



Republic of Mauritius

CUSTOMER CHARTER

**Ministry of Industry, Commerce
and
Consumer Protection**

(Industry Division)



CUSTOMER CHARTER

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THE MINISTRY OF INDUSTRY, COMMERCE AND CONSUMER PROTECTION

(Industry Division)

The Industry Division of the Ministry of Industry, Commerce and Consumer Protection is responsible to facilitate the industrialisation development process. In this context, the Ministry acts as a facilitator and catalyst through the formulation and implementation of appropriate policies, programmes and strategies. The objective is to promote the development of a modernised and diversified manufacturing sector.

Our Vision

An innovation-led industrial sector.

Our Mission

To act as a facilitator and catalyst for the development of a resilient, vibrant and competitive manufacturing sector with a view to fostering employment creation and creating wealth for higher economic growth.

Our Main Objectives

- To provide effective and efficient support services to the industrial sector.
- To promote globally competitive industries.
- To stimulate exports in existing and emerging markets.
- To enhance market access through internationally recognised standards.
- To support the development of a quality infrastructure based on international standards.
- To support green, socially responsible and quality initiatives in enterprises.
- To promote capabilities in fashion and design.
- To safeguard the interests of consumers in the purchase of jewellery.

Our Core Values

Integrity	We are guided by the highest standards of professional ethics.
Quality	We strive to provide quality and timely services to meet customers' expectations.
Teamwork	We achieve effective synergy among staff.
Efficiency	We are committed to achieve optimal results at minimum cost.

Our Major Customers

- The Business Community
- Ministries and Departments
- The Mauritius Export Association (MEXA)
- The Mauritius Chamber of Commerce and Industry (MCCI)
- The Association of Mauritian Manufacturers (AMM)
- Laboratories, Accreditation and Certification Bodies
- Jewellers
- Students
- General Public

This Charter

Under this Charter, we

- list down our services
- set the standards for our services
- indicate where and how you can obtain information on our services
- inform on how to apply for our services, Schemes, eligibility, criteria and documents to be submitted.

Units/Departments/Organisations under our aegis

Units

- Monitoring Unit
- Research and Planning Unit
- Project and Programmes Unit
- Business Information Unit

Departments

- Mauritius Accreditation Service (MAURITAS)
- Assay Office

State-Owned Enterprise

- Enterprise Mauritius (EM)

Parastatal Bodies

- Mauritius Standards Bureau (MSB)
- Fashion and Design Institute (FDI)

UNITS OF THE MINISTRY

The Units assist in industrial policy formulation and implementation, project management, and monitoring of industrial performance and deal with issues raised by industrial operators.

1. Monitoring Unit

Monitors industrial activities and performance and addresses difficulties encountered by enterprises.

2. Research and Planning Unit

Conducts research, plans and implements policies formulated.

3. Projects and Programmes Unit

Monitors export promotion-related activities, formulates projects and assists in implementation.

4. Business Information Unit

Provides business intelligence information for policy formulation and decision making.

CONTACTS

Ministry of Industry, Commerce and Consumer Protection

Levels 7 and 8

Air Mauritius Centre

Port Louis

Tel : 210 7100

Fax : 211 0855

E-mail : mind@govmu.org

Website : <http://industry.govmu.org>

Permanent Secretary

Level 7

Air Mauritius Centre

Port Louis

Tel : 201 1068

Fax : 212 8201

E-mail : rramrukheea@govmu.org

Director of Industry

Level 7

Air Mauritius Centre

Port Louis

Tel : 208 5760/210 7100

Fax : 211 0855

E-mail : rghose@govmu.org

For more information, please visit website <http://industry.govmu.org>

THE MAURITIUS ACCREDITATION SERVICE (MAURITAS)

MAURITAS is the national accreditation body which provides a national, unified service for the accreditation of calibration laboratories, testing laboratories, inspection bodies and certification bodies.

Customers

- Laboratories
- Certification bodies
- Inspection bodies

Services

Accreditation services are provided to laboratories (ISO/IEC 17025 and ISO 15189), certification bodies (ISO/IEC 17021), and inspection bodies (ISO/IEC 17020) undertaking testing; calibration; certification of management systems, products, and persons; and inspection.

Laboratories

Testing fields

- Acoustical
- Biological
- Chemical
- Construction Materials Testing
- Electrical
- Environmental
- Food Testing
- Forensic
- Health and Hygiene Testing
- Mechanical
- Medical
- Non-Destructive Testing
- Occupational
- Textiles and Garments Testing
- Veterinary

Calibration fields

- Acoustics
- Dimensional calibration
- Electrical calibration
- Flow
- Force/hardness
- Humidity
- Mass
- Pressure
- Thermal calibration
- Time and frequency
- Temperature
- Viscosity
- Volume

Certification Bodies

Accreditation programmes

- Quality Management Systems (QMS)
- Environmental Management Systems (EMS)
- Hazard Analysis and Critical Control Point (HACCP) Systems
- Food Safety Management Systems (FSMS)
- Information Security Management Systems (ISMS)
- Occupational Health and Safety Management Systems (OHSMS)
- Product Certification
- Certification of Persons

Documents to be submitted to avail of the services

(i) Application forms obtained from MAURITAS or downloaded from www.mauritas.org :

F 3.15 for non-medical laboratories

F 3.16 for medical laboratories

F 4.01 for certification bodies

(ii) Quality and Procedure manual of the customer

Fees Payable

1 Laboratory Accreditation Fees

(i) For granting/maintaining/extending an accreditation certificate

(A) For the grant of an accreditation certificate

- | | | |
|-----|---|-----------|
| (a) | Assessment, per assessor or expert (per day): | Rs 13,000 |
| (b) | First testing or calibration field (per annum): | Rs 13,000 |
| (c) | Each additional testing or calibration field (per annum): | Rs 6,500 |
| (d) | Each additional site of testing or calibration: | Rs 6,500 |

(B) For maintaining an accreditation certificate

- | | | |
|-----|---|-----------|
| (a) | Assessment, per assessor or expert (per day): | Rs 13,000 |
| (b) | First testing or calibration field (per annum): | Rs 13,000 |
| (c) | Each additional testing or calibration field (per annum): | Rs 6,500 |
| (d) | Each additional site of testing or calibration: | Rs 6,500 |

(C) For the extension of an accreditation certificate

- | | | |
|-----|---|-----------|
| (a) | Assessment, per assessor or expert (per day): | Rs 13,000 |
|-----|---|-----------|

- (b) Per field of testing or calibration for extension of accreditation certificate within an accredited testing or calibration field: Rs 5,000
- (c) Per field of testing or calibration for extension of accreditation certificate to a new testing or calibration field: Rs 6,500
- (d) Approval of each additional technical signatory: Rs 6,500

(ii) Application Fees

- (a) **Per testing or calibration field for which accreditation is sought:** Rs 6,500
- (b) **Issuing of duplicate accreditation certificate:** Rs 1,000

(iii) Other Fees

A laboratory should pay, where applicable, travel and accommodation costs, and travelling time in addition to the assessment fee.

2 Certification Body Accreditation Fees

(i) For granting/maintaining/extending an accreditation certificate

(A) For the grant of an accreditation certificate

- | | | |
|-----|---|-----------|
| (a) | Assessment, per assessor or expert (per day): | Rs 24,000 |
| (b) | For a maximum of 2 programmes (per annum): | Rs 30,000 |
| (c) | For more than 2 programmes (per annum): | Rs 90,000 |

(B) For maintaining an accreditation certificate

- | | | |
|-----|---|-----------|
| (a) | Assessment, per assessor or expert (per day): | Rs 24,000 |
| (b) | For a maximum of 2 programmes (per annum): | Rs 30,000 |
| (c) | For more than 2 programmes (per annum): | Rs 90,000 |

(C) For the extension of an accreditation certificate

Assessment, per assessor or expert (per day): Rs 24,000

(ii) Application Fees

- | | | |
|-----|--|-----------|
| (a) | Application fee – | |
| | • per programme, including a document review of one man-day: | Rs 36,000 |
| | • each additional programme: | Rs 30,000 |
| (b) | Additional charge for document review exceeding one day: | Rs 6,000 |

(c) Issue of duplicate accreditation certificate:

Rs 1,000

(iii) Other Fees

A certification body should pay, where applicable, travel and accommodation costs, and travelling time in addition to the assessment fee.

Delivery of Certificate

An Accreditation Certificate is issued to the customer within one week from the date of the decision of the Accreditation Committee.

CONTACT

Director, MAURITAS

4th Floor

Crescent House

Cnr Deschartes and Foucault Streets

Port Louis

Tel : 208 1690 / 211 0128

Fax : 210 6101

E- mail: mauritas@govmu.org

For more information, please visit website <http://www.mauritas.org>

THE ASSAY OFFICE

The Assay Office regulates the manufacture, sale and importation of gold, silver and platinum jewellery and of precious and semi-precious stones. It undertakes the assaying of jewellery, verification of gemstones and grading of diamonds. The Assay Office operates an Assay Laboratory and a Gemmology Laboratory. The Assay Office is ISO 9001 registered and the Assay Laboratory is accredited to ISO/IEC 17025 for its testing competencies.

Customers

- General Public
- Jewellers
- Institutions such as the Police Authority, the Mauritius Revenue Authority and the Judicial Department

Services

- Testing of gold, silver, platinum jewellery and their alloys.
- Verification of precious or semi-precious stones and grading of diamonds.
- Registration of jewellers dealing in gold, silver, platinum jewellery and precious or semi-precious stones.
- Registration of Sponsor's Marks, Identification Marks and Importer's Marks.
- Conduct of inspection visits to ensure compliance with the Jewellery Act 2007.
- Endorsement of Ownership Declaration Form for sale of second-hand jewellery.
- Valuation service whereby the gold content of jewellery is valued and a valuation certificate is delivered.
- Investigation of complaints from public.
- Online Registration of Jewellers.
- Hotline for daily gold price ☎ **8966**.

Documents/Fees/Delivery Time

All requests should be accompanied by an application form which can be downloaded from the Ministry's website <http://industry.govmu.org> or collected from the Counter at the Assay Office.

1 Testing of gold, silver and platinum jewellery and their alloys

Customers should deposit their jewellery to be tested at the counter of the Assay Office.

Documents to be submitted: Application form

➤ ***Fee: Rs 75/- per jewellery***

Test Reports are issued *within one working day* provided the total number of samples submitted for testing on that particular day does not exceed twenty.

2 Verification of precious or semi-precious stones and grading, except diamond

Customers should deposit their gemstones to be verified at the counter of the Assay Office.

Documents to be submitted: Application form

➤ ***Fees:***

- (i) Verification and grading of precious or semi-precious stone, except diamond: Rs 375/-per stone
- (ii) Verification of precious or semi-precious stone:
Rs 250/- per stone

Verification reports for four gemstones are issued *within two working days*.

3 Grading of diamonds

Customers should deposit the diamonds to be graded at the counter of the Assay Office.

Documents to be submitted: Application form

➤ **Fee:** Rs 450/- per stone

Grading reports for three diamonds are issued within three working days.

4 Registration as dealer in gold, silver and platinum jewellery and precious or semi-precious stones

Documents to be submitted in original:

A. For an applicant in an individual capacity:

- (i) National Identity Card or Passport;
- (ii) Birth Certificate;
- (iii) Trade Fee Receipt issued by the Local Authority; and
- (iv) Business Registration Card issued under Business Registration Act 2002.

B. For a company, société or other corporate body:

- (i) The certificate of incorporation of the company or registration of the société or other corporate body;
- (ii) Trade Fee Receipt issued by the Local Authority;
- (iii) Business Registration Card issued under Business Registration Act 2002; and
- (iv) Summary of File at incorporation.

➤ **Fees**

Registration as a dealer/Renewal of Registration as a dealer

- (i) Dealer not exporting scrap precious metals - Rs 3,000/-

(ii) Dealer exporting scrap precious metals	-	Rs 150,000/-
(iii) Issue of a duplicate registration certificate	-	Rs 1,000/-
(iv) Issue of an amended certificate	-	Rs 1,000/-

A Certificate of Registration as Dealer in Jewellery will be issued *within two working days* from the date of application.

5 Registration of Sponsor's /Importer's mark

Customers should deposit the punch to be registered at the counter of the Assay Office.

Documents to be submitted: Application form

➤ **Fees:**

- (i) For registration per Mark: Rs 3,000/-
- (ii) For a new certificate of registration in case of loss or for an additional certificate of registration: Rs 500/-

Sponsor's and Importer's marks are registered *within 30 minutes* after submission of punch and a Certificate of Registration of Sponsor's Mark/Importer's Mark is issued *within two working days*.

6 Registration of Identification mark

▪ **Documents to be submitted:**

- (i) Application form
- (ii) Facsimile of each mark to be registered together with supplier's details.

➤ **Fees:**

- (i) For registration per Mark: Rs 3,000/-
- (ii) For a new certificate of registration in case of loss or for an additional certificate of registration: Rs 500/-

Identification mark is registered *within 30 minutes* after submission of documents and a Certificate of Registration of Identification Mark is issued *within two working days*.

7

Endorsement of Declaration of Ownership Forms for sale of Second Hand Jewellery

Documents to be submitted:

A. Documents to be attached with the two Declaration of Ownership forms

- (i) Copy of Proof of Identity.
- (ii) Colour print of the photograph of the jewellery authenticated by the jeweller.

B. Documents to be produced in original at the Counter of Assay Office for verification

(i) Proof of Identity:

Any of the following:

- (a) National Identity Card (NIC);
- (b) Passport;
- (c) Driving Licence;
- (d) Bus Pass issued by the Ministry of Social Security, National Solidarity and Reform Institutions.

(ii) Proof of Address

Utility bills such as CEB, CWA and Telephone bills, date of issue of which does not exceed three months.

➤ **Fees:**

- (i) Jewellery of mass 5gms or less Rs 100/-
- (ii) Jewellery of mass more than 5gms Rs 300/-

8

Valuation of jewellery

Customers should deposit the item to be valued at the counter of the Assay Office.

Documents to be submitted: Application form

➤ **Fee:** Rs 250/- per jewellery

Five Valuation Certificates are issued *within one working day.*

CONTACT

Director, Assay Office

11th and 12th floors, Ken Lee Tower

Cnr Barracks & St Georges Streets

Port Louis

Tel : 211 0612 /211 0613 /211 0614

Fax : 211 0615

E-mail : assay@govmu.org

Website : <http://industry.govmu.org>

ENTERPRISE MAURITIUS (EM)

Enterprise Mauritius is the National Export Promotion Agency responsible for export promotion and export development. It is a collaborative partnership between industry and Government to help, within an integrated framework, businesses in Mauritius expand into regional and international markets and at the same time develop their internal capability to meet the challenges of international competition.

Enterprise Mauritius was awarded the best Trade Promotion Organisation (TPO) award in the Small Country category in 2006 and in the Small Island Developing States category in 2010 and 2014 by the International Trade Centre (ITC) in Geneva.

Vision

To be a World Class Export Promotion Agency that is at the forefront of the country's economic development drive.

Mission

Excellence in trade facilitation, export promotion and export development.

Core Values

- Professionalism
- Integrity
- Service excellence
- Team work

Core Objectives

- Promote Mauritius as a reliable and preferred sourcing destination for quality products and services
- Consolidate and expand market share in traditional regions
- Market and product diversification
- Assist in product development to achieve market conformity in terms of quality, standards and norms
- Promote enterprise development to enhance export readiness
- Assist SMEs to internationalize their products through export marketing

Stakeholders

- Private sector
- Local manufacturers
- Local, regional and international institutions
- Local and foreign Embassies, Governments and Ministries
- Foreign Buyers
- Media (local and foreign)
- International Donor Institutions
- Local and foreign Consultants
- Partner Agencies (Banks, NGOs etc.)

Services

- Promotional activities nationally and internationally
- Business Matchmaking
- Enterprise Development
- SME Capacity Building with focus on operational effectiveness and international marketing
- Market Intelligence Dissemination
- Knowledge Development
- Promotion of Industry Innovation
- Business Advisory and Counselling services
- Policy Advocacy

Schemes

1 FREIGHT REBATE SCHEME for Exports to Africa, Madagascar and Reunion Island

Exporters may apply for a refund of 25% of the Basic Freight Cost to a maximum of USD 300 per 20-foot container and USD 600 for 40-foot container exported to eligible Ports in Africa, Madagascar and Reunion Island. The rebate applies on Basic Freight Cost including BAF (Bunker Adjustment Factor) but excluding Loading Charges MPA; Landing Charges; Marine Charges; and CCS Fee. An outline of the conditions and modalities of the Scheme is provided on EM's website (<http://sourcemauritius.com/mauritius/em-schemes/freight-scheme-2014/>) to guide applicants.

The effective date of the revised Scheme with additional ports applies to exports made as from 10th July 2015.

Countries and Ports (45) to which the Freight Rebate Scheme applies

1	Angola	-	3	Ports (Lobito, Luanda, Soyo)
2	Cameroon	-	1	Port (Douala)
3	Comoros Island	-	3	Ports (Moroni, Port of Mutsamudu, Fomboni)
4	Congo (Brazzaville)	-	1	Port (Pointe Noire)
5	Egypt	-	3	Ports (Alexandria, Damietta, Port Said)
6	Gabon	-	2	Ports (Libreville, Port Gentil)
7	Ghana	-	1	Port (Tema)
8	Ivory Coast (Cote D'Ivoire)	-	1	Port (Abidjan)
9	Kenya	-	1	Port (Mombasa)
10	Madagascar	-	3	Ports (Mahajanga, Fort Dauphin, Tulear)
11	Mayotte	-	2	Ports (Longoni, Dzaoudzi)-(Effective as from February 2016)
12	Morocco	-	3	Ports (Agadir, Casablanca, Ceuta)
13	Mozambique	-	3	Ports (Beira, Maputo, Nacala)
14	Nigeria	-	5	Ports (Calabar, Lagos-Apapa, Port Harcourt, Warri, Onne Seaport)
15	Reunion	-	4	Ports (Port Ouest (Le Port)/Point des Galets, Port Est, Port of Saint-Denis, Port of Saint-Pierre)
16	Senegal	-	1	Port (Dakar)
17	Seychelles	-	1	Port (Port Victoria)
18	Tanzania	-	4	Ports (Dar es Salaam, Mtwara, Tanga, Zanzibar)

Note: South Africa - 3 Ports (Cape Town, Durban, Coega) – **Eligible only for Landlocked Countries. Direct export to South Africa is not eligible.**

Landlocked Countries

Exporters to the following 12 landlocked countries are eligible to the Freight Rebate Scheme from Port-Louis harbor to port of discharge nearest to the landlocked country:

- (i) Botswana
- (ii) Burkina Faso
- (iii) Burundi
- (iv) Lesotho
- (v) Malawi
- (vi) Mali
- (vii) Niger
- (viii) Rwanda
- (ix) Swaziland
- (x) Uganda
- (xi) Zambia
- (xii) Zimbabwe

Eligibility

- (i) Exporters of goods produced/manufactured in Mauritius; and
- (ii) Freeport operators exporting goods locally manufactured or goods manufactured in the Freeport Zones

Categories of goods eligible for rebate:

- (i) Goods that are wholly grown or produced in Mauritius;
- (ii) Goods that are exported under an IOC, COMESA, SADC, and EUR1 certificate of origin;
- (iii) All other goods exported that have been locally manufactured/produced in Mauritius, including those manufactured/processed in a Freeport Zone, wholly or partially from imported materials by a process of manufacture/production :
 - (a) resulting in a change in tariff classification (either Change-in-Tariff Heading or Change-in-Tariff Sub-Heading); or
 - (b) involving a value addition of not less than 20% of the ex-works costs (excluding profit) of the finished goods.

Important Note: Products falling under category (iii) above which have undergone the following 'minimal processes' would not qualify under this Scheme:

- (a) Operations to ensure the preservation of products in good condition during transport and storage;
- (b) Simple operations* consisting of removal of dust, sifting or screening, sorting, classifying, matching, washing, painting and cutting up;
- (c) Changes of packing and breaking up and assembly of consignment; simple bottling and packing operations;
- (d) Affixing of marks and labels;
- (e) A combination of two or more operations specified above; and
- (f) Slaughter of animals.

Shipping Time

As time to destination is a critical element in the success of the Scheme, the maximum Transit Time from Port to Port to destinations will vary.

Amount of Rebate

- 25% of freight cost † per 20-foot container up to the maximum of USD 300.
- 25% of freight cost † per 40-foot container up to the maximum of USD 600.
- 25 % of freight cost † for Export under "Groupage" on a pro-rata basis.

**Simple operations mean operations where neither special skills nor machines, apparatuses or tools especially produced or installed for those operations are required for their performance.*

† Rebate will apply on Basic Freight Cost including BAF (Bunker Adjustment Factor) but excluding (a) Loading Charges MPA, (b) Landing Charges, (c) Marine Charges and (d) CCS Fee.

Application for Rebate

Application has to be submitted on the prescribed form * to Enterprise Mauritius, 7th Floor, St James Court, St Denis Street, Port Louis, together with the following supporting documents:

- (i) Copy of Bill of Lading;
- (ii) Copy of Commercial Invoice;
- (iii) Copy of Export Declaration;
- (iv) Invoices and Receipts of payments from Shipping Agent/ Freight Cargo Receipt;
- (v) Copy of certificate of origin for exported product under EUR1, IOC, COMESA or SADC; **or**

In case of wholly grown or produced goods

Written statement from exporter on source of goods exported and any other supporting documentary evidence for wholly grown or produced;
or

In case products are not wholly produced or processed and these are not accompanied by Certificate of Origin

Written statement on process of manufacture and certificate from a qualified accountant on breakdown on and % of value addition for Locally Manufactured or Processed (i) resulting in Change in tariff or Sub heading or (ii) Value Addition

Period of Refund

Refund is effected within one month upon submission of completed prescribed form and all required supporting documents.

Note

Enterprise Mauritius reserves the right to exercise control over post disbursement of fund and in case any fraudulent declaration is detected, the following may apply:

- (i) the company will not be eligible for any future rebate; and
- (ii) legal action will be undertaken to recover the amount refunded and the company may also be liable for prosecution

****Prescribed form can be obtained at the Reception Counter/Knowledge Centre of Enterprise Mauritius or downloaded from EM's website (<http://sourcemauritius.com/Mauritius/em-schemes/freight-scheme-2014>).***

2 CREDIT GUARANTEE INSURANCE SUBSIDY SCHEME

Enterprise Mauritius, the implementing agency of the Credit Guarantee Insurance Subsidy Scheme for Africa, has signed a Memorandum of Understanding (MoU) with one credit insurance provider, namely Credit Guarantee Insurance Co. Ltd.

Objective of the Scheme

To provide a subsidy on the cost of credit insurance premium, to eligible enterprises (Beneficiary client) subscribing for Credit Insurance Cover for their direct exports to Africa in order to encourage them to take a credit insurance cover and hence boost up trade with Africa.

Target

Eligible enterprises which are incorporated or registered in Mauritius and which are in existence since one year. Trading activities, trans-shipment and re-exports are excluded.

Eligibility Criteria

➤ *Beneficiary client*

- (i) 'Beneficiary client' based in the Republic of Mauritius (company or societe) or any registered business based in the Republic of Mauritius;
- (ii) Operating for at least one year;
- (iii) Refund applies only to premium paid in connection with direct exports to Africa including Freeport Manufacturing;
- (iv) Trading activities, trans-shipment and re-exports are excluded;
- (v) Only direct exports on 'open account' or an alternative acceptable mode of payment will be considered; and
- (vi) Direct exports to all countries of Africa are covered.

Application

Application should be made directly by liaising with Credit Guarantee Insurance Co Ltd as follows:

Credit Guarantee Insurance Co Ltd
255 Barkly Wharf, Caudan Waterfront
Tel: 2132741
Fax: 2132689
Email: andy.chin.chew@cgi.mu

Ceiling on Refund

EM undertakes to pay 50% of the premium subject to a ceiling equivalent to a maximum of 0.2% of the insurable turnover directly to the insurers. The premium includes administrative/information fee.

Period of Refund

Refund is made to Credit Guarantee Insurance Co Ltd within one month upon submission of:

- Certificate of insurance policy of each ultimate beneficiary; and
- Copy of invoice and statement of account of each ultimate beneficiary

CONTACT

Chief Executive Officer
7th floor, St James Court
St Denis Street
Port Louis

Tel : 212 9760
Fax : 212 9767
E-mail : info@em.intnet.mu
Website : www.sourcemaurltius.com

MAURITIUS STANDARDS BUREAU (MSB)

The Mauritius Standards Bureau (MSB) is the National Standards Body for the Republic of Mauritius. It is a parastatal body set up under the Mauritius Standards Bureau Act 1993 and operates under the aegis of the Ministry of Industry, Commerce and Consumer Protection.

The Bureau is mandated to promote and provide market-relevant standards, metrology and internationally recognised conformity assessment services for the business community, government and society at large. It is also the custodian of national measurement standards and maintains the primary measurement standards in Mauritius to ensure their traceability with the International Systems of Units. Moreover, the MSB is the designated WTO TBT (Technical Barriers to Trade) National Enquiry Point in respect to standards, technical regulations and conformity assessment procedures in force under the Agreement on Technical Barriers to Trade of the World Trade Organization.

The MSB participates in an advisory capacity in the drafting of regulations whereby standards and/or technical requirements sourced from standards are referred in regulations.

The Mauritian National Standards Body is a member of the International Organization for Standardization (ISO), an affiliate member of the International Electrotechnical Commission (IEC), a member of the African Organisation for Standardisation (ARSO) and participates in standards work in Southern African Developing Community (SADC) and Common Market for Eastern and Southern Africa (COMESA).

Customers

- Ministries/Departments
- Private Industries both in the service and manufacturing sector
- Consumer Organisations
- Local and Regional enterprises
- Public at large

Services

- Development and Promotion of Standards
- Management Systems Certification
- Product Mark Certification Scheme
- Calibration Services (Scientific and Industrial)
- Testing Facilities
- Documentation Service

Units

- Standards Development Unit
- Quality Assurance Unit
- Metrology Unit
- Engineering Unit
- Chemical Unit
- Document and Information Centre

1. **Standards Development Unit – Standardisation**

The MSB, as the National Standards Body, shares the common objective to harmonise the national standards with international or regional standards whenever these exist. Mauritian Standards are developed in relation to the market needs and these are increasingly used for conformity assessment and certification purposes.

The Mauritian Standards are developed by a panel of experts, within a technical committee which comprises representative of the concerned industry sector, manufacturer and consumer organisations. The development of the Mauritian Standards is a consensus-based approach and comments from stakeholders are taken into account.

2. **Quality Assurance Unit- Certification and Training**

A. Certification

The MSB operates the National Management Systems Certification Scheme and the Product Mark Certification Scheme.

National Management Systems Certification Scheme

The National Management Systems Certification Scheme comprises the following Management Systems:

MS ISO 9001:2008 Quality Management System

MS ISO 9001:2015 Quality Management System

MS ISO 22000:2005 Food Safety Management System

MS ISO/IEC 27001:2013 Information Security Management System

MS 133:2010 Hazard Analysis and Critical Control Point (HACCP) System

MS ISO 14001: 2004 Environmental Management Systems

MS ISO 14001: 2015 Environmental Management Systems

Documents to be submitted for a Certificate of Registration: Application form

The application form can be obtained from the MSB and/or can be downloaded from its website: <http://msb.intnet.mu> and should be accompanied by a non-refundable application fee.

The **application** for a Certificate of Registration is valid for a period of 12 months as from the date of application.

Note : The **Certificate of Registration** is valid for a period of three years from the date of its issue. It may be renewed for a further period of 3 years subject to a recertification audit by the MSB and on payment of a renewal fee. The recertification audit is in the form of an assessment carried out by the MSB against payment of a fee to evaluate and confirm the continued conformity and effectiveness of a Management System as a whole.

Fees

(a)	For an application for a Certification of Registration	Rs 8, 000
(b)	Assessment fee per man-day	Rs 8, 000
(c)	For a triennial certificate of registration	Rs 16, 000
(d)	For a renewal of a certificate of registration	Rs 16, 000
(e)	For a duplicate certificate of registration	Rs 1, 000

Delivery of Service

A Certificate of Registration is issued to the customer within one week from the date of the decision of the Standards Council.

Product Mark Certification Scheme

The MSB operates its Product Mark Certification Scheme, namely the MSB Certification Mark Scheme (MAURICERT), for products and processes. The Scheme which is a nationally recognised one, is operated on a voluntary basis. Under this Scheme, the MSB grants licences to use the MSB Certification Mark, to companies for the products/processes which meet all the requirements of the relevant Mauritian Standard. The Certification Mark can be displayed on the product certified and signifies that the product has met all the requirements of the relevant Mauritian Standard and is manufactured under an approved Quality Plan.

Benefits of the MSB Certification Mark:

To the Manufacturer

The MSB Certification Mark supports the claim of the manufacturer to the effect that his product conforms to the relevant Mauritian Standard and helps to promote the competitiveness and marketability of his product.

To the Buyer

The MSB Certification Mark ensures that the buyer is buying a product conforming to the relevant Mauritian Standard and which has been manufactured under an approved quality plan which in turn ensures that he gets value for money.

Application for a MAURICERT Licence

The application form can be obtained from MSB and/or can be downloaded from its website: <http://msb.intnet.mu> and should be accompanied by a non-refundable application fee.

The **application** for a MAURICERT Licence is valid for a period of 12 months as from the date of application.

The **Licence** is valid for a period of two years as from the date of issue. It may be renewed for further period of 2 years on payment of the appropriate fee.

Note: A separate application should be made in respect of each standard and each factory or premises for which a licence is requested.

The MSB may select samples of commodities for testing and carry out assessment against payment of a fee.

Monitoring of Licences

The licence issued by MSB is valid for two years and the Bureau conducts regular surveillance visits to the licensee to ensure continuing implementation of the Quality Plan. During a certification period of two years, 8 to 12 surveillance visits are conducted.

The Bureau also conducts regular tests on products certified thus providing assurance that they consistently comply with the Standard. The licence can be renewed for a further period of two years subjects to satisfactory performance by the company and upon payment of the relevant licence fee.

Fees

Application for a Licence	Rs 5, 000
For a biennial Licence	Rs 10, 000
For a renewal of Licence	Rs 10, 000
For a duplicate Licence	Rs 2, 000

Delivery of Service

A MAURICERT Licence is issued to the customer within one week from the date of the decision of the Standards Council to grant the licence by Management.

B. Training

The Quality Assurance Unit also provides the following training courses on Standardisation, Quality Assurance and related subjects:

- Lead Auditor course ISO 9001:2015 and ISO 9001:2008.
- Preparing for MS ISO 9001:2015 Assessment and ISO 9001:2008.
- Internal Auditing Technique in MS ISO 9001:2015 and ISO 9001:2008.
- Hazard Analysis Critical Control Point (HACCP).
- Internal Audit in Food Safety Management System.
- Good Agricultural Practices for Bio Products as per MS 184.
- ISO/IEC 17025 Course on Laboratory Accreditation.

3. Metrology Unit

Provides calibration services in the field of:

- mass
- pressure
- force
- length
- temperature
- electricity
- DC voltage and resistance

A Calibration Report is issued to the customer within one day from the date the equipment has been calibrated.

4. Engineering Unit

Provides testing facilities in the following areas:

- Civil Engineering
- Electrical and Electronic Engineering
- Mechanical Engineering
- Non-Destructive Testing on concrete, metals and other products

A Testing Report is issued to the customer within one day from the date the sample has been tested.

Verifies Certificates of Conformity submitted by importers in respect of:

- Residual Current Devices
- Gas Regulators
- Outboard Motors
- Automatic Circuit Breakers
- Electric Water Heaters

The verification of the Certificate of Conformity is effected within 3 days from the date the Certificate of Conformity is received.

5. Chemical Unit

Provides testing facilities in the following areas:

- Chemical Technology
- Food and Agriculture
- Fibre Technology
- Food Micro Biology

A Testing Report is issued to the customer within one day from the date the sample has been tested.

Verifies Certificates of Conformity submitted by importers in respect of:

- Personal Protective Equipment (PPE)
- Plastic Pipes
- Helmets
- Gas Lighters
- Gas Hoses
- Plastic Bags
- Toys

The verification of the Certificate of Conformity is effected within 3 days from the date the Certificate of Conformity is received.

6. The Documentation and Information Centre - Documentation Service

- It is the National Reference Library specialised in standards and standards related publications, including Mauritian, International, Regional and Foreign standards.
- It provides a sale service for Mauritian Standards, International Organisation for Standardisation (ISO) Standards, British Standards (BS) and the ASTM International Standards under the agreed terms and conditions of the respective Copyright owners. Other publications can also be ordered through the Documentation and Information Centre depending on their availability on the market.
- It offers a Membership Scheme for external users wishing to loan books and periodicals and members are allowed 10% discount on the purchase of all Mauritian Standards. The library provides a selective dissemination of information service to members in their respective field of interest.

The library operates the daily activities of WTO TBT National Enquiry Point which in essence is to provide to the Mauritian Stakeholders, draft technical regulations proposed by WTO Member States; and to reply and channel queries including those emanated from proposed regulations by Mauritius.

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FASHION AND DESIGN INSTITUTE (FDI)

Vision

To be a regional hub for design education and research that shapes lives and society.

Mission

- To provide high quality, professional training of international standard in line with the needs of the industry.
- To foster creativity and promote a design culture in Mauritius.
- To assist industry in the design and production of high value added products and services.
- To offer demand driven services to the industry in the field of design.

Core Objectives

- Promote excellence in the field of fashion and design technology.
- Promote fashion and design.
- Disseminate knowledge of fashion and design.
- Develop a multi-disciplinary approach in carrying out research and training in the field of fashion and design technology to ensure a better coordination of the interests of the fashion industry.
- Provide educational, research, consultancy and training facilities and services in the field of fashion and design.
- Promote the development of entrepreneurship.

Services

- Delivers training courses in the field of fashion and design.
- Provides consultancy services in the field of fashion and design.
- Provides commissioning services in the field of fashion and design.
- Provides facilities to designers to develop their collections.
- Creates links between students and the industry.
- Organises fashion shows and also participates in fashion shows organized by various organisations.
- Showcases creativity of students through the organisation of exhibition of art works.

Stakeholders

- School leavers having completed their 'O' and 'A' level qualifications in Art and Design related fields.
- In-service employees of the creative industry who are provided tailor made short courses which would allow them upgrade their skills and knowledge.
- Unemployed, unskilled persons who wish to make a career in the industry or start their own business and for whom short professional courses are designed.
- Organisations seeking consultancy and commissioning services in the fashion and design field.

Textile and Apparel Development Centre (TADC)

The Textile and Apparel Development Centre, formerly known as TADC and CTC (Textile and Apparel Development Centre and Clothing Technology Centre), falls under the responsibility of the FDI.

Role of FDI Textile and Apparel Development Centre

- Showcases new technology.
- Provides training, consultancy and services to the industry.
- Helps to promote fashion and design in the industry.
- Creates links between students and the industry.
- Helps students do real work in the field of design and product development for the industry.
- Provides an actual factory environment to the students.
- Complements courses of fashion design and short training courses in the field of pattern drafting, pattern grading, marker making, prototyping, industrial practices of sewing and garment construction.
- Develops professional skills and techniques required for the construction of apparel.
- Provides stakeholders the facility to use specialised industrial machine for spreading and cutting techniques.
- Provides facilities to designers to develop their collections.
- Helps fashion students with their projects.

- Helps students prepare their collections for fashion shows and competitions.
- Helps in new products development.

Faculties/Department

- Faculty of Fashion & Textiles
- Faculty of Media & Communication
- Faculty of Art & Design
- Faculty of Built Environment
- Foundation Department

Courses

(i) Award Courses

➤ Foundation Department

- Foundation Diploma in Art & Design (Foundation course for 'A' Level holders)
- Extended Diploma in Art and Design (Foundation Course for 'O' Level holders)

➤ Faculty of Fashion & Textiles

- Higher National Diploma (HND) Fashion and Textiles
- BA (Hons) Fashion and Textiles (Top – Up)

➤ Faculty of Media & Communication

- Higher National Diploma (HND) Graphic Design
- Higher National Diploma (HND) Interactive Media
- BA (Hons) Graphic Design with Animation (Top – Up)

➤ Faculty of Art & Design

- Higher National Diploma (HND) Art & Design
- BA (Hons) Art & Design (Top Up)

➤ Faculty of Built Environment

- BA (Hons) Interior Design

(ii) Non Award courses for in-service employees and the unemployed

Professional Short Courses in:

- Industrial Pattern Making for ladies' wear, men's wear and children's wear
- Computer Aided Design (CAD) in pattern construction, grading and marker making
- Sewing for sewing operators
- Garment Manufacturing
- Creative Textiles & Entrepreneurship
- 3D Animation
- Bande Dessinée
- Web Design
- Photography
- Photoshop/Illustrator
- Packaging Design
- Pattern Drafting
- Tapestry Weaving
- Pattern Construction & Grading
- Silk Painting
- Tie & Dye
- Fashion Jewellery
- Ceramic/Pottery
- Coconut Craft
- Pyrography
- Screen Printing
- Flour Painting Using Resist Technique

(iii) Tailor made courses

The FDI also organises tailor-made courses for the unemployed in collaboration with other organisations such as the National Empowerment Foundation (NEF); the National Women Entrepreneur Council (NWECC); and local textile and graphic companies.

(iv) Mode of Study

Full time and Part time

Consultancy Services for in-service employees and the unemployed.

- Productivity improvement
- Quality
- Computer Aided Design (CAD)
- Computer Aided Machines/Manufacturing (CAM)
- Pattern technology

Commissioning Services for in-service employees and the unemployed

- Pattern construction
- Grading
- Marker making
- Pattern printing
- Cutting
- Sample making
- Short production runs
- Special operations such as button hole, buttons sew, bar tack, zigzags, embroidery
- Operation breakdown and costing

Facilities Available

(i) Laboratories

- (a) 3D Computer Labs
- (b) MAC Labs for graphic design
- (c) Three (3) PC labs/computer rooms equipped with up to date software

(ii) Workshops

- (a) 3D Workshops (wood, metal & other materials)
- (b) Ceramic workshop
- (c) Print-making workshop

(iii) **Studio**

Photography studio

(iv) **Other Facilities**

(a) 3D Printing

(b) Library with printing and photocopying facilities

Documents

Application form and other details on courses can be obtained from the website: [**www.fdi.mu**](http://www.fdi.mu)

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NOTE: The fees for the different services are subject to revision by the Ministry.

FEEDBACK AND COMPLAINTS

Your suggestions and complaints are most welcome and will be dealt with promptly.

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