



Ministry of Industrial Development, SMEs
and Cooperatives
(Industrial Development Division)



CUSTOMER CHARTER

August 2024



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The Ministry of Industrial Development, SMEs and Cooperatives (Industrial Development Division)

The Industrial Development Division of the Ministry of Industrial Development, SMEs and Cooperatives promotes sustainable industrial development. The Ministry acts as a facilitator and catalyst through the formulation and implementation of appropriate policies, programmes and strategies for the emergence of a strong, modern and diversified manufacturing base.

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 generating wealth for higher economic growth.

Our Main Objectives

- To promote globally competitive industries.
- To foster product and market diversification.
- To stimulate exports in existing and emerging markets.
- To support green, socially responsible and quality initiatives in enterprises.
- To enhance market access through internationally recognised standards.



Our Major Stakeholders

1. Business Mauritius
2. The Mauritius Chamber of Commerce and Industry (MCCI)
3. The Mauritius Export Association (MEXA)
4. The Association of Mauritian Manufacturers (AMM)
5. Ministries and Departments
6. SME Mauritius
7. Economic Development Board (EDB) Mauritius

Our Customers

1. Export Oriented Enterprises (EOEs)
2. Large Domestic Oriented Enterprises (DOEs)
3. Enterprises involved in new growth poles
4. Conformity Assessment Bodies
5. Registered Jewellers

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, eligibility, criteria and documents to be submitted.**



The Ministry of Industrial Development, SMEs and Cooperatives (Industrial Development Division)

Key Sections / Units

Administration Section

Led by the Senior Chief Executive, who is also the Supervising Officer of the Ministry, this section plays a crucial role in effective governance. It formulates policies, maintains business continuity, and coordinates the different Sections, Departments and Parastatal Bodies of the Division. It also supports the Minister in her parliamentary and other ministerial duties, ensuring the Ministry's goals are achieved.

It also supervises other sections such as the Finance, Human Resource, Procurement, Office Accommodation and Registry which are essential in assisting the Ministry to meet its objectives.

Technical Section

The Technical Section assists in the formulation of industrial policies and strategies, the elaboration of projects and programmes for the benefit of manufacturing enterprises and the monitoring of industrial activities for greater competitiveness. It is structured in four (4) units as follows:

- **Projects and Programmes Unit**
Monitors export promotion-related activities, formulates projects and assists in implementation.
- **Monitoring Unit**
Monitors industrial activities and performance and addresses difficulties encountered by enterprises.
- **Research and Planning Unit**
Conducts research, plans and implements policies formulated.
- **Business Information Unit**
Provides business intelligence information for policy formulation and decision making

Departments

The two (2) departments of the Division are as follows:

- **Mauritius Accreditation Service (MAURITAS)**
- **Assay Office**


Parastatal Bodies


The three (3) Parastatal bodies operating under the aegis of the Division are as follows:

- **Mauritius Standards Bureau (MSB)**
- **Academy of Design and Innovation (ADI)**
- **National Productivity and Competitiveness Council (NPCC)**

Contacts

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SUPERVISING OFFICER/HEAD OF THE MINISTRY

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The Mauritius Accreditation Service (MAURITAS)



Established under the Mauritius Accreditation Service Act 1998 (Amendment 2017), MAURITAS is the national accreditation body for Mauritius. It is a Department of the Industrial Development Division which provides a national and unified service for the accreditation of conformity assessment bodies (CABs) which include calibration and testing laboratories, inspection and certification bodies.

Vision

- Achieving International Recognition

Mission

- To provide a national, impartial and transparent mechanism for the accreditation of laboratories, certification and inspection bodies.
- To achieve international recognition by becoming signatory to International Laboratory Accreditation Cooperation Mutual Recognition Arrangements (ILAC MRA) and International Accreditation Forum Multilateral Recognition Arrangement (IAF MLA).

Customers

Our customers are:

- 01 Laboratories
- 02 Certification bodies
- 03 Inspection bodies

Services

MAURITAS provides accreditation in the following accreditation schemes and assessment are carried out as per the applicable accreditation standards listed below:

Accreditation Schemes

Calibration laboratories

Testing laboratories

Medical testing laboratories

Inspection bodies

Certification Bodies for the Management systems:

- Food Safety Management System (FSMS)
- Hazard Analysis Critical Control Points (HACCP)
- Quality Management System (QMS)
- Environmental Management System (EMS)
- Information System Management System (ISMS)

Accreditation Standards

ISO/IEC 17025

ISO/IEC 17025

ISO 15189

ISO/IEC 17020

ISO/IEC 17021-1

ISO/TS 22003

ISO/TS 22003

ISO/IEC 17021-3

ISO/IEC 17021-2

ISO/IEC 27006

Laboratories

Laboratory accreditation service is provided in the following fields:

Testing Fields:

- Acoustical
- Biological
- Chemical
- Construction Materials Testing
- Electrical
- Environmental
- Food Testing
- Health and Hygiene Testing
- Mechanical
- Medical
- Non-Destructive Testing (NDT)
- 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

Certification Body accreditation service is provided for the following schemes:

- 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

International Recognition of MAURITAS

MAURITAS is signatory to the Multilateral Mutual Recognition Arrangements of the International Laboratory Accreditation Cooperation (ILAC), International Accreditation Forum (IAF), African Accreditation Cooperation (AFRAC) and Southern African Development Community Cooperation in Accreditation (SADCA).

Those memberships ensure that all certificates issued by MAURITAS accredited CABs are internationally recognised enhancing the acceptance of products and services across national borders, thereby creating a framework to support international trade through the removal of technical barriers.

Application for Accreditation

Accreditation is open to all laboratories, certification bodies and inspection bodies, irrespective of the size of the applicant, whether it is in the private sector or in the public sector.

Documents to be submitted to avail of the services

All documents can be downloaded from the MAURITAS website, www.mauritas.org

The appropriate application forms (as listed below) and the checklists need to be filled in and submitted together with the quality documentation and relevant application fees:

(i) Forms to be filled in by Testing and/or Calibration Laboratories:

- Application form for Testing and/or Calibration, F3.15
- Self-Assessment Checklist, F3.23

(ii) Forms to be filled in by Medical Laboratories:

- Application Form for Medical Laboratories, F3.16
- Self-Assessment Checklist, F3.19

(iii) Forms to be filled in by Certification Bodies:

- Application Form for Accreditation as Certification Bodies, F4.01
- Cross Reference Matrix – cum Checklist for ISO/IEC 17021-1:2015 – Management Requirements, F4.10
- Cross Reference Matrix – cum Checklist for ISO/IEC 17021-1:2015 - Technical Requirements for QMS, F4.11
- Cross Reference Matrix – cum Checklist for ISO/IEC 17021-1:2015 - Technical Requirements for FSMS/HACCP, F4.13

Fees Payable

Laboratory Accreditation Fees

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

(A) For the grant of an accreditation certificate	FEES
<ul style="list-style-type: none">Assessment, per assessor or expert (per day)	Rs 13,000
<ul style="list-style-type: none">First testing or calibration field (per annum)	Rs 13,000
<ul style="list-style-type: none">Each additional testing or calibration field (per annum)	Rs 6,500
<ul style="list-style-type: none">Each additional site of testing or calibration	Rs 6,500
(B) For maintaining an accreditation certificate	
<ul style="list-style-type: none">Assessment, per assessor or expert (per day)	Rs 13,000
<ul style="list-style-type: none">First testing or calibration field (per annum)	Rs 13,000
<ul style="list-style-type: none">Each additional testing or calibration field (per annum)	Rs 6,500
<ul style="list-style-type: none">Each additional site of testing or calibration	Rs 6,500
(C) For the extension of an accreditation certificate	
<ul style="list-style-type: none">Assessment, per assessor or expert (per day)	Rs 13,000
<ul style="list-style-type: none">Per field of testing or calibration for extension of accreditation certificate within an accredited testing or calibration field	Rs 5,000
<ul style="list-style-type: none">Per field of testing or calibration for extension of accreditation certificate to a new testing or calibration field	Rs 6,500
<ul style="list-style-type: none">Approval of each additional technical signatory	Rs 6,500

(ii) Application Fees

Per Field/Duplicate Certificate	FEES
<ul style="list-style-type: none">Per testing or calibration field for which accreditation is sought	Rs 6,500
<ul style="list-style-type: none">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.

Certification Body Accreditation Fees

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

(A) For the grant of an accreditation certificate	FEES
• Assessment, per assessor or expert (per day)	Rs 24,000
• For a maximum of 2 programmes (per annum)	Rs 30,000
• For more than 2 programmes (per annum)	Rs 90,000
(B) For maintaining an accreditation certificate	
• Assessment, per assessor or expert (per day)	Rs 24,000
• For a maximum of 2 programmes (per annum)	Rs 30,000
• 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

Per Programme/Document Review/Duplicate Certificate	FEES
Application fee	
• per programme, including a document review of one man-day	Rs 36,000
• each additional programme	Rs 30,000
Additional charge for document review exceeding one day	Rs 6,000
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 Service

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

Contact

 The Director, MAURITAS
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Port Louis

 208 1690 / 211 0128

 210 6101

 mauritas@govmu.org

For more information, please visit www.mauritas.org

The Assay Office



The Assay Office is a Department of the Industrial Development Division and has a regulatory function in ensuring compliance with the Jewellery Act 2007 and its Regulations. The Act regulates the dealings of precious metals, namely gold, silver, palladium and platinum as well as jewellery made from these precious metals, and of precious and semi-precious stones.

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.

The Assay Office operates two laboratories namely:

- Assay Laboratory, for the assaying of gold, silver and platinum jewellery and their alloys; and
- Gemmology Laboratory, for the verification of precious and semi-precious stones and the grading of diamonds.

The Assay Office is registered to MS/ISO 9001 and the Assay Laboratory is accredited to ISO/IEC 17025 by MAURITAS for its testing competencies.

Customers

Our customers are:

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

Services/Activities

- Testing of gold, silver, platinum jewellery and their alloys.
- Verification of precious and semi-precious stones.
- Grading of diamonds.
- Registration of jewellers dealing with precious metals as well as jewellery made of gold, silver, palladium, platinum and precious/semi-precious stones.
- Registration of Sponsor's Marks, Identification Marks and Importer's Marks.
- Carry out inspection visits to ensure compliance with the Jewellery Act and its Regulations.
- 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 under the Jewellery Act.
- Hotline for daily gold price **8966**.
- Conduct Awareness Campaigns.
- SMS and WhatsApp Notifications on mobile phone number **55099575**.

Documents/Fees/Delivery Time

All requests should be accompanied by an application form which can be downloaded from the Assay Office's website www.assayoffice.org or collected from the Counter at the Assay Office.



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

Customers should fill an application form and submit their jewellery or precious metal alloy to be tested at the counter of the Assay Office.

Test Method	Fees / Sample	Issues of test report
Touchstone (for gold Jewellery)	Rs 75	within one working day provided the total number of samples submitted for testing on that particular day does not exceed twenty.
X-ray (for gold and silver Jewellery and alloys)	Rs 75	within one working day provided the total number of samples submitted for testing on that particular day does not exceed twenty.
Cupellation (for gold alloys)	Rs 400	within three working days provided the total number of samples submitted for testing on that particular day does not exceed twenty.

02

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

Customers should fill an application form and submit their gemstone to be verified at the counter of the Assay Office.

Type of Report issued	Fees / Sample
ID Type Gemstone Verification Report	Rs 250
Full Gemstone Testing Report	Rs 375

03

Grading of diamonds

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

Customers should fill an application form and submit their diamonds to be graded at the counter of the Assay Office.

Fee: Rs 450/- per stone

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

04

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

Any person who intends to deal in gold, silver, palladium and platinum jewellery as well as precious or semi-precious stones, has to submit an application for registration as dealer to the Assay Office and has to fill in an Application Form.

The application form can be obtained at the counter of the Assay Office or can be downloaded from its website www.assayoffice.org.

A person may be an individual or a legal entity such as a company, Société or other corporate body.

Procedures for application for registration

The application for registration is a 3-step process.

STEP 1: Submission of application and the required documents

Documents to be submitted in *original* at time of application for *individual*:

- (i) Birth Certificate;
- (ii) Identity Card;
- (iii) Business Registration Card issued under Section 8(2) of the Business Registration Act 2002 – to deal in jewellery; where applicable, Receipt of payment for amended Business Registration Card; and
- (iv) Trade Fee Receipt issued by the Corporate and Business Registration Department (Companies Division) – to deal in jewellery, where applicable.

Documents to be submitted in *original* at time of application for *company, Société or other corporate body*:

- (i) Certificate of incorporation or registration of the Company/Entity;
- (ii) Business Registration Card issued under Section 8(2) of the Business Registration Act 2002 – to deal in jewellery; where applicable, Receipt of payment for amended Business Registration Card;
- (iii) Trade Fee Receipt issued by the Corporate and Business Registration Department (Companies Division) – to deal in jewellery, where applicable; and
- (iv) Extract/Summary of File at incorporation.

STEP 2: “Fit and Proper” person assessment

Documents to be submitted in *original* for “fit and proper” person assessment for *individual*:

- (i) Bank Reference Letter;
- (ii) Qualifications and experience, including inter alia certificates, CV and reference letters; and
- (iii) Certificate of character (not more than 3 months)

Documents to be submitted in *original* for “fit and proper” person assessment for the *company/entity and each director, shareholder and beneficial owner*:

For the Company / Entity (Incorporated for at least 2 years from date of application):

- (i) Audited/Management accounts; and
- (ii) Bank Reference Letter

For each director, shareholder and beneficial owner:

- (i) Bank Reference Letter;
- (ii) Qualifications and experience, including inter alia certificates, CV and reference letters;
- (iii) Certificate of character (not more than 3 months);
- (iv) NIC/Passport for Mauritian Citizen; and
- (v) For Non-Citizen –
 - (a) Passport; and
 - (b) Letter from relevant authorities in Mauritius for Work Permit/Occupational Permit.

STEP 3: Payment of Registration Fee upon Notification

Fees for registration as dealer	FEES
Type 1 - For dealers having no intention to export scrap precious metals	Rs 3,000
Type 2 - For dealers intending to export scrap precious metals	Rs 150,000

After payment, a registration certificate will be issued within two working days to applicant which will be valid for a period not exceeding three years.

05

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

Prescribed Fees	
For registration per Mark	Rs 3,000
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.

06

Registration of Identification mark

Documents to be submitted:

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

Prescribed Fees	
For registration per Mark	Rs 3,000
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*.

07

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) Copy of Proof of Address of less than 3 months
- (iii) 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 Integration, Social Security and National Solidarity.

(ii) Proof of Address

Utility bills such as CEB, CWA and Telephone bills or a Statement of account or an IBAN Letter from any Bank, date of issue of which should not exceed three months.

Prescribed Fees

Jewellery of mass 5gms or less	Rs 100
Jewellery of mass more than 5gms	Rs 300

08


Valuation of jewellery

Customers should fill in an application form and submit their jewellery or precious metal alloys to be valued at the counter of the Assay Office.

Documents to be submitted: Application form

Fees: Rs 250/- per jewellery

Contact

 The Director, Assay Office
11th and 12th floors, Ken Lee Tower
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Port Louis

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 211 0617

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 assayoffice.org



The Mauritius Standards Bureau (MSB) is the national standards body for the Republic of Mauritius. It is a body corporate set up under the Mauritius Standards Bureau Act 1993 and operates under the aegis of the Ministry of Industrial Development, SMEs and Cooperatives (Industrial Development Division).

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 System of Units.

Moreover, the MSB is designated as the National Enquiry Point with respect to standards, technical regulations, and conformity assessment procedures in force under the Agreement on Technical Barriers to Trade of the World Trade Organisation.

The MSB 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 the Southern African Developing Community (SADC) and the Common Market for Eastern and Southern Africa (COMESA).

Vision

- To be the Centre of Excellence in Standards, Metrology and Conformity Assessment Services

Mission

- To promote and provide market-relevant Standards, Metrology and internationally recognized Conformity Assessment Services for the Business Community, Government, and Society at large.

Customers

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

Services

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

Units

- 01 Standards Development Unit (SDU)
- 02 Quality Assurance Unit
- 03 Metrology Unit
- 04 Engineering Unit
- 05 Chemical Unit
- 06 Standards Information Centre (under SDU)
- 07 Administration Department
- 08 Finance Department

01 Standards Development Unit – Standardisation

As part of the National Quality Policy, the MSB develops Mauritian Standards (MSs), adopts international and regional standards as well as harmonises MSs with international or regional standards whenever these exist.

MSs are formulated in relation to the market needs and these are increasingly used for conformity assessment and certification purposes. They are developed by a panel of experts, within technical committees in various fields which includes stakeholders from industry, academics, researchers, NGOs, conformity assessment bodies, consumer organisations and government bodies. This process is transparent and consensus-based where comments from stakeholders are considered.

02 Quality Assurance Unit - Certification and Training

Documents to be submitted:

A. Certification

The MSB, through its Quality Assurance Unit (QAU), operates National Management Systems Certification Scheme and the MSB Certification Scheme.

National Management Systems Certification Scheme

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

- MS ISO 9001:2015 Quality Management System
- MS ISO 22000:2018 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 165: 2019 Sustainable tourism - Requirements (Branded as Blue Oasis)
-

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

The application form can be obtained at the MSB and/or can be downloaded from its website: 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.

Prescribed 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.

MSB Certification Mark Scheme

The MSB, through its Quality Assurance Unit (QAU), operates a product mark certification scheme, namely the MSB Certification Mark Scheme (MAURICERT), for products and processes used by companies meeting all the requirements of the relevant MSs. The Scheme is a nationally recognised one and operates on a voluntary basis.

The QAU has also developed sustainability certification programmes in the field of manufacturing, agriculture and hospitality sectors. Since November 2020, the unit has been providing certification mark services to agricultural operators for Good Agricultural Practices (MauriGAP). The Unit has also issued MSB Certification Mark Licence based on Ecolabel Standards. The Certification Mark can be displayed on the product certified which signifies its compliance with the relevant MS and which indicates its manufacturing 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 MS and helps to promote the competitiveness and marketability of his product.
- To the Buyer:
 - The MSB Certification Mark ensures that the client is buying a product conforming to the relevant MS and which has been manufactured under an approved quality plan.

Application for a MSB Certification Mark Licence

The application form can be obtained from MSB and/or can be downloaded from its website: 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 MSB Certification Mark Licence is valid for a period of three years as from the date of issue. It may be renewed for a further period of 3 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.

Monitoring of Licences

The licence issued by the MSB is valid for three years whilst regular surveillance is conducted on the licensee to ensure continuing implementation of the Quality Plan. 9 to 12 surveillance visits are conducted during a certification period of three years.

The Bureau also conducts regular tests on products certified thus providing assurance that they are consistently compliant with the relevant Standard. The licence can be renewed for a further period of three years subject to satisfactory performance by the company, payment of the relevant licence fee and applicable testing fees.

Prescribed Fees

Application for a Licence	Rs 5,000
For a triennial Licence	Rs 15,000
For a renewal of Licence	Rs 15,000
For a duplicate Licence	Rs 1,000
Assessment fee per man-day	Rs 8,000

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 (QAU) provides training services in the field of Quality, Information Security, Food Safety and Laboratory Accreditation, for members of both, public and private sectors. This not only generates revenue directly for the Bureau but also indirectly empowers potential clients to implement management systems, which can be subsequently certified by the Bureau.

The following courses are organised by the Bureau: -

- ISO 9001:2015 QMS -Auditor/Lead Auditor Course
- MS ISO 9001:2015 QMS – Implementer Course
- Internal Auditing Technique in MS ISO 9001:2015
- Hazard Analysis Critical Control Point (HACCP).
- Internal Audit in Food Safety Management System.
- ISO/IEC 17025 Course on Laboratory Accreditation.
- ISO/IEC 27001 Course on Information Security Management System

This unit provides calibration services in the field of:

- Mass
- Pressure
- Force & Torque
- Dimensional Measurements
- Temperature
- Electrical Measurements

Mauritius is a member state of SADC Cooperation in Measurement (SADCMET) and Intra-Africa Metrology System (AFRIMETS) and an Associate member of the Conférence Générale des Poids et Mesures (CGPM).

i) This 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.

ii) This unit verifies Certificates of Conformity submitted by importers in respect to products like:

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

iii) This unit provides testing facilities and verification of certificates of conformity for regulated products in the following areas:

- MS 10: Steel for the reinforcement of concrete - Weldable reinforcing steel - Bar, coil and decoiled product - Specification
- MS 34: Steel wire for the reinforcement of concrete Products-Specification
- MS 35: Steel fabric for the reinforcement of concrete products – Specification.
- MS ISO 4427 for Plastic and polyethylene pipes & fittings.
- MS ISO 1452 for Plastic and polyethylene pipes & fittings.

Applicable standards for Household Electrical Appliances (Equivalent standards are also acceptable)

Item	Standard	Item	Standard
Hair Dryers	MS IEC 60335-2-23	Electric shavers, hair clippers	IEC 60335-2-8
Table Fan, Pedestal Fan, Wall Fan, Ceiling Fan	MS IEC 60335-2-80	Electrically heated blankets	IEC 60335-2-17
Ovens (fixed)	MS IEC 60335-2-6	Whirlpool baths	IEC 60335-2-60
Microwave Oven	MS IEC 60335-2-25	Television	MS IEC 60035
Coffee or Tea Maker	MS IEC 60335-2-15	Table lamp and floor standing lamp	MS IEC 60598-2-4
Toaster	MS IEC 60335-2-9	Lighting chains using incandescent lamps	MS IEC 60598-2-20
Vacuum Cleaner	MS IEC 60335-2-2	Electronic Ballast for fluorescent lamp	MS IEC 61347-2-3
Dish Washing Machine	MS IEC 60335-2-5	Magnetic Ballast for fluorescent lamp	MS IEC 61347-2-8
Clothes Washing Machine	MS IEC 60335-2-7	Isolating transformer for downlight fitting	MS IEC 61558-2-6 IEC 61347-2-2 MS IEC 61347-2-13
Spin Extractor	IEC 60335-2-4	Lamp Holders	IEC 61184, IEC 60238

05 Chemical Unit

This unit provides testing facilities in the following areas:

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

Verifies Certificates of Conformity submitted by importers in respect of:

- Personal Protective Equipment (PPE) Rs 1000 per item
- Plastic Bags Rs 800 per item
- Toys Rs 1000 per 5 test reports and
Rs 1000 for every additional reports

06

The Standards Information Centre

The Standards Information Centre (SIC) is a specialised library operating within the sphere of standardisation. Its collection includes a wide range of standards and standards-type publications, encompassing Mauritian Standards (MSs), International Standards (ISO), American Society for Testing and Materials (ASTM) International Standards, ARSO Standards, British Standards, which may be examined and/or purchased by the public.

The SIC provides a Membership Scheme tailored to external users interested in borrowing books and periodicals. Members of this scheme enjoy a 10% discount on the purchase of all Mauritian Standards. Additionally, the library offers a selective dissemination of information service, ensuring that members and key target groups are informed of key standardisation perspectives.

The SIC operates the daily activities of the National Enquiry Point which in essence is to provide for the dissemination of information with respect to the notifications, including the corresponding technical regulations, standards and conformity assessment procedures, both domestic and foreign.

07

Administration Department


The Administration Department assists in overseeing daily operations by providing logistical support and communicating decisions of management.


08


Finance Department

The Finance Department is involved in all matters regarding financial transactions. It acknowledges payments from customers and ensures that the expenses of the bureau are paid in a timely manner for effective business continuity.

Contact

 The Director,
Mauritius Standards Bureau
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Republic of Mauritius

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 msb@intnet.mu

Academy of Design and Innovation



“The Lead and Premier institute in design education in Mauritius”

The Academy of Design and Innovation (ADI), previously known as Fashion & Design Institute, is a body corporate operating under the aegis of the Industrial Development Division. It promotes excellence in design education cutting across several industries such as communication/ media and advertising sector, textiles and fashion industry, inbuilt and construction industry, jewellery and luxury products sector.


Vision

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

Mission

- * The Mission of the Institute shall be to:
 - To provide high quality education in design, professional, technical training of international standard in line with the needs of the industries;
 - To foster creativity and promote design culture through innovative teaching and research approach;
 - To assist industry, SMEs in the design and production of high value-added products and services;
 - To offer demand-driven services to the industry in all fields of design

It is in a position to expand and offer design services including setting up its in-house agencies with designers to answer the need of several sectors that require visual information and tangible concepts to sell their products. Since October 2022, the institute has been renamed as the ‘Academy of Design and Innovation’ and is now an awarding body delivering certificates, diplomas and degree programmes.



Courses are offered at certificate, foundation, higher national diplomas, degree and postgraduate level. Moreover, there are also short non-award courses, which are customised for specific industries, and reskilling programmes that are focused on scarcity areas. Over the years, the Academy has shown steady growth in student enrolment, programme and trained manpower. The Academy of Design and Innovation is located in the centre of Mauritius which is a key location for students from all regions of the island. The campus is situated next to the country's cyber city and easily accessible via public transport.

The student population are those who have completed their secondary cycle and school leavers who have chosen different career pathways into more professional technical sides. Moreover, unemployed, women and small entrepreneurs of all age groups also constitute the student population for short courses and upskilling programmes. The students are mostly locals.

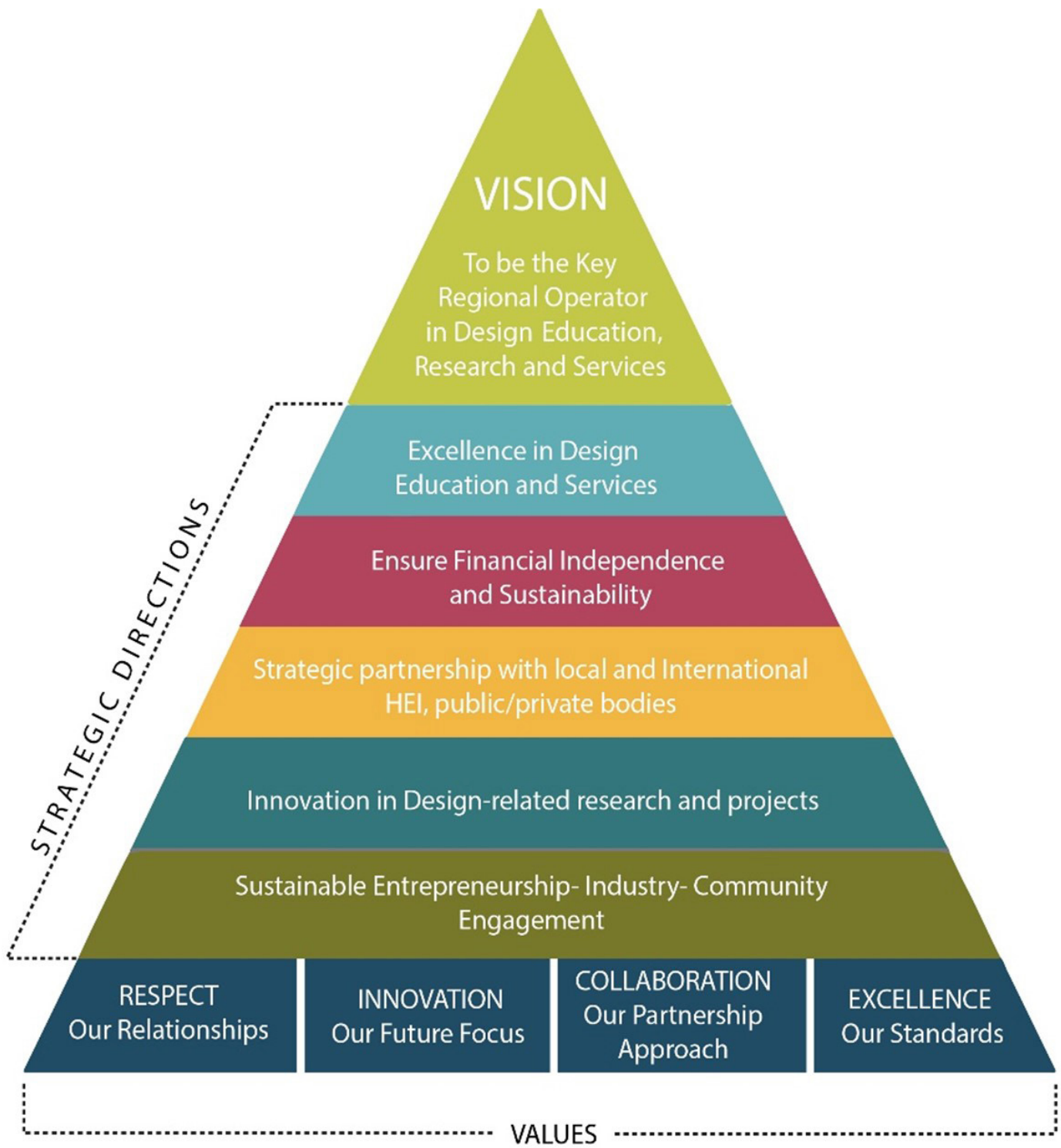
Moreover, international students from neighbouring countries such as Madagascar, India and African countries have also followed courses at the Academy. The ADI is also targeting more international students from around the globe. There is also a category of students who are already in employment and has embarked on undergraduate and postgraduate degrees to top up their qualifications.

The ADI having now a degree awarding status, has started its re-structuring exercise, from the last budget itself with a slight but distinctive growth of the institution in terms of best practices and governance in design education, social responsibilities and operational quality.

Strategic Direction 2023-2026

The following strategic directions have been put forward to lead the transformation that will enable the ADI achieve its new vision:

1. Excellence in Design Education and Services;
2. Ensure Financial Independence and Sustainability;
3. Strategic partnership with local and International Higher Education Institutions (HEI), public/private bodies;
4. Innovation in Design-related research and projects;
5. Sustainable Entrepreneurship- Industry- Community Engagement.



Programmes

National Certificates

- National Certificate Level 4 in Jewellery Manufacturing and Design
- National Certificate Level 3 in Jewellery Design, Manufacturing and Stone Setting

Department of Foundation Studies

- Level 3 Pearson BTEC Extended Diploma in Art and Design
- Pearson BTEC Level 3 Foundation Diploma in Art, Design and Media Practice

Higher National Diploma in Art and Design

- Pearson BTEC Level 5 HND in Art and Design (Art Practice)
- Pearson BTEC Level 5 HND in Art and Design (Fashion)
- Pearson BTEC Level 5 HND in Art and Design (Graphic Design)
- Pearson BTEC Level 5 HND in Art and Design (Digital Design)

BA Programme

- BA (Hons) Interior Design

BA (Top up) Programmes

- BA (Hons) Art & Design
- BA (Hons) Fashion & Textiles
- BA (Hons) Graphic Design with Animation

Online Courses developed with the support of Commonwealth of Learning, Vancouver, Canada

- Typography and Printing
- Basic Interior Design
- Sustainable packaging
- Basic surface ornamentation
- Constructed Textiles
- Basic Jewellery Design
- Basic Fashion Design
- Creative Artifact (Materials and Natural Fibres)
- Digital Photography
- Product Design- Fashion Accessories, Fashionable bag Design
- Illustration- Manual, Digital (Caricatures, Animation, Manga)
- Fancy Jewellery Making and Design

Consultancy Services

- Corporate Uniforms, Interior of Offices, landscaping design, Communication materials, Branding and Corporate logos
- Offer production facilities to Small Entrepreneurs in Textiles and Jewellery Manufacturing at a competitive price

Non-Award MQA Approved Short Courses

- Fancy Jewellery (120 Hours)
- Basic Stone Setting (60 Hours)
- Garment Manufacturing Course (60 Hours)
- Industrial Pattern Construction for Children's Wear (60 Hours)
- Industrial Pattern Construction for Men's Wear (60 Hours)
- Industrial Pattern Construction for Ladies Wear (60 Hours)
- Adobe Photoshop (60 Hours)
- Adobe Illustrator (60 Hours)
- Digital Photography (60 Hours)

Courses in collaboration with the Human Resource Development Council (HRDC) (Under National Training and Reskilling Scheme)

- Creative Fashion / Textiles Design & Entrepreneurship
- Photomedia & Advertising Design
- Creative Artefacts using Upcycling Materials and Natural Fibres
- Interior Design
- Basic Jewellery Manufacturing
- Basic Stone Setting

Fees


Programmes	Fees
<p>National Certificate Level 4 in Jewellery Manufacturing and Design</p> <p>Mode: Full Time Duration: 1 Year Mode of Delivery: Face to Face and Online (Blended Mode)</p>	<p>Administration Fees: Rs 7,000 Deposit (Refundable): Rs 2,000 Examination Fees: Rs 8,500</p> <p>*FREE Tuition fees for Local Students</p>
<p>National Certificate Level 3 in Jewellery Design, Manufacturing and Stone Setting</p> <p>Mode: Full Time Duration: 1 Year Mode of Delivery: Face to Face and Online (Blended Mode)</p>	<p>Administration Fees (excluding Exams Fees): Rs 7,000 Deposit (Refundable): Rs 2,000</p> <p>*FREE Tuition fees for Local Students</p>
<p>Pearson BTEC Level 3 Extended Diploma in Art and Design</p> <p>Mode: Full Time Duration: 2 Years Mode of Delivery: Face to Face and Online (Blended Mode)</p>	<p>Administration Fees per Annum: Rs 5,000 Deposit (Refundable): Rs 1,000 Pearson Registration Fee: £229</p> <p>*FREE Tuition fees for Local Students</p>

Programmes	Fees
<p>Pearson BTEC Level 3 Foundation Diploma in Art, Design and Media Practice</p> <p>Mode: Full Time Duration: 1 Year Mode of Delivery: Face to Face and Online (Blended Mode)</p>	<p>Administration Fees: Rs 5,000 Deposit (Refundable): Rs 1,000 Pearson Registration Fee: £233</p> <p>*FREE Tuition fees for Local Students</p>
<p>Pearson BTEC Level 5 Higher National Diploma in Art and Design (Art Practice, Fashion, Graphic Design, Digital Design)</p> <p>Full Time Duration: 2 years (4 semesters) Part Time Duration: 3 years (6 semesters) Mode of Delivery: Face to Face and Online (Blended Mode)</p>	<p>Administration Fees per annum: Rs 5,000 (Full Time / Part Time) Deposit (Refundable): Rs 4,000</p> <p>Pearson Registration Fee: £299 Higher National Diploma Annual Fee: £22 (Applicable for the second year and other subsequent years)</p> <p>*FREE Tuition fees for Local Students</p>
<p>BA (Hons) Interior Design</p> <p>Mode: Full Time Duration: 3 Years (6 semesters) Mode of Delivery: Face to Face and Online (Blended Mode)</p>	<p>Administration Fees: Rs 5,000 Deposit (Refundable): Rs 4,000 Registration Fees per annum: Rs 6,000</p> <p>*FREE Tuition fees for Local Students</p>
<p>BA (Hons) Art & Design (Top Up)</p> <p>BA (Hons) Fashion & Textiles (Top Up)</p> <p>BA (Hons) Graphic Design with Animation (Top Up)</p> <p>Full Time Duration: 1 year (2 semesters) Part Time Duration: 1.5 years (3 semesters) Mode of Delivery: Face to Face and Online (Blended Mode)</p>	<p>Total Administration Fees Full Time: Rs 5,000 (One off) Part Time: Rs 4,900 (Year 1) and Rs 4,800 (Year 2) Deposit (Refundable): Rs 4,000</p> <p>Registration Fees Full Time: Rs 6,000 per annum Part Time: Rs 3,000 per semester</p> <p>*FREE Tuition fees for Local Students</p>
<p>Online Courses developed with the support of Commonwealth of Learning, Vancouver, Canada</p>	
<ul style="list-style-type: none"> • Typography and Printing • Basic Interior Design • Sustainable packaging • Basic surface ornamentation • Constructed Textiles • Basic Jewellery Design • Basic Fashion Design • Creative Artefact (Materials and Natural Fibres) • Digital Photography • Product Design- Fashion Accessories, Fashionable bag Design • Illustration- Manual, Digital (Caricatures, Animation, Manga) • Fancy Jewellery Making and Design 	<p>Total Fees per course: \$330</p> <p>Duration per course: 10 weeks (60 hrs)</p> <p>NOTE: Each online course allows for the transfer of 3 credits.</p>

Non-Award MQA Approved Short Courses	Fees
<ul style="list-style-type: none"> • Fancy Jewellery (120 Hours) • Basic Stone Setting (60 Hours) • Garment Manufacturing Course (60 Hours) • Industrial Pattern Construction for Children's Wear (60 Hours) • Industrial Pattern Construction for Men's Wear (60 Hours) • Industrial Pattern Construction for Ladies Wear (60 Hours) • Adobe Photoshop (60 Hours) • Adobe Illustrator (60 Hours) • Digital Photography (60 Hours) 	<p>Total Fees per course: Rs 7,000 Registration Fee: Rs 1,000</p>
Courses in collaboration with the HRDC (Under National Training and Reskilling)	
<ul style="list-style-type: none"> • Creative Fashion / Textiles Design & Entrepreneurship (360 hrs) • Photomedia & Advertising Design (360 hrs) • Creative Artefacts using Upcycling • Materials and Natural Fibres (360 hrs) • Interior Design (360 hrs) • Basic Jewellery Manufacturing (360 hrs) • Basic Stone Setting (240 hrs) 	<p>FREE Tuition Fees</p> <p>**Monthly Stipend upto Rs 10,575 (Under National Training and Reskilling Scheme (NTRS))</p> <p>Applied only to the unemployed</p>

***NOTE:** In January 2019, Government decided to provide free tertiary education level courses (award certificate, diploma and degree) run on full time or part time mode by Public Education Institutions (PEIs). The scheme covers tuition fees for students of Mauritian Nationality enrolled in a recognized first award certificate, first diploma and first-degree programme on either full-time, part-time mode. This exemption will apply for payment of tuition fees, only administrative fees and registration fees will be paid by the students.

Contact

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National Productivity and Competitiveness Council



The National Productivity and Competitiveness Council (NPCC) is a national body established under the NPCC Act of 1999 which became operational in 2000. Its objective is to stimulate and generate productivity and quality consciousness and drive the productivity and quality movement in all sectors of the economy with a view to raising national output and achieving sustained growth and international competitiveness.

The NPCC works at providing the forum for constant dialogue and consensus-building on all aspects relating to productivity, quality and competitiveness. It advises the Government on the formulation of national policies and strategies thereto. As a focal point relating to productivity, quality and competitiveness, the Council strives to promote and develop greater productivity and quality awareness and consciousness amongst the public and to inculcate new values and attitudes in the country regarding productivity, quality and competitiveness.

Vision

Better Living for the Nation

Mission

Make Mauritius Work. Together

Values

Excellence, Commitment, Innovation, Continuous Learning, Team Spirit

Driving force

The NPCC is guided by the 4Es principle: Empowerment through Education for greater Employability and Entrepreneurship.

Stakeholders

- Ministries and Government departments (including state- owned bodies);
- Private sector – small, medium and large enterprises;
- Non-profit organisations (including non-governmental, community-based and civil society organisations);
- Developmental partners (national and international);
- Organisations, national and international, dealing with productivity and competitiveness issues.

Strategic Plan

A new Strategic Plan was developed and approved by the Council in June 2021 covering a four-year period from 2021 to 2025 which provides strategic direction to drive the productivity and quality movement.

The Strategic Plan 2021-2025 stresses on the importance to align our resources with our priorities and pursue our goals with a strong sense of collaboration in order to attain meaningful results. A collaborative approach ensures working closely with the public and private sector, non-governmental and community-based organisation, civil society, trade unions, academia and other stakeholders to support their efforts to innovate and increase productivity.

The Strategic Plan, which has also been developed with the vision to build stronger resilience and sustainability in a post-Covid-19 context, will contribute to putting the country on the path of long-term, inclusive growth.

STRATEGIC THRUST 1

Build youth capabilities and the workforce of tomorrow- with a particular focus on espousing the values of the National Leadership Brand.

STRATEGIC THRUST 2

Advocate about the importance of productivity across all segments of society

STRATEGIC THRUST 3

Transform our enterprises into the vanguards of high-performing organisations

STRATEGIC THRUST 4

Improve service delivery in public service organisations by streamlining, simplifying and eliminating non-value added activities


STRATEGIC THRUST 5

Promote productivity measurement

STRATEGIC THRUST 6

Adopt a holistic approach to improve productivity at national, sectoral and industrial level

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 npccmauritius.org

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

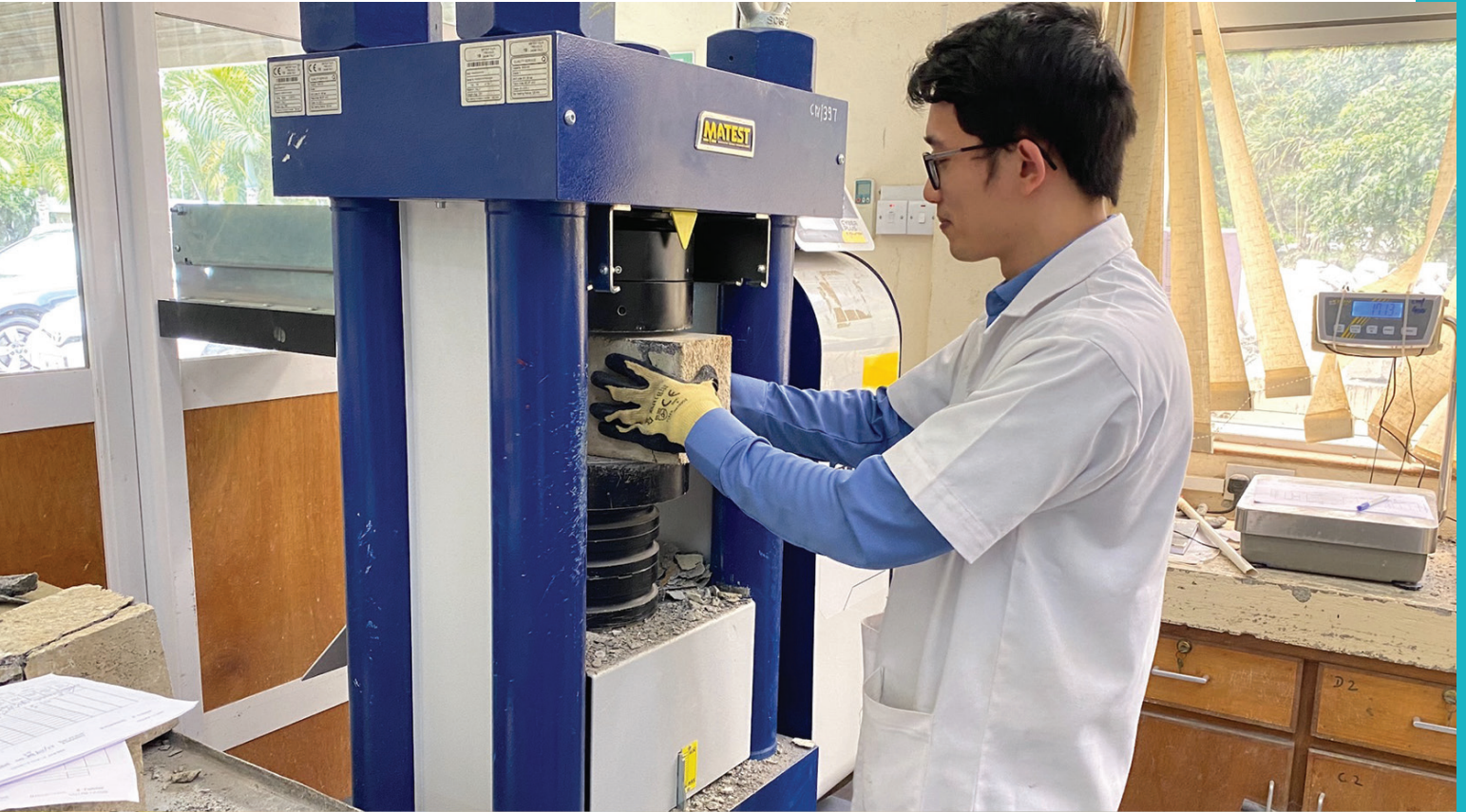
Feedback and Complaints

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

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