FEEDBACK AND COMPLAINTS

Your suggestions and complaints are most welcomed.

You may contact us in one of the following ways:

- You can complete the form at the suggestion box at our reception desk;
- Phone us on (230) 211-0612/13/14;
- Fax us on (230) 211-0615;
- Email us on assay@govmu.org or assaysug@govmu.org;
- In person at our counter; and
- By post.

We assure you that we shall initiate actions for any suggestion or complaint within 5 working days.

CONTACT DETAILS

Assay Office
11th & 12th Floor, Ken Lee Tower
Cnr Barracks & St Georges Streets
Port Louis

📞 Tel: (230) 211-0612/13/14
📠 Fax: (230) 211-0615
_grupo: Gold Price Hotline: 8966
📧 Emails: assay@govmu.org
         assaysug@govmu.org

LEGAL DISCLAIMER

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

CUSTOMER CHARTER

The Assay Office has a regulatory function in ensuring compliance with the Jewellery Act 2007. The Act regulates the manufacture, sale and importation of gold, silver and platinum jewellery and of precious and semi-precious stones.

The Assay Office is a member of the International Association of Assay Offices (IAAO) and benefits from the technical expertise of other members in the field of assaying of precious metals.

The Assay Office is ISO 9001 certified and its Assay Laboratory is accredited to ISO/IEC 17025.

VISION

To enhance consumers’ trust and confidence in the jewellery industry and to offer them consistent jewellery certification and grading services by maintaining the highest level of ethics and integrity.

MISSION

- To provide maximum protection to consumers of jewellery and gemstones.
- To assist to the development of the jewellery sector.
- To help jewellers upgrade the quality of their jewellery.
- To build up customer confidence in relation to purchase and sale of jewellery.
OUR CORE VALUES

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

OUR OBJECTIVES

The Assay Office has clear objectives to achieve service delivery:

- Issue of a Certificate of Registration of Jewellers within 2 working days from the date of application.
- Registration of Sponsor’s/Identification/Importer’s Marks within 30 minutes after submission.
- Issue of cupellation results within 3 working days from the date of receipt of sample.
- Issue of X-Ray and touchstone results within 1 working day from the date of receipt of sample.
- Issue of 5 valuation certificates within 1 working day.
- Issue of identification reports for four gemstones within 2 working days.
- Issue of grading reports for three diamonds within 3 working days.

SERVICES/ACTIVITIES

- Registration of jewellers;
- Assaying of gold, silver and platinum jewellery and their alloys;
- Identification of gemstones;
- Grading of diamonds;
- Registration of Sponsor’s, Importer’s and Identification marks;
- Conduct of inspection visits for compliance with the Jewellery Act 2007;
- Investigation of complaints;
- Consumer sensitisation campaigns;
- Valuation of jewellery;
- Endorsement of Ownership Declaration Form for the sale of second hand jewellery; and
- Hotline for daily gold price - 28966.

ASSAY OFFICE LABORATORIES

The Assay Office operates an Assay Laboratory and a Gemmology Laboratory.

(i) Assay Laboratory

The Assay Laboratory offers testing services for gold, silver and platinum jewellery and their alloys using internationally recognised test methods. Our customers may as well witness their tests.

(ii) Gemmology Laboratory

The Gemmology Laboratory provides an independent objective opinion regarding the authenticity and quality of gemstones.