contact

• We will reply to all correspondence within 7 days
• We will provide a contact name, office address, email address and direct dial telephone number in the letter
• We will acknowledge complaints within 5 days and will inform on measures taken

Face to face Contact

• We will have uniformed front line staff
• We will have name badges for all staff
• You will be greeted with a smile, in a courteous and helpful manner
• We will attend to callers within 5 minutes and provide the required information or complete the required transaction within 15 minutes
• We will keep the appointment that you have and will inform you in advance if we have to cancel it
Help us to help you better

We will always be pleased to receive feedback, good or bad. You can help us to improve our service to you by:

- making comments and suggestions about our service by phone, fax, email or in writing
- reporting any issues as they arise
- participating in any customer surveys we conduct
- giving us all the information we need to help you

What we expect from you

- Give accurate information to our staff
- Fill in the forms correctly
- Verify regularly whether refund is being made correctly
- Inform us of any changes in the information already given which will impact on your refund
- Treat our staff with courtesy and respect
- Respect the rights of other customers
- Be fair and honest in your dealing with us

What to do if something goes wrong

We will listen to all your complaints and will welcome you, with a commitment to take corrective actions.

We will send an acknowledgement within two to five working days, and will send you in writing on the corrective actions we have taken to address your complaint.
Enquiries and further information

Any enquiries about this customer charter should be referred to:

The General Manager  
Employees Welfare Fund  
6th Floor  
Moorgate House  
Sir William Newton Street  
PORT LOUIS  
Phone: 208 8353  
Fax: 208 8399  
Email: empwelfund@intnet.mu
The Employees Welfare Fund
6th Floor
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Sir William Newton Street
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Phone: 208 8353
Fax: 208 8399
Email: empfund@intnet.mu