



REPUBLIC OF MAURITIUS

RSNSA

RADIATION SAFETY AND NUCLEAR SECURITY AUTHORITY

CUSTOMER CHARTER



'Aiming for Excellence'

March 2022

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FOREWORD

The Radiation Safety and Nuclear Security Authority (RSNSA) is committed to provide a quality service to all our customers. With this objective, the RSNSA has developed this Customer Charter which gives an overview of the activities and services of the Authority and spells out our commitments.

Our aim is to also provide a fair, efficient and courteous service to all our customers. This Customer Charter sets the standards of service our customers can expect to receive from us, and also how they can assist us to continually improve the delivery of our services.

We believe in innovation and continuous improvement, and in our endeavour to strive for excellence, this Customer Charter is subject to changes with the improvement of our services.

DISCLAIMER

The statements of commitment in this Customer Charter do not confer any legal rights, contractual or otherwise. This Customer Charter is published for information purposes only.

The Radiation Safety and Nuclear Security Authority (RSNSA)

The Radiation Safety and Nuclear Security Authority (RSNSA) was established on 19 March 2019, upon the proclamation of the Radiation Safety and Nuclear Security Act 2018, as an effectively independent regulatory body with main objectives -

- (i) to regulate all radiation sources and practices involving the use of ionising radiation for the adequate protection of people and the environment against the harmful effects of ionising radiation;
- (ii) to create the conditions for the promotion of radiation safety and nuclear security culture; and
- (iii) to promote education, training, research and development in the field of radiation safety and nuclear security.

The RSNSA is a government department operating under the aegis of the Ministry of Energy and Public Utilities.



The RSNSA is registered to MS ISO 9001:2015 by the Mauritius Standards Bureau, and the scope of our registration to this quality standard encompasses all our services. Our registration to MS ISO 9001:2015 clearly demonstrates our commitment to embrace the standard as a fundamental element for our continuous improvement and development to achieve excellence.

OUR MISSION

To regulate and control all radiation sources and practices for the adequate protection of people and the environment against the harmful effects of ionising radiation.

OUR VISION

To be a centre of excellence in radiation safety and nuclear security.

OUR MAIN FUNCTIONS

The main functions of the RSNSA are -

- (i) to develop policies and regulations for radiation safety, nuclear security and safeguards;
- (ii) to develop and issue rules, codes and guidelines, in accordance with international safety standards, for the regulatory control of radiation sources and practices;
- (iii) to establish and maintain a national register of radiation sources, licensees, radiation workers, radiation protection officers and service providers;
- (iv) to issue licenses for the conduct of radiation practices, and permits for import and export of radiation sources;
- (v) to inspect, monitor and assess radiation sources and practices for the purpose of verifying compliance with the Act;
- (vi) to take appropriate enforcement actions in the event of non-compliance with the Act;
- (vii) to ensure preparedness for radiological emergencies and provide support and advice for effective response to such emergencies;
- (viii) to provide training on radiation safety and nuclear security, as appropriate, for the effective implementation of the Act;
- (ix) to communicate with national authorities, regulatory bodies of other States and with other relevant international organisations, including IAEA, to promote cooperation and exchange regulatory related information and experience;
- (x) to inform and consult the public and other interested parties about the regulatory process and the safety, health and environmental aspects of regulated practices, including incidents and abnormal occurrences;
- (xi) to assist in fulfilling the obligations of Mauritius with regard to relevant international legal instruments; and
- (xii) to advise the Government on matters related to the peaceful use of ionising radiation.

OUR CORE VALUES

We provide and promote the following values -

- ✦ Quality
- ✦ Fairness
- ✦ Innovativeness
- ✦ Integrity
- ✦ Confidentiality



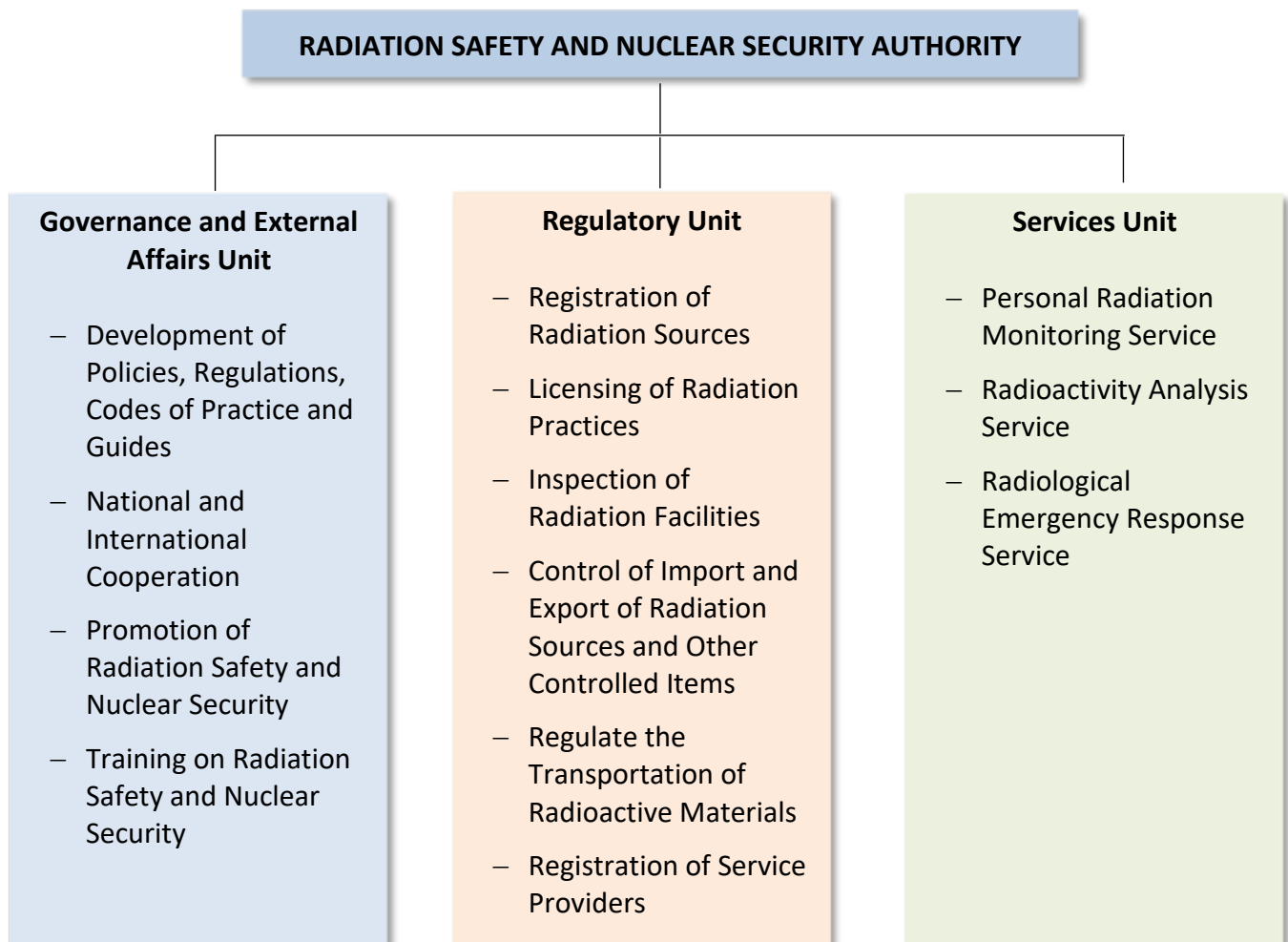
THE RSNSA ORGANISATIONAL STRUCTURE

The RSNSA is administered and managed by the Radiation Safety and Nuclear Security Board which comprises the Chairman, and eight other members who are representatives of Ministries and Departments. The Director is the head of the Authority and is responsible to the Board for the management of its day-to-day business.

The Organisational Structure of the RSNSA comprises the following 3 units -

- ↪ The Governance and External Affairs Unit
- ↪ The Regulatory Unit
- ↪ The Services Unit

OUR SERVICES



A. GOVERNANCE AND EXTERNAL AFFAIRS UNIT

The RSNSA, through the Governance and External Affairs Unit, provides the following services -

↵ ***Development of Policies, Regulations, Codes of Practice and Guides***

The RSNSA issue rules, codes and guidelines, in accordance with international safety standards, for effective regulatory control of radiation sources and practices in line with the provisions of the RSNS Act.

↵ ***National and International Cooperation***

The RSNSA establishes and maintains cooperation with relevant national and international stakeholders to effectively carry out its obligations under the RSNS Act.

↵ ***Promotion of Radiation Safety and Nuclear Security***

The RSNSA organises activities, including workshops, seminars and awareness campaigns, to promote radiation safety and nuclear security.

↵ ***Training on Radiation Safety and Nuclear Security***

The RSNSA provides training on radiation safety and nuclear security, as appropriate, for an effective implementation of the RSNS Act.

B. REGULATORY UNIT

The Regulatory Unit is entrusted the responsibility to regulate all radiation sources and practices involving the use of ionising radiation. This is achieved through an established system for authorisation, inspection and enforcement. Below are the main activities of the Regulatory Unit -

↪ *Registration of Radiation Sources*

The RSNSA registers all radiation sources in the country and this enables the Authority to maintain a national inventory of all radiation sources.

↪ *Licensing of Radiation Practices*

The RSNSA issues licences to all users of ionising radiation to authorise the conduct of the radiation practices.

↪ *Inspection of Radiation Facilities*

The RSNSA carries out routine inspections at user facilities to assess compliance to the RSNS Act, and other regulatory requirements for the safe and secure conduct of radiation practices.

↪ *Control of Import and Export of Radiation Sources and Other Controlled Items*

The RSNSA, in collaboration with the Customs Department of the Mauritius Revenue Authority, exercises control of the importation and exportation of radiation sources and other controlled items. The RSNSA issues Import/Export Permits to authorise the import and export of radiation sources and other controlled items.

↪ *Regulate the Transportation of Radioactive Materials*

The RSNSA regulates the transportation and transit of radioactive materials to ensure that all necessary safety and security measures are being implemented during their transportation.

↪ **Registration of Service Providers**

The RSNSA registers all service providers having the necessary competence and experience to provide services to licensees in the field of radiation safety and nuclear security. Through this process, the RSNSA maintains a list of approved service providers.

C. SERVICES UNIT

The Services Unit of the RSNSA provides the following essential services in the field of radiation safety and nuclear security -

↪ **Personal Radiation Monitoring Service**

The Services Unit provides Personal Radiation Monitoring Service to monitor the occupational exposure of workers to external sources of ionising radiation using passive dosimeters.

↪ **Radioactivity Analysis Service**

The Services Unit provides gamma spectrometry Radioactivity Analysis Service to detect the presence of radionuclides in foodstuffs and other commodities.

↪ **Radiological Emergency Response Service**

The Services Unit provides support and assistance in cases of radiological emergencies.

E-SERVICES



The RSNSA provides the following e-services -

- (i) Application for Registration of a Radiation Source;
- (ii) Application for Subscription to the Personal Radiation Monitoring Service;
- (iii) Amendment for Personal Radiation Monitoring Service; and
- (iv) Feedback and Suggestion.

These e-services are available through our website: <http://rsnsa.govmu.org>.

OUR SERVICE STANDARDS

Our Service Standards underline our commitment and state in precise and clear terms what our customers should expect from us.

- We strive to offer services to our customers that reflect all our core values.
- We undertake to reply to all correspondences, or at least to acknowledge their receipt, within 5 working days.
- We commit ourselves to complete the processing of applications received within the time frame as summarised in the table below.

	APPLICATION	PROCESSING TIME * (Working Days)
1	Registration of a Radiation Source	10
2	Licence	20**
3	Import/Export Permit	5

* From the date a complete application is submitted to the RSNSA.

** The average processing time of an application for a moderate risk practice. For low-risk practices, the processing time is on average 10 working days and for high-risk practices, the processing time is on average 60 working days.

FEEDBACK, SUGGESTION OR COMPLAINT

We welcome feedback, suggestion and complaint from our customers to further improve our services. Any feedback, suggestion or complaint may be submitted to us -

- (i) by completing the online Feedback/Suggestion Form available through our website;
- (ii) by submitting the Feedback/Suggestion Form in our suggestion box at our reception area. The form is available at our office and also through our website.
- (iii) by sending a correspondence to the RSNSA.

All feedback, suggestions and complaints received will be dealt promptly in an objective manner.

OFFICE HOURS

Our office is opened from Monday to Friday between 08 45 hrs to 16 00 hrs.

OUR CONTACT DETAILS

All correspondences shall be addressed to -

**The Director
Radiation Safety and Nuclear Security Authority
Royal Road, Helvetia
Moka**

LOCATION MAP



Postal Address : **Royal Road, Helvetia, Moka**
Telephone : **(+230) 434-3000**
Fax : **(+230) 434-2868**
Email Address : **rsnsa@govmu.org**
Website : **<http://rsnsa.govmu.org>**



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