

Annual Report

2024-2025

MINISTRY OF COMMERCE AND CONSUMER PROTECTION

Introduction

The Ministry of Commerce and Consumer Protection is pleased to present its Annual Report on Performance for financial year 2024/25.

Pursuant to the Finance and Audit Act, the Annual Report on Performance enables the Ministry to showcase and inform about its role and functions, main activities, programme and measures implemented during the fiscal year. It also assists in the evaluation of the Ministry's performance against the key actions and measures set out in Budget 2024/2025.

The Annual Report on Performance is a mechanism to promote transparency, accountability and good governance which in turn will lead to more efficient and effective performance.

The Ministry of Commerce and Consumer Protection hopes that the Report will be useful to its customers, other stakeholders as well as to members of the public at large.

The Annual Report has been structured as per the Guidelines issued by the Ministry of Finance, Economic Planning and Development as follows:

Part I: Overview of the Ministry

The vision, mission, role and main functions of the Ministry as well as the Statutory Bodies under its purview are spelt out in this chapter.

Part II: Achievements and Challenges:

Part II contains the major achievements, status on the implementation of key actions and budget measures for the financial year. It also includes a plan for the implementation of the recommendations of the Director of Audit.

Part III: Financial Performance

Part III provides the financial highlights, including the statements of expenditure and revenue together with an analysis of major changes which occurred.

Part IV: Way Forward

Part IV highlights the trends and challenges and the strategic directions of the Ministry.

Contents

Introduction	1
List of Tables	5
List of Figures	6
Statement from Minister	7
Statement from Permanent Secretary	8
Role and Functions of the Ministry	10
Trade Division	11
Export Permit	12
Import Permit	13
Importation of second-hand Motor Vehicles:	14
Bunkering Activities:	14
Scrap Metals:	15
Trade Fairs:	15
Kimberley Process Certificate Scheme	16
Certificates of Origin	16
Legal Metrology Services	17
Activities of the Legal Metrology Services:	18
Main Act and Regulations:	20
Consumer Affairs Unit (CAU)	21
Market Surveillance and Product Safety	22
Consumer Education	22
Price Analysis and Monitoring Division (PAMD)	23
Imported Live Cattle under the Fixed Maximum Price Regime	27
Subsidy on rice, LPG, fortified flour and scheduled bread	27
Statutory Bodies under the purview of the Ministry	30
Competition Commission:	30
State Trading Corporation:	31
Role and Functions	31
Trends & Challenges (SWOT Analysis)	31
About Our People	32
Statutory Bodies/Units/Parastatals under the aegis of the M CCP	33
Human Resource Development	34
Retirement:	34
Local Training programmes:	35
Virtual Training	36
Sponsored Courses	36
Overseas Training	37
Training of Officers of the Legal Metrology Services	40

Gender Policy Statement	43
Safety and Health	44
Achievements.....	45
Trade Division	46
Amendment to Regulations for period 01 July 2024 to 30 June 2025	48
Legal Metrology Services.....	49
Consumer Affairs Unit	53
World Consumer Rights Day 2025.....	55
Capacity building and Knowledge sharing.....	57
Overseas Training.....	57
Complaint Mechanism.....	57
New Consumer Protection Bill.....	57
Price collection exercise for the Price Observatory	58
Price Analysis and Monitoring Division (PAMD).....	59
State Trading Corporation (STC)	66
Competition Commission	67
Government Programme.....	69
Financial Highlights	72
Budget Allocation.....	72
Statement of Expenditure.....	73
Expenditure Classification	74
Analysis of Major Changes	79
Statement of Revenue	80
Strategic Direction.....	82

List of Tables

Table 1: Description of Restricted goods for export.....	12
Table 2: Description of controlled goods for import.....	13
Table 3: Bunkering Services	15
Table 4: Trade Fairs	16
Table 5: Maximum Mark-Up for Mauritius	24
Table 6: Maximum Mark-Up for Rodrigues	25
Table 7: Maximum Fixed Price regime.....	26
Table 8: Regressive Maximum Mark up.....	27
Table 9: List of Retired Officers.....	34
Table 10: Local Training.....	35
Table 11: Virtual Training.....	36
Table 12: Sponsored Courses.....	36
Table 13: Overseas Training	37
Table 14: Training attended by officers of LMS	40
Table 15: Number of permits, clearances, licences and certificates issued	46
Table 16: Revenue Generated for Financial Year 2024/2025.....	46
Table 17: Number of Permits and Licenses	47
Table 18: Verification/Calibration of Instruments	51
Table 19: CAU Achievements	53
Table 20: Trade Premises.....	53
Table 21: List of radio programmes conducted	55
Table 22: Sampling Goods for Compliance.....	58
Table 23: Amendments to Regulations	62
Table 24: Budget Measures.....	68
Table 25: Key Performance Indicators.....	71
Table 26: Budget Estimates by Vote/Sub-Head 2024-25	72
Table 27: Actual Expenditure 2024-25.....	73
Table 28: Comparison between Estimates and Actual Expenditure.....	73
Table 29: Breakdown of expenditure.....	79
Table 30: Revenue Collections 2023-24 and 2024-25.....	80

List of Figures

Figure 1: Organisation Chart.....	32
Figure 2: Statutory Bodies/Units/Parastatals under the aegis of M CCP.....	33
Figure 3: Budget Allocation by VOTES/SUB-HEADS FY 2024-25	72
Figure 4: Vote/Sub-Head 22-101	75
Figure 5: Vote/Sub-Head 22-102	76
Figure 6: Vote/Sub-Head 22-103	78
Figure 7: Actual Exp 2023-24 and 2024-25.....	79
Figure 8: Revenue Collections 2023-24 and 2024-25	81

Statement from Minister

It is with great honour and a deep sense of responsibility that I present the Annual Report of the Ministry of Commerce and Consumer Protection for the financial year 2024–2025.

Since my appointment as Minister of Commerce and Consumer Protection in November 2024, I have been deeply committed to advancing the Ministry's mission to fostering a fair and competitive commercial environment while safeguarding the rights and interests of consumers.

The Trade Division plays a vital role in managing the licensing of scrap metal operators and authorised dealers of second-hand motor vehicles, regulating trade fairs, and enforcing controls on restricted goods, all of which contribute to a more efficient trading environment. It continues to streamline the import and export procedures for smooth and seamless issuance of thousands of permits and certificates through the TradeNet system. In addition, policy measures have been implemented to enhancing the existing framework for the importation of second-hand motor vehicles to ensure that the authorised dealer company operates in the fairer and more transparent manner thereby preventing occurrences of fraud.

The Legal Metrology Services maintained their ISO/IEC 17025:2017 accreditation, ensuring precision and trust in trade measurements. Their mobile verification units extended services to traders and communities across all districts, reinforcing compliance and fairness in commercial transactions. A new Legal Metrology Information System is being developed which will serve as a multi-platform solution comprising of back-office application for LMS users, mobile App for officers and customers as well as a web portal for customers to enhanced service delivery of the Division.

I must also commend the Price Analysis and Monitoring Division for its critical role in maintaining price stability and protecting vulnerable consumers. In order to ensuring price fairness and protect consumers, especially low to middle income families, since the beginning for this year, I have introduced the maximum mark-up price control mechanism for new products namely, canned sausages, canned poultry (Luncheon Meat), canned tuna, and canned prawns /shrimps to strike, macaroni and spaghetti, frozen pack vegetables, butter, margarine and fresh leafy vegetables. The Government is also ensuring the continued subsidy of essential commodities such as rice, LPG, fortified flour, and scheduled bread.

The Consumer Affairs Unit remained active in enforcement and education, resolving over 1,200 complaints and conducting sensitization campaigns through radio programmes, outreach sessions, and printed materials. In the best interest of consumers, the Government has strengthened the Consumer Protection laws significantly through tougher sanctions for those who violate consumer protection legislations to serve as a strong deterrent against violations and reinforce our commitment to protecting consumers.

As we look to the future, the Ministry will continue to embrace innovation, strengthen institutional capacity, and deepen stakeholder engagement. I extend my heartfelt gratitude to our dedicated staff, statutory bodies, and partners for their tireless efforts and collaboration. Together, we will continue to ensure trade facilitation and consumer protection that is fair, resilient, and responsive to the needs of all Mauritians.

Statement from Permanent Secretary

The Annual Report for the financial year 2024–2025 presents a comprehensive account of the Ministry's performance, strategic initiatives, and financial stewardship. It reflects our enduring commitment to good governance, operational excellence, and public service delivery in support of national development objectives.

This year, the Ministry has made significant progress in strengthening its regulatory frameworks, enhancing service delivery, and responding proactively to emerging challenges across the trade and consumer protection landscape. Our financial management remained sound, with budget allocations and expenditures closely aligned, and revenue collections registering a notable increase compared to the previous year.

The Trade Division continued to play a pivotal role in facilitating commerce while ensuring public safety and compliance. Thousands of import and export permits were processed through the TradeNet system, and key regulatory amendments were implemented to improving oversight of second-hand vehicle imports, scrap metal operations, and trade fairs.

The Consumer Affairs Unit remained central to our mission of safeguarding consumer rights. The Unit conducted routine and surprise inspections, enforced compliance with multiple consumer laws, and resolved over 1,200 complaints through mediation and legal redress. Public education was a key focus, with outreach campaigns, radio programmes, and community engagements empowering citizens to make informed choices. Significant progress has been achieved on the drafting of the new Consumer Protection Bill. Core policy positions have been consolidated and the Bill has undergone multiple rounds of internal review to align with existing legislation and emerging market realities. Key positions have been refined to streamline enforcement, modernise consumer rights and strengthen institutional mechanisms. Government has now agreed for the attorney general's office to finalise the drafting of the bill.

Our Legal Metrology Services continued to uphold international standards, maintaining ISO/IEC 17025:2017 accreditation for the 2025–2026 cycle. Over 19,000 instruments were verified or calibrated, and advisory services were provided to industries and the public on measurement standards and equipment suitability. The mobile verification units ensured that services reached all districts, reinforcing trust and compliance in trade practices.

The Price Analysis and Monitoring Division played a vital role in market surveillance and price stability. The Division enforced maximum mark-up regimes across Mauritius and Rodrigues, monitored the pricing of controlled goods, and ensured the continued subsidy of essential commodities. The Division's work in collecting and analyzing price data for the Price Observatory also provided valuable insights for policy formulation and public awareness.

Human resource development remained a priority, with over 300 officers participating in training programmes—locally, virtually, and overseas—covering trade policy, consumer law, and technical calibration. We also reaffirmed our commitment to gender equity and workplace safety through updated policy statements and compliance audits.

As we look ahead, the Ministry remains committed to investing in digital transformation, strengthening stakeholder engagement, and advancing strategic planning to navigate future challenges. I wish to express my sincere gratitude to the Honourable Minister for his unwavering commitment, valuable guidance, and precious support. I also extend heartfelt appreciation to all officers, statutory bodies, and partners for their dedication and professionalism. Your continued contributions are the driving force behind our success and the trust we uphold in serving the public.

Vision Statement

- Safeguarding a conducive commercial environment and effective protection of consumers.

Mission Statement

- To provide the right framework for trade facilitation
- To promote healthy competition.
- To promote and safeguard the interests and rights of the consumers
- To deliver quality strategic and essential products at affordable prices while ensuring continuity in supply.

Core Values

- **Integrity** – We are guided by the highest standards of professional ethics.
- **Quality** – We are result-oriented and committed to providing services of the highest quality to our customers.
- **Timeliness** – We are responsive and strive to meet set targets.
- **Teamwork** – We foster teamwork and value mutual trust and respect.
- **Honesty** – We always act in good faith and with fairness.

Role and Functions of the Ministry

Roles:

The Ministry of Commerce and Consumer Protection is responsible to formulate, implement and review policies and strategies to facilitate commerce and trade, to ensure consumer protection as well as a regular supply of essential commodities at reasonable prices.

Key functions:

- To issue import and export permits and other clearances for restricted goods.
- To issue licenses to authorised dealers in imported second-hand vehicles and scrap metal operators.
- To ensure regular supply of essential commodities and monitor prices of controlled goods.
- To promote and protect the interests and rights of the consumers through legal and institutional framework.
- To regulate weights and measuring instruments used in trade.
- To authorise the holding of trade fairs and exhibitions.
- To fix the prices of basic and essential commodities as well as controlled goods.

Trade Division

The Trade Division is the technical arm of the Ministry which is responsible for regulating the import and export of specific goods for health, environmental, security, and public safety reasons, as well as managing international trade practices and implementing trade policies. The Division also oversees the importation and sale of second-hand motor vehicles, regulates Trade Fairs, and manages the Scrap Metal Sector. The Division is manned by 20 officers from the Analyst (Trade) Cadre, Commercial Cadre and General Services Cadre.

Legislations:

- The Trade Division operates under several key legislations as under:
- The Consumer Protection (Export Control) Regulations 2000
- The Consumer Protection (Importation and Sale of Second-hand Motor Vehicles) Regulations 2004
- The Consumer Protection (Control of Imports) Regulations 2017
- The Consumer Protection (Scrap Metal) Regulations 2019
- The Consumer Protection (Control of Fairs) Regulations 2016

Export Permit

The Trade Division was the first government department to integrate with the single window system, an e-Government project aimed at streamlining online submission, processing, and approval of import and export permits. This initiative seeks to enhance trade facilitation by reducing business costs and time in Mauritius, while increasing transparency.

An export permit is required for "strategic" or "sensitive" products and goods eligible for preferential treatment in importing countries, as per the Consumer Protection (Export Control) Regulations 2000.

The list of products requiring an export permit has been significantly reduced, with only seven items currently restricted as indicated in Table 1. Export permits are issued on the Trade Net System upon application with an invoice.

For rough diamonds, a Kimberley Process Certificate must also be issued before the export permit is approved.

Restricted goods for export:

SN	Description
1	Rice
2	Wheat or Meslin flour
3	Sand
4	Limestone
5	Cement
6	Textiles and textile-articles for export to USA and Canada
7	Rough diamonds

Table 1: Description of Restricted goods for export

Assistance to Exporters

The list of Exporters has been reviewed following site visits effected by officers of the Trade Division. Exporters who were not fully conversant to submit complete applications for Certificate of Origin were individually briefed on all the procedures as well as the way that an application for Certificate of Origin should be made along with the required supporting documents. Exporters are encouraged to make optimum use of Certificates of Origins to export prospective products that are currently not being exported to export potential goods to diversified markets

Import Permit

Over the years, the list of goods that are controlled at import has been subject to modifications with a view to streamlining the process and for ease of doing business.

Currently, the controlled goods at import, known as restricted goods, are governed by the Fourth Schedule of Consumer Protection (Control of Imports) Regulations 2017. These are subject to certain types of restrictions as specified in the Sixth Schedule and the conditions for the importation are provided under the Seventh Schedule.

A controlled good requires an import permit, prior to importation and same is valid for a period of 12 months. The list of controlled goods requiring an import permit is hereunder: -

Controlled goods at Import:

SN	Description of goods
1	Second-hand motor vehicles
2	Petroleum oils and oils obtained from bituminous minerals other than crude oil, white spirit, lubricating oil and greases
3	Petroleum oils and oils obtained from bituminous minerals crude
4	Waste and scrap of gold, including metal clad with gold but excluding sweepings containing other precious metals
5	Rough diamonds
6	Gold, including gold plated with platinum unwrought or in semi-manufactured forms, or in powder form
7	Wheat or meslin flour
8	Broken rice
9	Basmati rice in the husk (paddy or rough)
10	Other rice in the husk (paddy or rough)
11	Basmati husked (brown) rice
12	Other husked (brown) rice
13	Basmati semi-milled or wholly-milled rice whether or not polished or glazed
14	Other semi-milled or wholly-milled rice whether or not polished or glazed
15	Fireworks, including fireworks commonly known as “pétards”
16	Firecrackers and the like
17	Weighing machinery (trade use)
18	Fishing vessels, factory ships and other vessels for processing or preserving fishery products
19	Balances (trade use)
20	Child restraint
21	Games of chance that do not immediately return a monetary award, in completely knocked down condition
22	Other, in completely knocked down condition
23	Games of chance that do not immediately return a monetary award
24	Second hand motor vehicles

Table 2: Description of controlled goods for import

Importation of second-hand Motor Vehicles:

The importation of second-hand motor vehicles is regulated in accordance with the Consumer Protection (Control of Imports) Regulations 2017, while authorized dealers are licensed under the Consumer Protection (Importation and Sale of Second-hand Motor Vehicles) Regulations 2004.

The main conditions of the importation of second-hand motor vehicles are as follows:

- The motorcar (including sports vehicle, crossover and jeep-type motor vehicle) shall be between 18 months and 4 years; from the date of first registration, at the date of shipment.
- The dual-purpose vehicle (including 2x4 and 4x4 double-cab truck but excluding van and double-cab heavy duty lorry) shall be between 18 months and 3 years; from the date of first registration, at the date of shipment.
- The goods vehicle (lorry, including double-cab heavy duty lorry and truck other than 2x4 and 4x4 double-cab truck) shall be not more than 6 years; from the date of first registration, at the date of shipment.
- The van (other than motor bus, designed to carry goods or to carry not more than 7 persons including the driver) shall be not more than 4 years, from the date of first registration, at the date of shipment.

Prohibited goods:

Goods falling under the following categories are prohibited:

- Those posing as health hazards
- Environmental protection
- Life security
- Affecting children's morals

Bunkering Activities:

A key government objective is to establish Mauritius as a bunkering hub for the region, positioning it as an international bunkering supplier. Bunkering holds significant development potential, given that approximately 30,000 ships pass near Mauritius annually. The strategy involves projecting Mauritius as a safe, reliable, and competitive bunker source that complies with International Maritime Organisation 2020 low sulphur fuel requirements, and attracting private investment in bunker storage.

Bunker fuel is a restricted good under the Consumer Protection (Control of Imports) Regulations 2017, requiring an import permit for each consignment. Firms solely holding appropriate written authorization from the Ministry in the form of a License for trade in bunker fuels are allowed to trade in bunker fuels. License for trade in bunker fuels are issued annually by the Trade Division to operators. Bunkering services are provided year-round by licensed local operators.

While there was a significant drop in bunker fuel sales in the financial year 2022/2023, the ensuing financial 2023/2024 and 2024/2025 years depict a major increase in vessels calling at Port Louis. The financial year 2024/2025 shows a 34.9% rise in total bunker fuel supplied compared to the previous year.

SN	Financial year	Number of vessels	Total Bunker Fuel Supplied (MT)
1	2019/2020	2,359	692,501
2	2020/2021	1,972	614,113
3	2021/2022	1,906	594,911
4	2022/2023	1,812	424,598
5	2023/2024	2,365	753,063
6	2024-2025	2987	1,016,138

Table 3: Bunkering Services

Scrap Metals:

Scrap metal activities are regulated pursuant to the Consumer Protection (Scrap Metal) Regulations 2019. An export license is required to export scrap metal. However, businesses that generate scrap metal as a byproduct of manufacturing or recycling can export or sell it without needing a specific license.

In order to deal in scrap metal, a person requires a dealer license. The person transporting scrap metal in a vehicle necessitates a scrap metal carrier permit, and for collection of scrap metal, a person requires a collector permit.

The Trade Division issues four types of licenses/permits for scrap metal activities which are renewed annually, subject to compliance with their respective requirements:

- Scrap Metal Exporter Licence
- Scrap Metal Dealer Licence
- Scrap Metal Carrier Permit
- Scrap Metal Collector Permit

Trade Fairs:

In accordance with the Consumer Protection (Control of Fairs) Regulations 2016, a “fair” means a book fair, an international book fair, an industrial/business salon, an international industrial/business salon, a trade fair or an international trade fair organised for a period of not less than one day and not exceeding 10 days.

In case of involvement of local participants and **one or more foreign participants, or foreign participants**, for an “**international industrial/business salon**” there shall be display of only one category of goods and services, while for an “**international trade fair**” goods under any of the following themes are displayed and sold: *Maison; Auto-Moto; Jewellery; ICT; Health; Handicrafts; Construction; and Leisure and tourism.*

These fairs are currently authorised to be held only in six particular months namely January, February, April, June, August and October. The prevailing fees applicable for the fair are as hereunder:

SN	Fair	No. of days	Fees applicable		
			Local Participants only (Rs)	Local and Foreign Participants (Rs)	Foreign participants only (Rs)
1	Industrial/ Business salon	1-10	-	50,000	100,000
2	Trade Fair/ International Trade Fair	1-3	300,000	700,000	700,000
		4-10	50,000 for each additional day	100,000 for each additional day	100,000 for each additional day

Table 4: Trade Fairs

Kimberley Process Certificate Scheme

Mauritius is a member of the Kimberley Process Certification Scheme. An incoming shipment of rough diamond in Mauritius from other Kimberley Process members has to be accompanied by an original Kimberley Certificate from the exporting country while any export of rough diamond from Mauritius to any other Kimberley Process member has to be accompanied by a valid original Kimberley Certificate issued by the Trade division.

The Kimberley Process Scheme eliminates trade in conflict diamonds and combats money laundering. The Kimberley Process unit deals mainly with the issuance of Kimberley certificates and compiling and posting of data concerning the import and export of rough diamond data for Mauritius on the Kimberley Process website.

Certificates of Origin

The Certificates of Origin Unit issues various certificates such as AGOA (African Growth and Opportunity Act), COMESA (Common Market for Eastern and Southern Africa), GSP (Generalised System of Preferences), and VISA. These certificates provide market access for Mauritian products to selected countries by offering preferential or duty-free access in the importing country. The VISA certificate of origin, while not offering duty-free or preferential rates, facilitates entry for Mauritian products into the United States of America

Legal Metrology Services

The Legal Metrology Services, situated at Old Moka Road, Bell Village was set up in 1990 to administrate the Legal Metrology Act. The objective of this Act is to make better provision for the assizing of instruments, weights and measures and the protection of the public in relation to the sale of articles by weight or measure. The Legal Metrology Services consists of 41 employees of whom 20 belong to the technical cadre.

The Legal Metrology Services focuses its work on three main responsibilities namely:

- Maintenance of measurement standards which are traceable to International Standards.
- Control of weighing and measuring instruments used in trade to ensure that the instruments are accurate and used correctly and they meet the requirements of the Legal Metrology Act.
- Control of goods to ensuring that they are properly labelled and contain the quantity declared on the packages as per the Legal Metrology Act.

The Legal Metrology Services also offers a non-mandatory service of calibration upon request made by entities from the local industries and governmental and non-governmental institutions in the fields of mass, volume and length measurements.

The verification and calibration work are done both at the Legal Metrology Services and on site, nearer to the doorstep of traders through the operation of a mobile verification unit in 8 districts at Social Welfare Centres, Community Centre and Municipal Council.

The Legal Metrology Services is a Corresponding member of OIML (International Organisation of Legal Metrology) and a member of SADC MEL, the SADC Cooperation in Legal Metrology.

The mass laboratory of the Legal Metrology Services has been accredited by MAURITAS since 2010 to meet the requirements of International Standard ISO/IEC 17025:2005 and has been updated to meet the requirements of ISO/IEC 17025:2017 in 2020 for recognition of its competence in providing reliable results for the calibration of mass pieces of Accuracy Class M to F2 and non-automatic weighing instruments of accuracy Class II, III and III. Accreditation has been maintained for cycle 2025 to 2026.

Activities of the Legal Metrology Services:

• Maintenance of measurement standards:

All measurement standards used by the Legal Metrology Services to verify or calibrate weighing and measuring instruments are periodically calibrated against the reference standards of the Legal Metrology Services, which are in turn calibrated against the national measurement standards maintained by the Mauritius Standards Bureau to ensure traceability to SI units.

• Assizing (verification & stamping) of weighing and measuring instruments used in trade:

Instruments are verified for compliance with the Legal Metrology (Assize) Regulations and their correctness is assessed against the prescribed limits of error using working standards. Where instruments are found conforming at verification, they are assized, that is, stamped with the stamp of assize and certificates of verification are issued.

These instruments include spring balances, electronic scales, scales used by jewellers, weighbridges, capacity measures, optic measures, length measures, petrol pumps, bulk meters and vehicle tanks. Spring balances need to be reassized every year. All other instruments need to be reassized every two years except for length measures which must be reassized every five years.

• Pattern evaluation of weighing instruments and issue of certificates of suitability:

In order to ascertain the use of approved models of weighing instruments for trade purposes in Mauritius, importers and manufacturers of weighing instruments have to apply for a certificate of suitability in relation to their pattern and design. Certificates of suitability are issued on approval of the models. Only models of weighing instruments covered by certificates of suitability are assized to be used for trade purposes.

• Calibration of weighing and measuring instruments for industries and other organisations:

This service is provided at the request of clients and a calibration report is issued. These instruments include, weights and weighing instruments, length measures, volumetric measures used by laboratories, check-pump measures for petroleum companies, batching plants used by the construction industry.

This service is also provided for the calibration of water meters for issue of licence by the Water Resources Unit, diesel meters used by industries for duty concession and alcohol meters and storage tanks at distilleries and beverage industries for the application of excise duty by the Mauritius Revenue Authority.

• Supervision of the use of weighing and measuring instruments in trade and the sale of commodities by weight or measure:

To ensure that instruments used for trade purposes and net contents and labelling requirements of pre-packed commodities offered for sale are in compliance with the Legal Metrology Act, regular inspections are carried by officers of this Division at shops, super/hypermarkets markets, market fairs, filling stations and at packing premises. Contraventions are established in cases of non-compliance with the Legal Metrology Act.

- **Investigation of complaints relating to weights and measures**

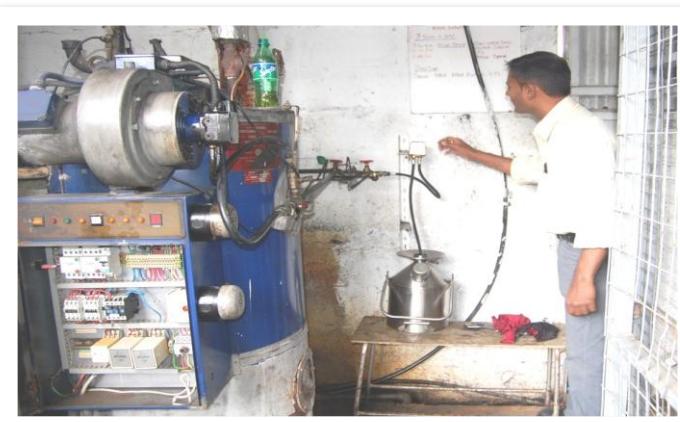
Complaints received from the public on use of instruments or sale of goods not in compliance with the Legal Metrology Act, either directly at the office or through the Citizen Support Unit are investigated on a priority basis and necessary action is taken if justified

- **Advice in the field of measurements:**

Advice relating to requirements of the Act and regulations, specifications and use of weighing and measuring instruments and units of measurements are given upon request to traders, importers, industries, packers and the public at large, either in person, by phone or by correspondence.



1. **Verification exercise of a vehicle tank compartment at fuel**



3. **Calibration of diesel meters at request of industries for the exemption of taxes levied by MRA**



4. **Storage tanks calibration**



5. Verification of cattle weighers



6. Mobile Verification at Triolet Social Welfare Centre

Main Act and Regulations:

- The Legal Metrology Act 1985 as subsequently amended.
- The Legal Metrology (Assize) Regulations 1990 as subsequently amended.
- The Legal Metrology (Prepacked Commodities) Regulations 2006 as subsequently amended.
- The Legal Metrology (Periodical Assizement) Regulations 1994.
- The Legal Metrology (Assize Fees) Regulations 2003 as subsequently amended.

Consumer Affairs Unit (CAU)

The CAU, established since 1997, has the responsibility of enforcing the various consumer legislations and to providing overall consumers satisfaction and security. It also carries out sensitization campaigns to educate consumers to allow them to make informed decisions.

The objective of the CAU is to protect consumers against malpractices through enforcement of laws as follows:

- carry out routine/surprise checks in trade premises to ensure that traders comply with existing regulations namely:
 - The Consumer Protection Act 1991.
 - The Fair-Trading Act 1979.
 - The Consumer Protection (Prices and Supplies Control) Act 1998.
 - The Essential Commodities Act 1991.
 - The Hire Purchase and Credit Sale Act 1964.
- Take appropriate action (establishing contraventions) against traders who do not comply with existing laws/regulations.
- To educate consumers about their rights and responsibilities through;
 - Talks delivered to different target groups in women's associations, Social Welfare Centres, Local Authorities and educational institutions;
 - Radio and TV programmes;
 - Organisations of consumer awareness campaigns;
 - Publication of booklets, flyers and posters on consumer protection; and
 - Clips on Consumer rights and responsibilities.
- To deal with complaints received from consumers;
Enquire into complaints made by consumers. In the first instance, complaints to be settled through mediation between the trader and the consumer. In case of dead lock, redress is being sought through legal means in a Court of law. Moreover, with regards to complaints received in connection with non-compliance with consumer laws, legal action is initiated in court.
- Conduct surveys and collect data on the costing, supply and distribution of goods;
To conduct surveys as and when required especially when shortage of goods arises or excessive increase in prices of goods.
- Carry out sampling of goods (steel bars, electric cables, PVC pipes and fittings, firecrackers, toys, motorcycles helmets, LPG hose/regulators, pocket lighters and certain electrical domestic appliances for the Mauritius Standard Bureau to ascertain compliance to mandatory standards before the goods are supplied on the local market.

Market Surveillance and Product Safety

With a view to enhancing the right to safe goods, the Consumer Protection Act is properly enforced alongside regulations such as Consumer Protection (Safety Requirements) 2019. Mauritius, being an importer of a large volume of goods, a mechanism is being developed to ensure that products adhere to norms of safety and security. The list of products for market surveillance is actually being updated in line with existing Mauritian standards. Additionally, to ensure proper compliance to product safety, sampling exercises are conducted.

Consumer Education

Right to education remains a crucial component in the protection of consumers. It is important that consumers are not only aware of their rights but also of their responsibilities. To better educate consumers, sensitization programmes are regularly conducted through talks delivered in person at different public institutions, educational institutions, and private organizations as well as Non-profit making organizations. Moreover, officers also attend radio and TV programmes to better educate consumers on a larger scale. Officers participate in (Charcha) Hindi TV programme, Ektah (Hindi) TV Programme and Creole Radio/T. V Programme.

Price Analysis and Monitoring Division (PAMD)

The Price Analysis and Monitoring Division (PAMD) is responsible for the implementation of the commercial and competition policies and price control mechanism for essential commodities for Mauritius and Rodrigues. Its aim is to protect the welfare of consumers, prevent traders from profiteering and ensure a sound and stable commercial and competitive environment.

The Division undertakes three main strategies: Price Fixing strategies, price observatory activities and market/industry research and analysis for price and commercial strategies. These strategies enable the Ministry to have a better and wider picture of the evolution of prices of commodities comparing them with international markets trends in order to provide recommendations for policy-making and to advise on any potential Government intervention.

PRICE FIXING STRATEGIES

The PAMD is responsible for the processing and approval of costing returns for both Mauritius and Rodrigues with the aim to set a maximum retail price for controlled commodities on consignment basis. The PAMD controls the prices of more than **25,000** products. There are three types of price control mechanism:

- Maximum Mark up
- Maximum Fixed Price
- Regressive Maximum Mark up

Maximum Mark-up Regime

For Mauritius, there are **29** commodities, including milk powder, breakfast cereals, infant food, edible oil and basmati rice. The Mark-up regimes apply a fixed margin on the import cost (Supplier price, Freight and insurance) to determine the maximum retail price. For Rodrigues, there are **22** commodities under the same regime

Maximum Mark-Up for Mauritius

SN	Commodities	Mark up %	Special Allowance %	SN	Commodities	Mark up %	Special Allowance %
1	Canned Fish (Pilchards, Mackerel and Sardines)	20	2	16	Corned Mutton	19	1
2	Processed Cheese	20	1	17	Pharmaceutical Products	Retrogressive maximum mark up	
3	Imported fresh fruits	45	5	18	Sanitary pads	20	0
4	Milk powder	24	2	19	Sanitary tampons	20	0
5	Pulses (black lentils, red lentils, broad beans, chickpea dal, split peas)	24	2	20	Sanitary towels	20	0
6	Pasta (macaroni and spaghetti)	25	2	21	Canned Vegetables (Potatoes, Beans, Peas, Mushroom, Tomatoes)	25	0
7	Wheat Cereals (Breakfast Cereals)	25	1	22	Frozen Packed Vegetables (potatoes, peas, beans, spinach, sweet corn, other veg mixed vegetables)	28	6
8	Infant Food/Infant Food Preparation	25	1	23	Margarine	28	6
9	Infant Milk Powder	17	0	24	Butter	28	6
10	Edible oil (Soya bean oil, Sunflower oil, Vegetable oil)	22	2	25	Canned Sausages	25	-
11	Basmati Rice	20	6	26	Canned Tuna (natural/in oil/in water/unflavoured)	25	-
12	Long grain rice	20	6	27	Canned Prawns/Shrimps	25	-
13	Adult Diapers	25	2	28	Canned Poultry (Luncheon Meat)	25	-
14	Blood glucose strips	35	2	29	fresh Vegetables (selected outlets)	20	
15	Corned Beef	19	1				

Table 5: Maximum Mark-Up for Mauritius

MCCP ANNUAL REPORT 2024-2025

Maximum Mark-Up for Rodrigues

	Commodities	Maximum Wholesaler mark-up (%)	Maximum Retailer mark-up (%)
1.	Adult Diapers	6	9
2.	Baby Diapers	7	3
3.	Blood Glucose Strips	7	3
4.	Canned Fish (Canned Mackerel, Canned Pilchards and Canned Sardine)	6	6
5.	Corned Beef	5	7
6.	Corned Mutton	5	7
7.	Edible Oil (Soya bean Oil, Sunflower Oil, Vegetables Oil)	4	6
8.	Infant Food/Infant Food Preparation	9	6
9.	Infant Milk Powder	7	8
10.	Milk Powder	5	6
11.	Processed Cheese	4	6
12.	Pulses (Black Lentils, Red Lentils, Broad Beans, Chickpea dal, Split peas)	8	6
13.	Wheat Cereals (Breakfast Cereals)	7	5
14.	Canned Vegetables (Potatoes, Beans, Peas, Mushroom, Tomatoes)	8	7
15.	Frozen Packed Vegetables (potatoes, peas, beans, spinach, sweet corn, other veg mixed vegetables)	6	8
16.	Animal Feed	8	5
17.	Butter and Margarine	4	6
18.	Canned Tuna	6	6
19.	Canned Meat	5	7
20.	Canned Poultry	5	7
21.	Edible oil (Soya bean oil, Sunflower oil, Vegetable oil) (locally manufactured)	4	6
22.	Tea	3	7

Table 6: Maximum Mark-Up for Rodrigues

Maximum Fixed Price regime

There are 13 commodities including, scheduled bread, LPG, Mogas and Gas Oil and Flour. The wholesale and retail prices are fixed on cost structure basis.

SN	Commodities	Max. Price (Rs)
1.	LPG (12 kg)	190
	LPG (6 kg)	95
	LPG (5 kg)	80
2.	Mogas (Litre)	61.20
3.	Gas Oil (Litre)	58.95
4.	Dual Purpose Kerosene (DPK)(Litre)	64.2
5.	Bread (100 gms) (Maison, Rond)	2.6
	Bread (100 gms) (Baguette)	2.7
	Bread (200 gms) (Baguette)	5.4
	Bread (400 gms) (Baguette)	10.8
	Bread (200 gms) (Moule)	5.2
	Bread (500 gms) (Moule)	13
	Bread (1000 gms) (Moule)	26
	Bread (1500 gms) (Moule)	39
	Bread (2000 gms) (Moule)	52
	Flour supplied by STC to bakers at wholesale price- 25kg	217.50
6.	Flour supplied by STC: White wheaten flour- 1/2 kg	4.85
	White wheaten flour- 2.5 kg	26
	White wheaten flour- 25 kg	242.5
	Wholewheat and brown flour- 1/2 kg	4
	Wholewheat and brown flour- 1 kg	9
	Wholewheat and brown flour- 25 kg	200
	Ration Rice - 1/2 kg	5.4
7.	Ration Rice - 2.5 kg	28
	Ration Rice - 5 kg	56
	Ration Rice - 25 kg	270
	Ration Rice - 26 kg	280.80
	Edible Oil supplied by STC (Litre)	77.95
9.	Milk Powder supplied by STC - 1kg	258.95
10.	Cement	Fixed as per region
11.	Onions	50/Kg
12.	Potatoes	50/Kg
13.	Fresh Fish, Chilled Fish, Gutted Fish	Regulations (only Rodrigues)
14.	Garlics	84.00/ ½ kg (only Rodrigues)
15.	Iodised Table salt	3.00 per 125g

Table 7: Maximum Fixed Price regime

MCCP ANNUAL REPORT 2024-2025

Regressive Maximum Mark up

Only pharmaceutical products are subject to a maximum mark-up based on the import cost of each medicine on each consignment. The regressive maximum mark-up mechanism is applicable on **eight (8) classes** of pharmaceutical products, namely, Anticancer, Antidiabetic, Antihypertensives, Cardiovascular, Inhalers, Biologicals, Vaccines and Antiacid. Table below shows the regressive mark-up percentages.

CATEGORIES (IMPORT VALUE)	MARK UP
< or = Rs500	35%
> Rs 500 <= Rs 5,000	32%
> Rs 5,000 <= Rs 15,000	29%
> Rs 15,000	26%

Table 8: Regressive Maximum Mark up

Imported Live Cattle under the Fixed Maximum Price Regime

Since 2014, the price of imported live cattle per kg for Eid Ul Adha festival is fixed for three days by this Ministry under the Consumer Protection (Price and Supplies Control) Regulations. Ministerial Committee is set up to decide on the price to be set for the event. For the festival, the Ministry has set the price of live cattle at Rs 174/kg.

Subsidy on rice, LPG, fortified flour and scheduled bread

- **Long Grain White Rice**

The price of $\frac{1}{2}$ kg of Long Grain White Rice is fixed at Rs 5.40 per $\frac{1}{2}$ kg and subsidy on Long Grain White Rice amounts to Rs 12.72 per $\frac{1}{2}$ kg implying that an annual subsidy of Rs 507 million is currently being provided on Long Grain White Rice. [70 % subsidy]

- **LPG**

The price of domestic LPG is Rs 190 per 12-kg cylinder effective. Based on the average real cost of Rs 400.37 per 12 kg LPG Cylinder, the subsidy per 12 kg LPG Cylinder amounts to Rs 210.37 and the total annual subsidy amounts to Rs 1.67 billion. [53 % subsidy]

- **Fortified flour**

The annual subsidy requirement for fortified flour is around Rs 2.1 billion and the annual subsidy to bakeries works out to be around Rs 1.2 billion and the subsidy on white flour sold to consumers amounts to around Rs 815 million. The price of white flour sold to consumers is fixed at Rs 4.85 per $\frac{1}{2}$ kg and subsidy on white flour to consumers amounts to Rs 8.04 per $\frac{1}{2}$ kg [67 % subsidy] [Real cost of 25kg of flour is Rs 742.50].

Currently, registered bakeries with the State Trading Corporation benefit from the subsidised price of Rs 108.85 for a bag of 25 kg flour (White Wheat Flour Type A and Brown Wheat Flour Type A) implying that 82 % of subsidy is currently being provided.

- **Scheduled bread**

As per the current price structure of scheduled bread 100 g, the cost of flour works out to be Rs 0.70 per bread and the special subsidy to bakeries works out to be Rs 0.35 per scheduled bread 100 g. Since October 2022, bakeries also benefit from a refund of 9 cents per scheduled bread 100 g applicable to all types of scheduled breads in order to compensate them for their increase in the costs of production so as to maintain the price of scheduled bread 100 g at Rs 2.60. This subsidy has been increased from 9 cents to 24 cents as per budget measure 525 of Budget Speech 2024-2025. The total subsidy per scheduled bread 100 g therefore works out to be Rs 0.59.

	Rs (billion)
Long Grain White Rice	0.55
LPG	2.50
Fortified flour	2.0
Refund of 24 cents per scheduled bread 100 g	0.18
Total annual subsidy	5.23

PRICE OBSERVATORY

The Division conducts regular monitoring and analysis of evolution of prices with the aim to propose policies related to pricing and consumer behaviour. The PAMD has set up a basket of at least 100 commodities which are most widely used by consumers comprising of more 462 brands across 51 retail outlets together with the appropriate methodologies. The retail prices are collected from the retail outlets from the 10th to 20th of each month by officers of the Consumer Affairs Unit of this Ministry.

A Price Observatory Committee has been set up with the objectives to (a) study the price evolution of the commodities and, where there is a rise in the price of any of the commodities, enquire into the reason thereof; (b) undertake research regarding prices of the commodities; (c) publish, on a monthly basis, the price of commodities; (d) submit to the Minister a monthly report on its activities; and (e) advise the Minister on policy decisions regarding the price of the commodities. The Consumer Protection (Price Observatory Committee) Regulations 2021, GN 229 of 2021 was promulgated on 03 September 2021.

Since 01 July 2022 to date, 36 analytical reports have been prepared and approved by the Committee. These reports provide insights on the evolution of retail prices of the 450+ brands for the 100 products across the 51 outlets. The monthly analytical report helps in the identification of the prices for the products that are mostly subject to upward volatilities and aids for policy making such as introduction of maximum price control or other form of price control.

MARKET RESEARCH AND ANALYSIS

The PAMD is also responsible for the investigation and market research in the commercial sector with a view to formulating policy in line with the mandate of the Ministry.

Main Regulations under Purview of PAMD

- The Consumer Protection (Consumer Goods) (Maximum Mark-Up) Regulations 1998
- The Consumer Protection (Pharmaceutical Products) (Maximum Mark-Up) Regulations 2023.
- The Consumer Protection (Control of Price of Taxable and Non-Taxable Goods) Regulations 1998
- The Rodrigues Consumer Protection (Control of Price of Taxable and Non-Taxable Goods) Regulations 1998
- The Consumer Protection (Control of Sale of Imported Live Animals for Home Slaughter) Regulations 1998
- The Consumer Protection (Control of Manufacture and Sale of Bread) Regulations 2024

Statutory Bodies under the purview of the Ministry

Competition Commission:

The Competition Commission is a statutory body set up in November 2009 under section 4 of the Competition Act 2007. The Act established a competition regime in Mauritius, under which the Competition Commission can investigate possible anticompetitive behaviours by businesses and take remedial actions, if required. Anticompetitive behaviours, also called restrictive business practices, can be in the form of cartels, abuse of monopoly positions and mergers that lead to substantial lessening of competition.

The Competition Commission has two independent arms: an investigative arm led by the Executive Director and an adjudicative arm led by the Commission, which comprises five Commissioners and headed by the Chairperson.

Mission

To enhance market competition, creating more economic opportunities for the benefit of all Mauritians

Vision

An impactful institution within the Mauritian economy, shaping business landscape and driving economic progress through the force of competition

Core functions

The core functions of the Competition Commission are, *inter alia*, to:

- keep the operation of markets in Mauritius and the conditions of competition in those markets under constant review;
- investigate any suspected breach of the prohibition of restrictive agreements;
- undertake general studies on the effectiveness of competition in individual sectors of the economy in Mauritius;
- liaise and exchange information, knowledge and expertise with competition authorities in other countries entrusted with functions similar to those of the Competition Commission;
- advise the Minister on international agreements relevant to competition matters and to this Act; and
- publish and otherwise promote and advertise the provisions of the Act and the activities of the Competition Commission.

State Trading Corporation:

The State Trading Corporation (STC) is a parastatal body wholly owned by the Government of Mauritius. As the trading arm of the Government, it operates under the aegis of the Ministry of Commerce and Consumer Protection. Its principal place of business is 55, Business Zone, Cybercity, Ebene, Mauritius. STC was established under the State Trading Corporation Act 1982.

Role and Functions

STC is engaged in the importation of strategic products such as Petroleum Products, Liquefied Petroleum Gas, Rice and Flour and any such commodity as the Government may decide.

Trends & Challenges (SWOT Analysis)

- Strengths

As an established and credible purchaser of commodities, STC is in a strong position to negotiate better terms and conditions and enjoy the trust of the business community worldwide.

- Weaknesses

The Corporation does not own storage facility for Jet A1, Fuel Oil and LPG.

- Opportunities

STC can use its expertise in the procurement and distribution of petroleum products to support Government's initiative to develop Mauritius as a regional petroleum/bunkering hub as well as in the import of alternative fuels such as LNG and biomass products.

- Threats

Most of the commodities are purchased from foreign suppliers and the storage facilities available in the country is limited. Therefore, any severe disturbance in the supply-chain can lead to stock-out of essential commodities in the country.

STC is exposed to the evolution of the world prices of commodities and fluctuations in foreign currency exchange rates.

About Our People

The Minister of Commerce and Consumer Protection is the political head of the Ministry and determines its policies and strategic direction.

The administrative head of the Ministry is the Permanent Secretary. She is assisted in her functions and duties by one Deputy Permanent Secretary, three Assistant Permanent Secretaries as well as officers of other units, such as the Trade Division, Consumer Affairs Unit, Price Analysis and Monitoring Division, Legal Metrology Services, Human Resources Unit and Financial Operations.

The Organisational chart of the Ministry is depicted in the figure below:

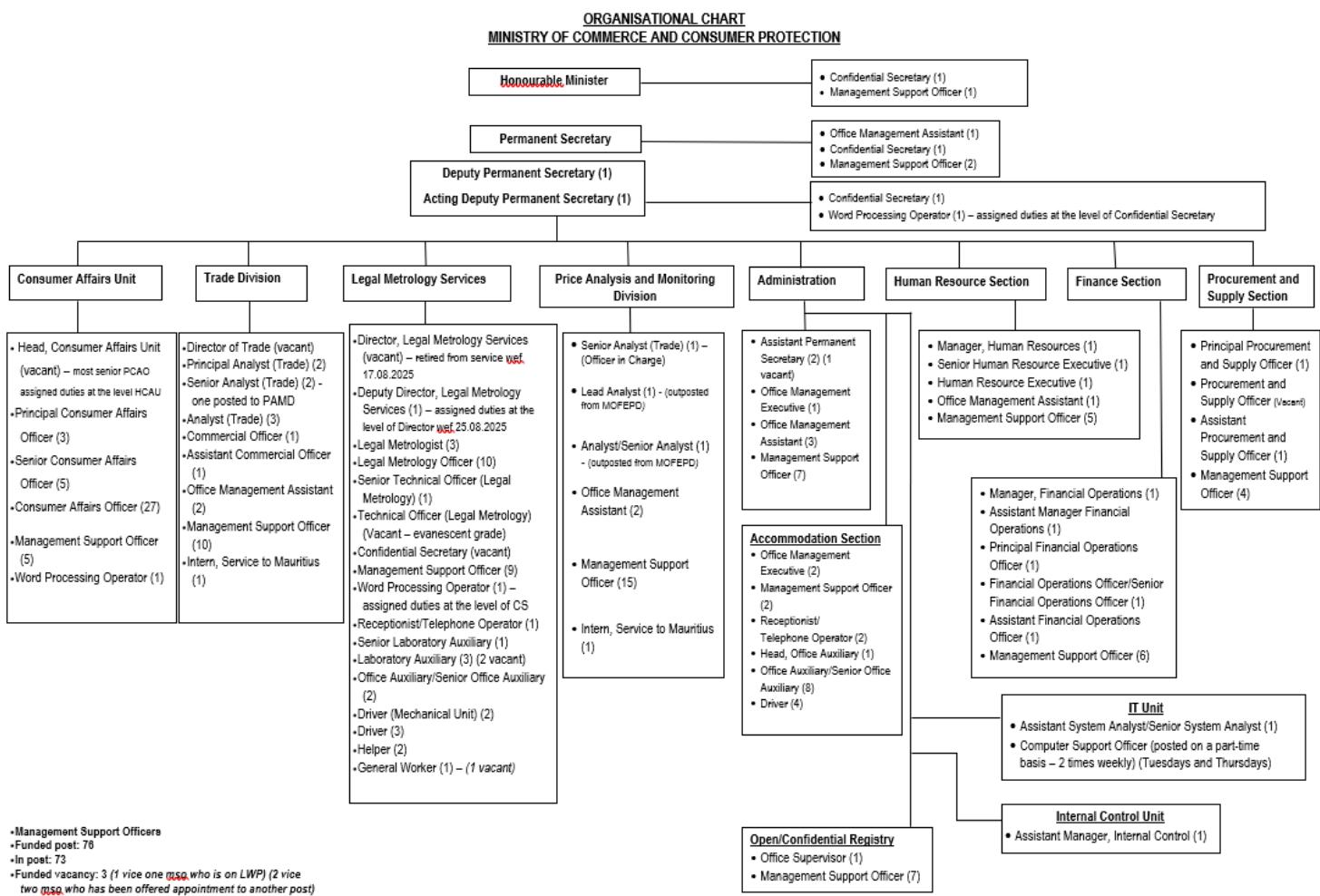


Figure 1: Organisation Chart

Statutory Bodies/Units/Parastatals under the aegis of the M CCP

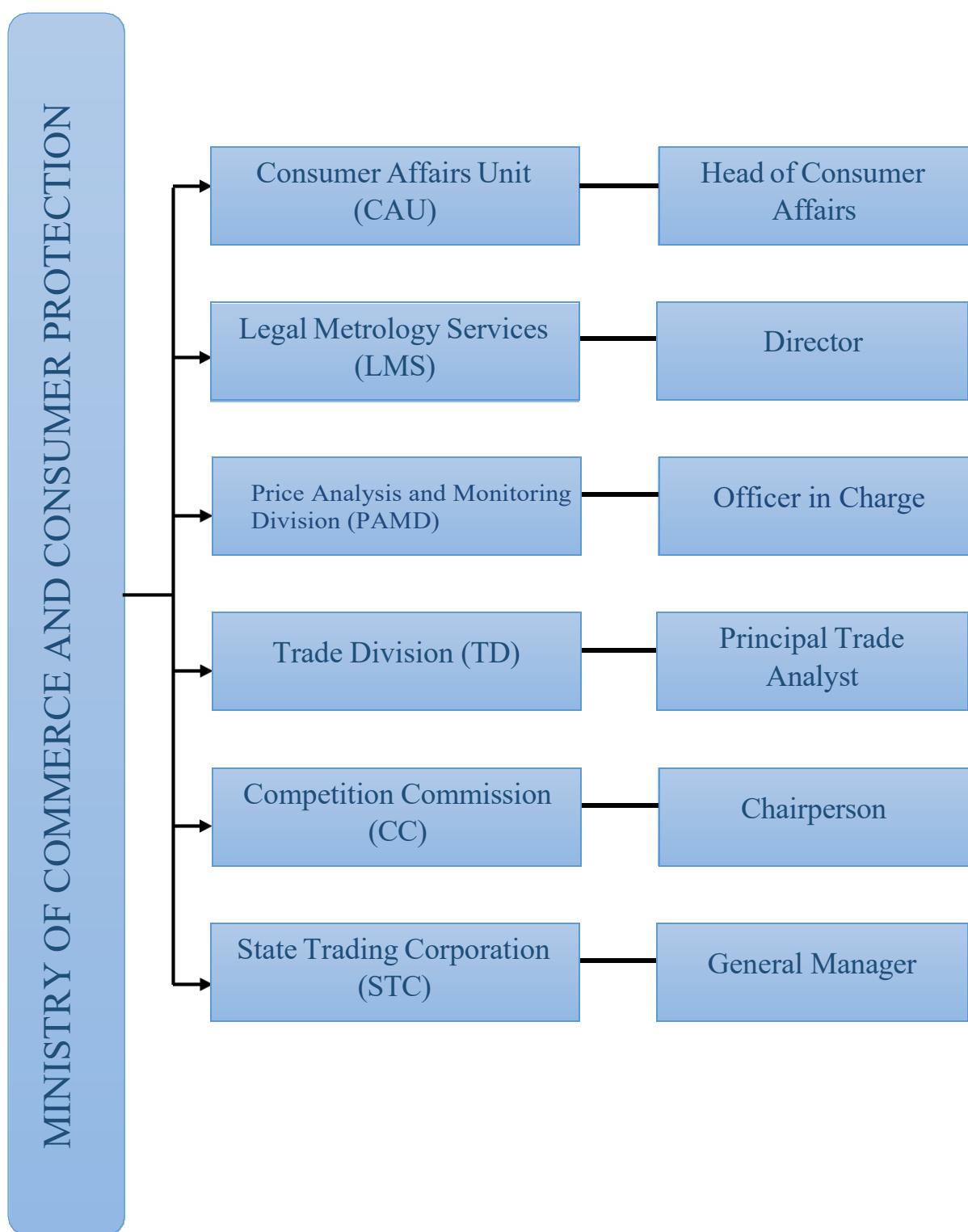


Figure 2: Statutory Bodies/Units/Parastatals under the aegis of M CCP

Human Resource Development

The Ministry is committed to the development of its human resources. As requested by the Ministry of Public Service, Administrative and Institutional Reforms, a Training Committee was set up and an elaborated plan for the training of the staff was prepared. A Training Manager has been appointed in line with the PRB Report 2021. Local training was organised mostly in collaboration with the Civil Service College.

Retirement:

The following officers retired from the service during the year:

SN	Name	Grade	Date of Pre-Retirement	Date of Retirement	Remarks
1	DESVEAUX Géneviève Marline (Mrs)	Confidential Secretary	-	15 June 2024	Age Limit
2	GUNESH Amita Devi (Mrs)	Head Consumer Affairs Officer	-	15 July 2024	Age Limit
3	CHENGAN Nilavadi (Mrs)	T. Head Consumer Affairs Officer	-	20 February 2025	Age Limit
4	LOBIND Anitah (Mrs)	Manager, Human Resources	17 October 2024	22 February 2025	Age Limit
5	HOOLASH Beebe Aniza (Mrs)	Confidential Secretary		17 March 2025	Ground of Age
6	RITOOG Rishiraj	Principal Consumer Affairs Officer		26 April 2025	Age Limit
7	SARJU Amita	Office Management Executive		02 May 2025	Special Case
8	UMAVASSEE Shantah (Mrs)	Director, LMS		23 August 2025	Age Limit

Table 9: List of Retired Officers

Local Training programmes:

The list of training programmes together with the number of employees who attended same is shown in table below:

SN	Training/Course	Institution	No. of Officers
1	Computerised Registry System	In house (MCCP)	4
2	Registry Procedures	In house (MCCP)	36
3	Gender Mainstreaming	In house (MCCP)	29
4	First Aid	In house (MCCP)	40
5	Fire Safety and Evacuation Procedures/OSH Highlights	In house (MCCP)	40
6	Public Speaking	CSCM	8
7	Mastering Telephone Skills for Receptionists	CSCM	5
8	Transport Management	CSCM	4
9	Public Policy Making	CSCM	6
10	Courts Proceedings	CSCM	17
11	Managerial Psychology for Managers	CSCM	3
12	Standard Defensive Driving	CSCM/MITD	1
13	Truck Mounted Crane Operation	MITD	1
14	Government Asset Register (GAR) - Awareness	CSCM/Treasury	12
15	GAR - Practical	CSCM/Treasury	8
16	Digital Proficiency Course (DPC)	The Mauritius Digital Promotion Agency (MDPA)	9
17	ISO 17025:2017 Laboratory Accreditation Management System	Mauritius Standard Bureau	5
18	ISO 9001:2015 Quality Management Systems (QMS) - Internal Auditor Training Program	Mauritius Standard Bureau	6

Table 10: Local Training

Virtual Training

SN	Training	No. of Beneficiaries	Designated Officer
1	UNCTAD – Workshop on Trade and Gender Linkages with a focus on non-tariff measures from a gender perspective	1	Mr Veebhushansing DAUMOO, Analyst (Trade)
2	Tralac Trade Law Centre – Reading, Interpreting and Implementing International Trade Agreements, Case study of the AfCFTA	1	Miss Tarini Rachna Devi KOOLWANT, Temporary Analyst (Trade)

Table 11: Virtual Training

Sponsored Courses

Sponsored Courses			
SN	Training/Course	Institution	No. of Officers
1	Five Case Model Foundation Course	Ministry of Finance	3
2	Training and Capacity Building on Procurement and supply	Ministry of Finance	1
3	Fire Safety and Evacuation Procedures/OSH Highlights	Occupational Safety and Health Division - Ministry of Public Service and Administrative Reforms	8
4	Safety and Health in the Workplace for MSOs		11
5	Managing Risk at the Workplace for representative of OSH Committee		2
6	Managing Risk at the Workplace		5
7	Safety and Health in the Workplace for OMAs		3
8	Foundation Course for Newly Recruited Management Support Officer	Sponsored by Ministry of Public Service and Administrative Reforms	10
9	Induction Course OA/SOA		1
10	Prosecution courses	Sponsored by Office of Director of Public Prosecutions	35

Table 12: Sponsored Courses

Overseas Training

SN	TRAINING	COUNTRY	DATE	NAME	DESIGNATION
1	Study program for African Regional Trade Professional Certificate (Virtual)	Online	24 May to November 2024	PYDAYYA Rajeev	Senior Analyst (Trade)
2	Seminar on Enhancement of Supply Chain (Business) Managerial Personnel for Developing Countries	China	14 to 27 May 2024	PYDAYYA Rajeev	Senior Analyst (Trade)
				DAUMOO Veebhushansing	Analyst (Trade)
3	Seminar on the Construction of Small Commodity Markets and Poverty Reduction and Alleviation for Developing Countries	China	11 to 24 May 2024	SANASY Mrs Sarabha Devi	Senior Analyst (Trade)
				DULMEER Zulvekar Ally	Consumer Affairs Officer
4	Seminar on Construction of Small Commodity Markets for Developing Countries	China	08 to 21 May 2024	FULENA Ms Diksha Devi	Analyst (Trade)
5	Training Course on “Industrial Development through Local Resources (Regional Industrial Development)” – JICA	Japan	21 October to 02 November 2024	FULENA Ms Diksha Devi	Analyst (Trade)
6	9th Annual Competition and Economic Regulation Week (ACER) including the Professional Training Programmes and Symposium	Nairobi, Kenya	14 to 18 October 2024	SOODHOO Kamal Kishore	Principal Consumer Affairs Officer
7	Seminar on Consumption Promotion for Developing Countries	China	11 to 24 April 2024	SEEBRUN Vooveeshna Sanjna Devi (Mrs)	Consumer Affairs Officer

SN	TRAINING	COUNTRY	DATE	NAME	DESIGNATION
				JHUMMUN Kamla Devi (Mrs)	Consumer Affairs Officer
				MIHDI DIN Pravesh Kumar	Consumer Affairs Officer
8	Seminar on Construction of Small Commodity Markets for Developing Countries	China	08 to 21 May 2024	MALLEA Eshnibye (Mrs)	Consumer Affairs Officer
9	Seminar on Enhancement of Supply Chain (Business) Managerial Personnel for Developing Countries	China	14 to 27 May 2024	SHEIK ADAM Ludovic Wesley	Consumer Affairs Officer
10	Australia Awards Short Course in Enhancing Continental Trade Facilitation in Africa (Partly online and in Africa)	Online and in Africa	February to May 2025	SANASY Mrs Sarabha Devi	Senior Analyst (Trade)
11	Seminar on Cross- Border E-Commerce for Poverty Alleviation and Sustainable Development Capacity Building for Youth from Developing Countries	Qingdao, Shandong, China	17 to 30 April 2025	BAICHOO Randhir (vaccinated)	Senior Consumer Affairs Officer
				WATTERSTON- ANDRE Joan Stephanie Natasha (Mrs)	Consumer Affairs Officer
				PYDAYYA Rajeev	Senior Analyst (Trade)
				DAUMOO Veebhushansing	Analyst (Trade)

SN	TRAINING	COUNTRY	DATE	NAME	DESIGNATION
12	Trade and Business Development	Singapore	19 to 23 May 2025	MULTRA Shalini Karuna (Miss)	Principal Analyst (Trade)
13	Seminar on International Market Expansion for Developing Countries	China	27 May to 16 June 2025	COOTHOOPERM AL Sachin (vaccinated)	Senior Consumer Affairs Officer
				SAHOO TOORAH Mohamad Assad	Legal Metrology Officer
14	Seminar on Construction of Small Commodity Markets and Poverty Reduction and Eradication in Developing Countries	China	27 May to 16 June 2025	APPADOO-JHEENGUT Atisha (Mrs)	Consumer Affairs Officer
				RAMRAKHA Krishna Sesha	Consumer Affairs Officer
				BUSSAWON-SOOPAUL Jayshree (Mrs)	Consumer Affairs Officer
				SEWRAZ Kevin Sharma	Consumer Affairs Officer
15	Seminar on Cultivation and Development of Commodity Markets for Developing Countries	China	27 May to 16 June 2025	FULENA Diksha Devi (Miss)	Analyst (Trade)
				SOOKHY Oumeshwarsingh	Legal Metrology Officer
16	Southern African Development Community Cooperation in Legal Metrology (SADMEL) – Prepackage Workshop	Johannesburg, South Africa	13 to 15 May 2025	CHINTARAM Lovin	Legal Metrologist
				GOPAUL Nityam	Legal Metrology Officer

Table 13: Overseas Training

Training of Officers of the Legal Metrology Services

Training attended by Officers Legal Metrology Services July 2024- June 2025			
SN	Training Attended	No. of Officers	Designated Officers
1	Customised Course (Understanding consumer protection laws & Enforcement Strategies)	2	LMOs Mr Y. S. Lutchun Mr M. A. Sahootoorah Mr O. Sookhy Mr G. Gokool
2	Metrology Training – EU Consultant by EDB at the LMS	15	Director Deputy Director Legal Metrologists and Legal Metrology Officers
3	Mauritius Standards Bureau – ISO/IEC 17025:2017 Laboratory Accreditation Management System	5	Mr O. Sookhy, Mr M. A. Sahootoorah, Mr G. Gokool, Mr K. Moodelly, Mr Y. S. Lutchun,
6	Public Speaking Training Course - CSCM	2	Mr S. K. Callicharan, Mr N. Rumjaun,
7	Executive Management System by PIMA (MCCP) – 2 nd Session	3	Mrs S. Umavassee Mr S. K. Callicharan, Mr R. Roomallah,
8	Mastering Telephone Skills for Receptionist - CSCM	2	Mr D. S. Chaton Mrs A. Hoolash
9	Government Asset Register-Awareness by CSCM, Rabadia Building + Practical Session	3	Ms N. Gureebun, Mr M. Y. Farhaan, Ms I. Ebramjee Ms D. Ramchurn, Mrs B. Sakurdeep
10	Public Policy Making by CSCM, Fooks House	1	Mr L. Chintaram
11	Court Proceedings – CSCM – Atom House	1	Mr Dan Jan Errappa
12	Induction Course for newly recruited MSO - CSCM - Fooks House	3	Mrs Elahee-Boolaky B. R., Mr M. Yaseen Farhaan Ms H. Gungabissoon (MSO)

Training attended by Officers Legal Metrology Services July 2024- June 2025			
SN	Training Attended	No. of Officers	Designated Officers
13	Driving OSH Management System – MPSAIR, Sicom Building 2	1	Mr M. Paupiah
14	Managerial Psychology for Managers – CSCM (Fooks House)	1	Mr S. K. Callicharan
15	Gender Mainstreaming	2	Mrs S. Umavassee Mr S. K. Callicharan
16	Operation & Processes Management Training - CSCM	1	Mrs B. R. Elahee-Boolaky, (MSO)
17	Truck Mounted Crane Operation and Debriefing session – MITD Professional Drivers Training Centre	1	Mr H. Bhakha
18	ISO 9001:2015 Quality Management Audit – Internal Auditor Training Prog - MSB	6	Mr K. Moodelly, Mr Y. Lutchun, Mr A. Sahootoorah, Mr O. Sookhy, Mr G. Gokool, Mr D. Errappa
19	Training Course on Registry Procedures at Ministry	6	Ms Jhuboo, Ms Gungabissoon, Mrs Elahee-Boolaky, Mr Farhaan, Ms Kanhiya, Ms Gureebun
20	Global Cyber Attacks & Prevention Strategies STC, Ebene	7	Mr N. Rumjaun, Mr D. Ramdewor, Mr N. Gopaul, Mr D. Bundhoo, Mr K. Moodelly Ms Ramchurn, Ms Kanhiya
21	Training Programme on Technical and Legal Aspects of Legal Metrology conducted by by Dr Kumar, Indian Consultant	16	All technical staff of the LMS
22	Seminar on International Market Expansion & Cultivation & Development of Commodity Markets for developing Countries - China	2	Mr O. Sookhy Mr A. Sahootoorah

Training attended by Officers Legal Metrology Services July 2024- June 2025			
SN	Training Attended	No. of Officers	Designated Officers
23	SADC MEL Pre-package Workshop – Johannesburg, South Africa	2	Mr L. Chintaram Mr N. Gopaul
24	First Aid Training Programme - STC	1	Ms H. Gungabissoon
25	Foundation Course – New MSO – Civil Service College	2	Ms N. Gurreebun, Ms A. Jhuboo
26	Training Session Citizen Support Portal	1	Mr N. Rumjaun

Table 14: Training attended by officers of LMS

Gender Policy Statement

This Ministry supports Government's initiative for gender mainstreaming in all policy areas. This initiative is in line with Government commitments taken at international level especially at the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) adopted by the UN General Assembly in 1979 and the Beijing Platform for Action in 1995.

In line with the National Gender Policy Framework of 2008 which calls upon all Ministries to engender their respective policies, the Ministry of Commerce and Consumer Protection has established a Gender Cell and a Gender Focal Point to foster gender mainstreaming in all policy decisions.

For the Financial Year 2024–2025, the Ministry allocated a budget of Rs 200,000 under its Gender Mainstreaming programme to support the implementation of its Sectoral Gender Implementation Plan. As part of its capacity-building efforts, the Ministry organized a half-day training session on Gender Concepts, Terminologies, and Gender Mainstreaming for 30 officers from middle and top management. This training was delivered in two batches on 22 January 2025.

In addition to training, the Ministry convened two meetings of its Gender Cells during the financial year, on 02 October 2024 and 18 February 2025. These meetings served as platforms for dialogue and planning around gender-responsive initiatives. During the February meeting, several proposals were put forward to enhance inclusivity and support within the workplace. These included the installation of an electric roller shuttle at the LMS, provision of dedicated parking facilities for pregnant employees, the introduction of flexible working hours, and further training on gender mainstreaming.

To ensure continued relevance and effectiveness of the Gender Cell at the Ministry, the composition was last reviewed in June 2025. These initiatives reflect the Ministry's ongoing commitment to promoting gender equity and fostering a more inclusive work environment through structured planning and stakeholder engagement.

Safety and Health

In line with the Occupational Safety and Health Act 2005, a Safety and Health Committee met regularly during the year to promote cooperation between management and the employees in order to achieve and maintain safe and healthy working conditions.

The annual Fire Drill was held on 03 October 2025.



Achievements

Trade Division

The Trade Division is known as the technical arm of the Ministry for matters related to trade practices and the implementation of trade policies.

The Division has achieved significant milestones in issuing permits, licenses, and clearances during the period of July 2024 to June 2025.

PERMITS/ LICENCES/ CLEARANCES

<u>Number of permits, clearances, licences and certificates issued (July 2024 to June 2025)</u>	
No of Import Permits	13896
Authorisation granted for clearance of second-hand motor vehicles	11719
Licence of authorised dealers in importation and sale of second-hand motor vehicles	94
No of Export Permits	1683
No of COMESA certificates issued	983
No of AGOA certificates issued	1010
No of VISA certificates issued	89
No of Generalised System of Preferences certificates issued	618
No of Kimberley certificates issued	28
Scrap Metal Collector Permit	37
Scrap Metal Carrier Permit	63
Scrap Metal Dealer Licence	19
Scrap Metal Exporter Licence	18
Total	30,257

Table 15: Number of permits, clearances, licences and certificates issued (July 2024 to June 2025)

<u>Revenue Generated for Financial Year (July 2024 to June 2025)</u>	
	Amount (Rs)
Scrap Metal permits/licences	1,833,250
Licence of authorised dealers in importation and sale of second-hand motor vehicles	5,580,000
Licence for Trade in Bunker Fuels	1,000,000
Trade Fair	3,700,000
Total	12,113,250

Table 16: Revenue Generated for Financial Year 2024/2025 (July 2024 to June 2025)

Main Achievements from July 2024 to June 2025

Permits and Licences	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Import Permit	1214	1236	1266	1254	1013	1028	1442	1204	1591	1152	1496	1077	14973
Export Permit	198	157	133	168	146	138	175	137	148	151	132	119	1802
AGOA Certificate	153	104	61	99	72	88	85	69	87	80	72	138	1108
COMESA Certificate	99	65	89	75	66	122	45	82	114	114	84	170	1125
VISA Certificate	6	51	26	0	0	1	0	0	0	3	1	6	94
GSP Certificate	61	0	56	57	67	50	58	58	70	65	64	117	723
Scrap Metal Collector Permit	1	2	8	2	4	2	8	3	2	1	2	0	35
Scrap Metal Carrier Permit	3	11	3	4	12	10	5	6	1	3	2	3	63
Scrap Metal Dealer Licence	1	1	1	3	4	0	2	3	0	3	1	0	19
Scrap Metal Exporter Licence	1	1	2	3	4	1	2	2	0	2	0	0	18
Bunker Trade Licence	1	1	0	0	0	3	1	1	1	3	1	0	12
Bunkering in Mt	87036	72933	103703	60790	66871	84913	72800	75295	98994	90967	108304	93532	1016138
No of vessels (Bunkering)	256	256	269	236	208	229	247	206	290	249	284	257	2987
Trade Fair	0	4	0	2	0	0	1	1	0	2	0	0	10
Kimberley Process Certificate (Export)	1	3	2	3	2	1	1	4	4	4	3	1	29
Kimberley Process Certificate (Import)	4	1	5	5	4	3	4	2	2	3	4	1	38
Clearances Granted	1045	833	1020	1103	1210	962	669	849	1166	1077	1375	1888	13197

Table 17: Number of Permits and Licenses

Amendment to Regulations for period 01 July 2024 to 30 June 2025

1. The Consumer Protection (Importation and Sale of Second-hand Motor Vehicles) (Amendment No. 2) Regulations 2024 has been promulgated to extend the current restriction on the issue of new authorised dealers' licences in the importation and sale of second-hand motor vehicles for a further period of one year until 30 June 2025, effective as from 01 July 2024 (***Government Notice 117 of 2024***).
2. The Consumer Protection (Control of Imports) (Amendment No. 2) Regulations 2024, effective as from 18 July 2024, introduces a new definition of "road racing", aligned with the meaning provided under the Road Traffic Act. The amendment also includes a revised list of approved Pre-Shipment Inspection (PSI) bodies authorised to conduct inspections prior to importation (***Government Notice 122 of 2024***).
3. The Consumer Protection (Importation and Sale of Second-hand Motor Vehicles) (Amendment No. 3) Regulations 2024, effective as from 18 September 2024, makes provision for authorisation of the Ministry to be sought in case of transfer of shares on the demise of a shareholder in an authorised dealer company. In addition, any change in shareholding has to be approved at the level of the Ministry prior to the authorised dealer effecting changes at the Corporate and Business Registration Department. The company should also disclose if any new director has been convicted of an offence involving fraud and dishonesty during a period of 10 years preceding his appointment. This measure will enhance the existing framework to ensure that the authorised dealer company operates in the fair and transparent manner thereby preventing occurrences of fraud following the demise of a shareholder. (***Government Notice 183 of 2024***).
4. The Consumer Protection (Importation and Sale of Second-hand Motor Vehicles) (Amendment) Regulations 2025, effective as from 17 April 2025, introduces a new requirement whereby payment for the sale of second-hand motor vehicles must be always effected by cheque or through electronic as the bank may approve and not in cash. The deed of sale should include the name of the bank and the cheque number (***Government Notice 37 of 2025***).

Legal Metrology Services

Major Achievements for the period 01 July 2024 to 30 June 2025: -

- 12,352 weighing and measuring instruments were verified or calibrated by the Legal Metrology Services for period July 2024 to June 2025 (10,539 verified for trade and 1,813 calibrated for industries and other organizations) for 5,301 clients (4,674 for general trade, 173 filling stations, 213 clients whose instruments were verified on site and 241 for on request calibration services). These instruments included spring balances, electronic weighing instruments, weighbridges, length measures, volumetric measures, petrol pumps, vehicle tanks, bulkmeters, batching plants, crane weighers, storage tanks, water meters, alcohol meters and diesel meters.
- 56 certificates of suitability have been granted to importers of weighing instruments to be used for trade purposes. The verification and calibration fees collected during that period amounted to 7,300,929 rupees.
- 3,972 inspections were carried out during the year, out of which, 3,125 trade premises, 387 prepacked commodities and 467 petrol pumps were inspected and 55 contraventions were established for breaches of the Legal Metrology Act. 131 Packers/ Retail Outlets were visited for compliance with the Legal Metrology (Prepacked Commodities) Regulations. 30 complaints have been investigated and necessary actions have been taken in cases of non-compliance.
- In view of improving our service to the public, the Legal Metrology Services is continuing to offer verification services nearer to the doorstep of traders through the operation of a mobile verification unit. During period July 2024 to June 2025, the mobile verification service was organized for eight districts at 15 venues. This service was provided to 2130 traders and 2702 instruments were verified.
- 56 models of weighing instruments were issued with certificate of suitability in relation to type and design for trade use.
- The Legal Metrology Services received technical assistance from the European Union through the Economic Development Board under the project of the National Quality Infrastructure by the assignment of a metrology expert on mission to Mauritius in July 2024 to conduct basic training to newly recruited staff and refreshing specific training of senior staff in legal metrology.

- The Director, Deputy Director and Legal Metrologists attended the CIMAL meeting (Committee Internationale de la Metrologie Legale) organised by the OIML (Organisation Internationale de la Metrologie Legale) in October 2024 virtually.
- The Deputy Director attended the 40th Annual SADCME meeting on Legal Metrology under the SADC TBT Cooperation Structures Meetings, held in Victoria Falls, Zimbabwe, virtually, on 24 and 25 March 2025.
- Training was conducted to the technical staff of the Legal Metrology Services on the technical and legal aspects of metrology by consultant from the Indian Institute of Legal Metrology under Bilateral Cooperation with India from 14 to 24 April 2025.
- Two officers from the Legal Metrology Department of Comoros sponsored by the European Union, attended a week training attachment at the Legal Metrology Services to observe, study and benchmark our verification, calibration, inspection processes and the implementation of ISO 17025: 2017 for laboratory activities from 14 to 18 April 2025.

Verification/Calibration of instruments for period July 2024-June 2025

SN	Details of activities	Number
1	Total Instruments verified for trade purposes	10,539
2	Instruments calibrated (for Industries & others)	1,813
3	Instruments verified during Mobile Verification	2,702
4	Petrol pumps verified	922
5	Instruments verified in situ	811
6	Instruments calibrated for clients and internal calibration	1,813
Inspection of Trade / Packing Premises		
7	Traders (<i>General Retailers, Vegetable/fruit sellers, Jewellers</i>)	3,125
8	Prepacked Commodities at Packers / Retail Outlets (<i>Foodstuffs/ Non-foodstuffs</i>)	387
9	Petrol pumps	467
10	Complaints investigated	30
11	Contraventions established	59
Certificate of Suitability		
12	Certificates of suitability granted for importation of weighing instruments for trade use	56
Revenue		
13	Revenue collected	Rs 7,300,929
Clients		
14	Traders	4674
15	Calibration services on request	241
16	Petrol stations	173
17	In situ verification	213

Table 18: Verification/Calibration of instruments

Laboratory Accreditation

The Legal Metrology Services has maintained its laboratory accreditation by MAURITAS to meet the requirements of ISO 17025:2017 in the field of mass for the calibration of mass pieces of accuracy class up to F₂ and non-automatic weighing instruments of accuracy class II, III and III.

Legal Metrology Information System (LMIS):

A new Legal Metrology Information System aimed to modernize and streamline the processes of the Legal Metrology Services is being developed and as at June 2025 is at the stage of finalisation of Software Design Document (SDD). The system is a multi-platform solution comprising of back-office application for LMS users, mobile App for officers and for customers and a web portal for customers to streamline operations and enhance service delivery. The proposed system is expected to be implemented and fully operational by beginning of October 2025.

World Metrology Day

The World Metrology Day is celebrated on 20 May every year to commemorate the anniversary of the signing of the Metre Convention in 1875. The theme for 2025 is 'Measurements for all times, for all people' and celebrating the 150 years of the Metre Convention. On this occasion, this year the following activities were organised for sensitization of the public on the Legal Metrology Act and the services offered by the Legal Metrology Services:

- Awareness programs by the distribution of pamphlets and posters by officers of the Legal Metrology Services at different places of major public concentration (mainly supermarkets) around the island to sensitise the public on the Legal Metrology Act and the services offered by the Legal Metrology Services.
- A logo competition was launched and a workshop on the activities of the Legal Metrology Services was organised on 03 June 2025 at the Hennessy Park Hotel. On this occasion the winner of the Logo Competition was awarded.



Consumer Affairs Unit

The main achievements of the Consumer Affairs Unit for the period 01 July 2024 to 30 June 2025 are tabled below:

CAU Achievement	
1.	No. of Trade Premises Checked
2.	No. of bakeries Checked
3.	Total No. of Complaints registered on Citizen Support Portal (CSP)
4.	No. of talks delivered (including on TV and radio)
5.	Total No. of Contraventions established: o 1172 are Fixed Penalty Notices
6.	No. of sampling procedures carried out: o Steel bars o Toys o Electric Cables o Fireworks o Goods under Safety Requirements Regulations o PVC and Pipes
	Total No. of Sampling

Table 19: CAU Achievement

A total number of 9571 checks have been carried out in the following trade premises:-

S. N	Types of trade premises checked throughout the financial year	Total
1.	Supermarkets	1792
2.	Shop	2796
3.	Hardware shop	592
4.	Pharmacies	257
5.	Magasins	1490
6.	Vegetable sellers	906
7.	Filling station	478
8.	Snack	406
9.	Bakeries	118
10.	Cold storage	151
11.	Trade fair/ warehouse/ bookstore/ and others	585
	Total Trade Premises Checked for the year	9571

Table 20: Trade Premises

Contraventions established for the period 01 July 2024 to 30 June 2025

Financial Year 2024-2025 shows a dramatic surge in FPNs issued and total revenue collected, reflecting intensified enforcement efforts. The rise in number of contraventions indicates ongoing inspections carried out across the island and also reflects the commitment of the Ministry to ensure compliance and holding traders accountable for their actions.

The Ministry has seen a corresponding rise in revenue collected through penalties. In 2023-2024, the revenue collected not only underscores the effectiveness of our enforcement strategies but also reinforces the importance of adhering to the prevailing legislations.

However, the data also highlights ongoing challenges. Despite our increased efforts to sensitize traders, the total number of contraventions established has increased which indicates that there are underlying issues that need our attention.

Amendment to Legislations

Recent amendments to our legislation have significantly strengthened the sanctions for those who violate consumer protection legislations.

- The Consumer Protection (Price and Supplies Control) Act 1998 has been amended to allow an authorized officer to swear an information and conduct prosecution in respect of an offence committed under the Act thus expediting cases in Court. (Act 11 of 2024).
- The Fair-Trading Act has been amended to allow an authorized officer through conciliation and mediation to settle any dispute between a Consumer and a trader in respect of a consumer transaction to provide fast redress to consumers through win-win solutions. It aims at increasing consumer satisfaction for complaints resolutions in an effective and efficient manner without having recourse to Court proceedings. (Act 11 of 2024).
- The Fair-Trading Act 1979 has been amended to cater for consumer transactions made on-line to protect consumers in the same way as those purchasing in the traditional brick and motar trade premises. (Act 11 of 2024).
- The Minister has the power under the Consumer Protection (Price and Supplies Control Act) & Fair-Trading Act 1979 to make Regulations to cater for e-commerce and to meet the challenge of digital transformation and AI. (Act 11 of 2024)
- To prevent abuse by unscrupulous traders and to eliminate hidden cost with regard to price affixing the Consumer Protection (Price and Supplies Control) Act 1998 has been amended as follows (Act No. 11 of 2024): -
 - Price labels for goods offered for sale shall be placed in close proximity to the respective goods.
 - Traders willing to accept foreign currency in payment for a product on sale are required to indicate the price in Mauritian Currency together with any commission to be charged and shall clearly indicate the conversion rate.
 - In respect of an announcement of a price reduction, the trader shall indicate the lowest price applied during a period of time which shall not be less than 30 days.

- When more than one price is concurrently displayed for any goods or services, the consumer shall pay the lowest of the prices displayed.
- Sanctions for offenders of the consumer protection laws has been hardened. The penalty has been increased as follows:
 - i) for offences under the Consumer Protection (Price and Supplies Control) Act 1998: from Rs 300,000 to Rs 500,000 and imprisonment for 5 years to 7 years (Act 11 of 2024).
 - ii) for offences under the Fair-Trading Act 1979: from Rs 50,000 to Rs 200,000 plus imprisonment 2 years (for first offence), and Rs 500,000 plus imprisonment 5 years (for second and subsequent offence). (Act No.10 of 2017).

These changes reflect our dedication to ensuring fair trading practices and safeguarding consumer rights. We believe that these tougher penalties will serve as a strong deterrent against violations and reinforce our commitment to protecting consumers.

World Consumer Rights Day 2025

The World Consumer Rights Day 2025 having the theme ‘A just transition to a sustainable lifestyle’ was celebrated on 15th March 2025. On this occasion, a clip educating consumers about their rights and responsibilities was broadcast on the national TV during the 19.30 hrs. news on MBC TV.

The Minister was interviewed in the 19.30 news on MBCTV on the World Consumer Rights Day, talks were delivered in the Social Welfare Centers and Community Centers to educate consumers on their rights and responsibilities and consumer protection legislation.

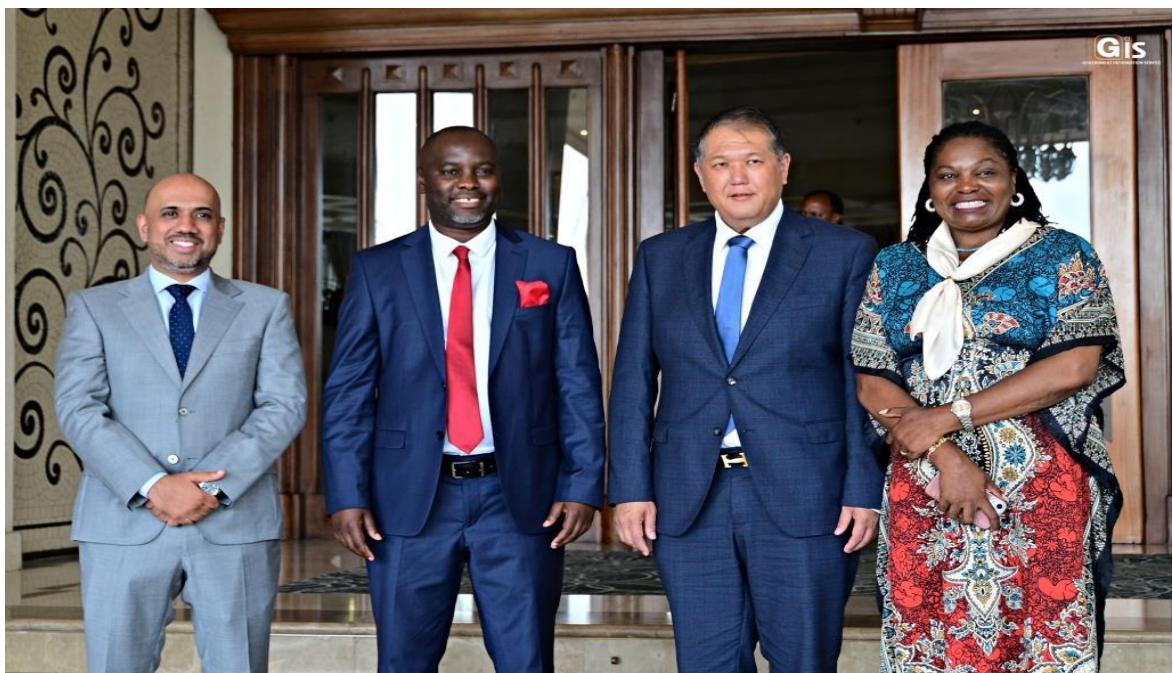
Radio Programs were conducted for the World Consumer Rights Day as follows:

RADIO PROGRAMS			
SN	Radio	Date	Time
1.	Radio One	10.03.25	09:00 – 11:00
2.	MBC Kool FM	11.03.25	10:00 – 11:00
3.	MBC Charcha	13.03.25	09:00 – 10:00
4.	MBC Senn Kreole	19.03.25	09.30 - 11:00

Table 21: List of radio programmes conducted

Officers of the Consumers Affairs Unit participated in the COMESA Consumer Protection Committee working group and Annual Conference meeting from 10 to 13 March, 2025.

Signing of a Memorandum of Understanding between the COMESA Competition Commission and the Ministry of Commerce and Consumer Protection



Capacity building and Knowledge sharing

Workshops and trainings have been organized to ensure that officers of the CAU can better perform their duties and enforce consumer laws such as:

- Public Speaking CSCM (19-23/08/24)
- Managing Risk at the workplace for representative of OSH Committee-10/10/24
- Public Policy Making (18/10/24)
- Court Proceedings (18/11/21)
- Managerial Psychology for Managers (13/12/24)
- Gender Mainstreaming (22/01/25)
- Managing Risk at the workplace (28/05/25)
- Prosecution courses offered by office of the DPP.

Overseas Training

- Seminar on cross-border E Commerce for poverty alleviation and sustainable Development capacity building for youth from Developing countries (China 17-30/04/25).
- Seminar on International Market Expansion for Developing countries (China 27/05/25-16/06/25).
- Seminar on the construction of small commodity markets and poverty reduction and eradication in developing countries (China 27/05/25-16/06/25).
- Case Handlers Workshop 2025(Kenya 9-11/2025).

Complaint Mechanism

The right to redress and to be represented is considered as essential for the protection of consumers. Since the creation of the Consumer Affairs Unit, officers are called upon to enquire into the complaints made by consumers. Mediation is usually done on behalf of consumers and in the event that solutions are not found, redress is being sought through legal means in a court of law. Moreover, with regards to complaints received in connection with non-compliance with existing consumer laws, legal actions are initiated in court.

All complaints received at the level of the Consumer Affairs Unit are registered on the Citizen Support Portal.

A total of 2359 complaints have been received during the financial year 2024-2025 which signifies an increase of 292 complaints since the last financial year, out of which 91% has been resolved.

New Consumer Protection Bill

A draft Consumer Protection Bill, with the objective to provide a modern consumer protection framework and better enforce consumer rights, is in the pipeline.

Price collection exercise for the Price Observatory

The retail and promotional prices of a market basket of goods consisting of 100 products (food and non-food products) with 494 brands are collected across 51 selected outlets across different regions on a monthly basis.

Moreover, the CAU has carried out sampling of the following goods for testing purposes to ensure compliance with mandatory standards.

Goods	Number of Sampling
Electric Cables	108
Goods under safety requirements Regulations	86
Fireworks	13
Steel bars	178
Toys	106
PVC and Pipes	3
Total	494

Table 22: Sampling Goods for Compliance

Price Analysis and Monitoring Division (PAMD)

Price Fixing Strategies:

The Price Fixing strategies aim to fix the prices of some essential commodities for the welfare of consumers for Mauritius and Rodrigues, make same more affordable to consumers and prevent profiteering.

For the financial year 2024/2025, the PAMD has processed and approved the prices as follows:

- No of approved costing returns- Mauritius: 48,560
Rodrigues: 8,296
- No of Amendments: Mauritius: 18
Rodrigues: 30

Price Observatory Activities:

For the year 2024/25, the PAMD has conducted 12 price monitoring and analysis reports.

The Market Research and Analysis:

During the Financial year 2024/2025, the PAMD has conducted **thirteen (13)** studies/policy papers as follows:

- Policy proposal on setting a fixed maximum price for chicken eggs and fresh chicken
- Report on the price review of Portland cement.
- Policy paper for intervention in fixing of price of Goat and Sheep and dry coconut for a specific period.
- Report on profit margin analysis for Mogas, Gas Oil and LPG.
- Policy paper on the review of price of schedule bread and the bakery sector.
- Policy paper for the digitalisation of processes for price fixing in Rodrigues.
- Market and price impact analysis on the digital price fixing system.
- Policy proposal for the digitalisation of refund process in Rodrigues.
- Policy proposal for the introduction of maximum mark up on: frozen packed vegetables, canned vegetables and fresh vegetables and a maximum fixed price on table salt.
- Policy for intervention in the prices of spare parts, tyres and medical apparatus.
- Policy proposal for VAT removal on essential commodities such as infant foods, canned vegetables and frozen packed vegetables.
- Analytical paper on the review of subsidies on government supplied commodities such LPG, Long Grain White Rice and Flour.
- Proposal for the introduction of maximum mark up on other canned food such as canned sausages, canned poultry (Luncheon Meat), canned tuna (natural/in oil/in water/unflavored and canned prawns /shrimps.

Price Control Measures

- Since March 2025, under maximum mark-up price control mechanism, **25% markup was introduced on canned vegetables and frozen packed vegetable** to increase the purchasing power of the consumers, especially for low to middle income families.
- In the context of Eid-Ul-Adha festival, the **retail selling price of imported live cattle was fixed at Rs174 per kilo**, with effect from 03 May 2025 and which lapsed two days after the festival in accordance with the Consumer Protection (Control of Sale of Imported Live Animals for Home Slaughter) (Amendment) Regulations 2025.
- In May 2025, the **Price Observatory Committee** has been reconstituted, for a period of two years, with Mr. Tejanand Dewoo as the Chairperson. Its functions are to study the price evolution of commodities and where there is a rise in the price of any of the commodities, the Committee undertakes enquiries into the underlying causes and research regarding prices of the commodities.
- With a view to ensuring that the commercialization of cement remains regulated to protect consumers against any unwarranted price increases and in order to ensure a smooth increase in the price of cement while reducing the impact on purchasing power of consumers, the regulated **maximum retail price of cement for CEM II 32.5 and CEM II 42.5 grades after adjustment of transport costs was increased by 5 %.** The Consumer Protection (Control of Price of Taxable and Non-Taxable Goods) Regulations 1998 was accordingly amended.
- The Consumer Protection (Control of Price of Taxable and Non-taxable Goods 1998 has been amended to control the price of Iodised salt under the maximum fixed retail price mechanism of Rs3.00 per 125 g (Rs12 per 500g), effective as from 30 June 2025.
- In order to ensuring price fairness and protect consumers, especially low to middle income families, the Consumer Protection (Consumer Goods) (Maximum Mark-Up) (Amendment No.2) Regulations 2025 was promulgated with effect as from 30 June 2025 to cater for the following:
 - Introduction of 25% markup for new products under the maximum mark-up price control mechanism namely, canned sausages, canned poultry (Luncheon Meat), canned tuna (natural/in oil/in water/unflavored and canned prawns /shrimps to strike the best balance between maintaining profitability and keeping the prices within a more affordable range, in the best interest of consumers.
 - With a view to ensuring no abuse of inflated prices by vendors, the maximum mark-up of 25% with a special allowance of 2% was extended to cover two types of commonly used pasta namely, macaroni and spaghetti.
 - In a bid to addressing the higher prices practiced by importers and local producers as well as to compensate for the increasing cost of electricity, a maximum mark-up of 28% and

a special allowance of 6% has been introduced for butter and margarine as from 30 June 2025.

- Similarly, the maximum mark-up of 28% and a special allowance of 2% was revised upwards to a maximum mark-up of 28 % and a special allowance of 2% for frozen packed vegetables.
- With effect as from end June 2025, a **maximum markup of 20% on all fresh vegetables in VAT registered retail outlets** such as supermarkets and hypermarkets was introduced as from 30 June 2025 with a view to ensuring that everyone can afford healthy fresh vegetables such as leafy vegetables (like spinach and lettuce), root vegetables (such as carrots and radishes), fruiting vegetables (like tomatoes, cucumbers, and bell peppers), as well as fine herbs (such as parsley, basil, and coriander) that are used for flavoring and garnishing.

Amendments to Regulations

SN	Regulation	Commodity Type	GN Nos
1	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment) Regulations 2024	Petroleum Products	GN No. 13 of 2024
2	Consumer Protection (Consumer Goods) Maximum Mark-Up (Amendment) Regulations 2024	Delisting of Margarine	GN No. 64 of 2024
3	Consumer Protection (Control of Sale of Imported Live Animals for Home Slaughter) (Amendment) Regulations 2024	Price of Live Cattle	GN No. 91 of 2024
4	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 2) Regulations 2024	Liquified Petroleum Gas	GN No. 98 of 2024
5	Consumer Protection (Consumer Goods) (Maximum Mark-Up) (Amendment) Regulations 2024	Deleting face masks, hand sanitisers, respirators (specialised face masks)	GN 132 of 2024
6	The Consumer Protection (Consumer Goods) (Maximum Mark-Up) (Amendment No. 3) Regulations 2024	Replacing First Schedule	GN 224 of 2024
7	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 3) Regulations 2024	Price of Mogas	GN 254 of 2024
8	Consumer Protection (Consumer Goods) (Maximum Mark-Up) (Amendment) Regulations 2025	Inclusion of Frozen and Canned Veg	GN 22 of 2025
9	Consumer Protection (Control of Price of Taxable and non-taxable Goods) (Amendment) Regulations 2025	Edible Oil and Milk Powder supplied by STC	GN 23 of 2025

SN	Regulation	Commodity Type	GN Nos
10	Consumer Protection (Control of Sale of Imported Live Animals for Home Slaughter) (Amendment) Regulations 2025	Price of Live Cattle	GN 40 of 2025
11	Consumer Protection (Control of Price of Taxable and non-taxable Goods) (Amendment No. 2) Regulations 2025	Cement	GN 44 of 2025
12	Consumer Protection (Consumer Goods) (Maximum Mark-Up) (Amendment No. 2) Regulations 2025	Adding Butter and Margarine, Canned Sausages, Canned Poultry (Luncheon Meat), Canned Tuna and Canned Prawns/Shrimps under Maximum Mark-up	GN 55 of 2025
13	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 3) Regulations 2025	Iodised table salt on Maximum Fixed Price	GN 56 of 2025
14	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 4) Regulations 2025	Edible Oil and Milk Powder supplied by STC	GN 66 of 2025
15	The Consumer Protection (Price and Supplies Control) (Amendment of Schedule) Regulations 2025	Inserting Edible soyabean oil and vegetable oil supplied by State Trading Corporation.	GN 68 of 2025
16	Consumer Protection (Consumer Goods) (Maximum Mark-Up) (Amendment No. 3) Regulations 2025.	Fixed Subsidy on 5 Products.	GN 69 of 2025
17	The Consumer Protection (Control of Price of Taxable and Non-Taxable Goods) (Amendment No. 5) Regulations 2025	Prepacked table salt on Maximum Fixed Price.	GN 76 of 2025
18	The Consumer Protection (Price and Supplies Control) (Amendment of Schedule) (No. 2) Regulations 2025	Adding prepacked table salt, Canned Sausages, Canned Poultry (Luncheon Meat), Canned Tuna (natural/in oil/in water/unflavoured), Canned Prawns/Shrimps, Canned vegetables and Frozen packed vegetables.	GN 77 of 2025

Table 23: Amendment to Regulations

Launching of the Price Fixing Information System in Rodrigues

The Ministry, in collaboration with the Commission for Women's Affairs, Child Development, Family Welfare, and Consumer Protection and Price Fixing proceeded for the official launching of the PFIS project and the review of the price control mechanism in Rodrigues on 02 October 2024.



The Price Fixing Information System has been launched in Rodrigues to modernise price control. It digitalises the process of submitting and approving costing returns. The system reduces delays, improves transparency, and strengthens monitoring. Consumers in Rodrigues will benefit from fairer pricing of essential goods.

The new system has been introduced to:

- **Digitalise the Process** – Moving away from manual and paper-based submissions of costing returns and price approvals to a centralised electronic platform.
- **Reduce Delays** – Streamlining the workflow between importers, retailers, and the Ministry/Commissioner's Office to accelerate the approval of maximum retail prices.
- **Enhance Transparency** – Ensuring that both businesses and consumers have access to reliable, up-to-date information on controlled prices.
- **Strengthen Monitoring & Control** – Providing authorities with real-time data to detect irregularities, monitor trends, and take corrective actions promptly.
- **Empower Rodrigues Consumers** – By guaranteeing fairer pricing of essential goods and preventing abusive practices.

Official Visit to Rodrigues from 20 - 22 January 2025

The Chief Commissioner, Mr. Franceau Aubret Grandcourt, G.O.S.K., welcomed the delegation led by the Honourable John Michael Sik Yuen, Minister of Trade and Consumer Protection. The delegation included the Permanent Secretary, Mrs. D. M. Mathur Dabidin, the Assistant Permanent Secretary, Mrs. M. Mohith-Mussai, Senior Analyst (Trade), Mr. R. Pydayya, and the Commercial Manager of the State Trading Corporation, Mr. C. Dabeea, at the Residence on Monday, 20 January 2025.

Discussions focused on key issues, in particular the importation and supply of foodstuffs, as well as the situation of the port and airport, among others. With population growth, rising purchasing power, and the expansion of tourism, it has become essential to consider sustainable solutions to enhance the well-being of the people of Rodrigues.



Trade Consultative Meeting with Representatives of the Private Sector In Rodrigues

The Minister of Commerce and Consumer Protection, the Honourable Michael Sik Yuen, held a consultative meeting this morning with the Deputy Chief Commissioner, Mr. Johnson Roussety, G.O.S.K., the Commissioner for Consumer Protection and Price Fixing, Mrs. Christiane Agathe, as well as members of the business community in Rodrigues.

The objective of the meeting was to engage in constructive dialogue on the major challenges currently faced by the private sector in Rodrigues such as:

- 1. Maritime connectivity:** The frequency and regularity of vessel rotations between Mauritius and Rodrigues were deemed inadequate, falling short of local economic and social needs.
- 2. Supply shortages:** The island continues to experience recurrent disruptions in the supply of essential goods across multiple sectors.
- 3. Review of profit margins and refund:** Importers highlighted on the review of margins as with higher costs the profit margin has reduced. The importers requested for a digital system for refund of subsisies in Rodrigues especially refund of freight cost.
- 4. Port infrastructure:** The existing port facilities, including the container yard, have reached full capacity and are no longer aligned with present-day operational requirements.

Minister Sik Yuen reaffirmed Government's commitment to addressing these issues through the implementation of a short- and medium-term action plan. He indicated that matters relating to maritime transport and the proposed port modernization project would be taken up with the

The meeting further provided an opportunity for entrepreneurs to share their perspectives and recommendations. The Trade Commission announced its intention to institutionalize such consultative sessions on a regular basis in order to ensure continuous dialogue with economic operators and to closely monitor the effective implementation of agreed measures.



State Trading Corporation (STC)

- In line with Government objective to provide the population with basic commodities at affordable prices, Liquefied Petroleum Gas, Fortified Wheat Flour, Long Grain White Rice (Ration Rice), and are sold at subsidised prices estimated at MUR 5.1 billion for financial year 2024-25. These subsidies are partly financed through a contribution in the price structures of Mogas and Gas Oil.
- As decided by Government, in order to keep the price of schedule bread (Pain Maison) at Rs 2.60, STC is selling flour to bakers at a special price of Rs 108.85 instead of the subsidised price of Rs 217.50 for a 25 kg bag.
- Following the COVID-19 crisis, STC was mandated to procure and distribute essential food products, namely Refined Edible Oil, Milk Powder, Lima Beans, White Kidney Beans and Red Kidney Beans in addition to Basmati Rice, under the ‘Smatch’ brand to safeguard supply and affordability.
- Between July 2022 and June 2025, nearly 11,000 MT of Smatch products were commercialized. STC’s consistent presence in both Mauritius and Rodrigues has helped to lower retail prices, ensure availability and induce greater market competition. Through enhanced procurement strategies and international bidding, STC achieved a 19% reduction in Basmati rice prices in 2025, bringing the retail price down from MUR 369 to MUR 329, with further reduction anticipated over the coming months.

Capital Project in Progress: Centralised Warehousing Facility at Riche Terre

The State Trading Corporation (STC) is currently undertaking a major capital project for the construction of a modern, centralised warehousing facility at Riche Terre. This infrastructure is designed to meet the Corporation’s current and future operational needs while incorporating key features for climate change adaptation, mitigation, and resilience. The estimated project cost is approximately MUR 1.5 billion, subject to ongoing review. This facility is expected to significantly enhance the Corporation’s logistical capabilities and aims at improving further the storage capacity and distribution functions.

Project for LPG Storage Facility

Mauritius relies significantly on Liquefied Petroleum Gas (LPG) as a key energy source for both domestic and industrial use. Over the past two decades, national LPG consumption has doubled, increasing from approximately 50,000 metric tons in 2003 to around 100,000 metric tons currently. Presently, the STC depends on leased storage infrastructure for storage of LPG. In a move aimed at bolstering long-term energy security and enhancing supply chain resilience, the STC has a project for the acquisition of a dedicated LPG storage facility with a capacity of around 14,420 metric tons. This strategic investment aims at providing STC with greater operational autonomy, improving supply management capabilities, and mitigating the risks associated with potential supply disruptions.

Competition Commission

- During the year under review, 121 complaints were reported to the Competition Commission and 17 competition issues were generated from other sources. The matters related to various sectors of the economy, namely financial services, telecommunications, construction, hospitality, agriculture, retail, amongst others.
- The assessment of complaints and other issues led to the opening of 26 enquiries, of which 13 were completed and 43 were still ongoing at year end.
- The Executive Director also initiated 4 investigations during the year under review and as of 30 June 2025, there were 15 ongoing investigations.
- The Competition Commission also undertakes general studies on the effectiveness of competition in individual sectors of the economy of Mauritius. During the year under review, the Competition Commission conducted 2 market studies, which were still ongoing.
- As Member State of the COMESA, the Competition Commission works in close collaboration with the COMESA Competition Commission in reviewing mergers having a regional dimension, and which may have an impact on Mauritian markets. During the year ending 30 June 2025, the Competition Commission provided its views and inputs on some 40 cross border mergers.
- Another function of the Competition Commission is to advocate the provisions of the Competition Act 2007 to better detect and deter anti-competitive business practices and developing a pro-competitive culture. For the year ending 30 June 2025, the Competition Commission carried out the following advocacy activities:
 - Professor Pierre Régibeau, a former chief economist at for DG Competition at the European Commission, gave a lecture at the Institute for Judicial and Legal Studies (IJLS) in July on the topic: *Writing Contracts under the Shadow of Competition Law*.
 - Issue of the 6th edition of its newsletter in August.
 - Participated in the Economics Fair organised by the University of Mauritius' Economics Society in September, at the Faculty of Social Sciences and Humanities.
 - Issued a series of infographics in September 2024 on its enforcement activities for the preceding financial year, namely on issues/complaints, enquiries, investigations, market studies pertaining to different sectors of the economy and cross-border mergers.
 - Organized the ACF Cartel Workshop, jointly with the Competition Commission of South Africa, in South Africa in October which was attended by some 30 anti-cartel enforcers across various parts of the Continent.
 - Collaborated with the COMESA Competition Commission to organise workshops for Judges and Lawyers, and sensitized students at the University of Mauritius in October 2024.
 - Hosted an interactive session in June 2025 with some Grade 12 students of La Confiance College on the mandate and achievements of the Competition Commission. The session was held in the context of a collaboration with the Ministry of Education under its Careers Education Programme.

Budget Measures

The Budget Measures for the Financial Year 2024-2025 for the Ministry of Commerce and Consumer Protection are as follows:

BUDGET MEASURES	REMARKS
The Competition Act will be amended to, henceforth, allow for an appeal before the Supreme Court against any ruling, decision, order or direction of the Competition Commission.	Completed
The Consumer Protection (Price and Supplies Control) Act will be amended to ensure <ul style="list-style-type: none"> expeditious prosecution of cases and deterrence to malpractices; Fixed Penalty Notices offer a better protection to consumers against abusive recurrent practices; and a stronger legal framework that would better reflect evolving commercial practices with regards to the display of prices. 	Completed
The Fair-Trading Act will be amended to enable the Minister responsible for the subject of Commerce: <ul style="list-style-type: none"> to make regulations to provide for mediation and dispute resolution. to regulate e-commerce and digital market place by ensuring compliance with fair trading practices and enabling appropriate enforcement of consumer protection measures. 	Completed
Enabling the import of used tyres solely for the purpose of retreading for exports.	In progress
Increase of subsidy by 167 percent per “pain maison” to 24 cents.	Operational

Table 24: Budget Measures

Government Programme

The Government Programme 2025-2029 lays the foundation of a **BRIDGE TO THE FUTURE**. The new model of development being proposed will be underpinned by innovation and creativity. The measures falling under the purview of this Ministry are closely being monitored by an in-house Monitoring Committee chaired by the Permanent Secretary are:-

“

Better Protecting and Enhancing the Buying Power of Consumers

Another central feature of the New Economic Order will be about better protecting and enhancing the buying power of consumers. Government is determined to combat the scourge of inflation, the more so that families with modest income bear the brunt of its adverse impacts.

Government is conscious that monetary policy alone will not be enough to combat inflation. Government will therefore come up with appropriate structural policies.

Government will introduce strict rules and regulations to better protect consumers from unscrupulous traders who, to increase their profit margin, reduce the size or weight of a product while the price remains the same.

Government will also come up with legislation to reduce the hiking of prices in times of emergencies and crises to increase profit, and the hoarding of products for sale at higher prices in the future.

Government will explore the potential for the State Trading Corporation to import in bulk and at lower prices certain products in order to increase access for all consumers while curtailing inflationary pressures. A thorough audit of the operations of the State Trading Corporation will be undertaken.

”

Report of Director of Audit

As required under the Finance and Audit Act, the Director of Audit submits an annual report of all accounts of the Government and of the Rodrigues Regional Assembly. In its Reference Sheet - Annual Audit Report for the Financial Year ended 30 June 2023-2024; the Director of Audit has drawn attention on the following issues:

- **Governance Issues – Non-compliance with legislation:**

- Non-compliance with the provisions of the Public Procurement Act 2006 and related regulations i.e. *paragraph 40(1A) of the Public Procurement Act in relation to before awarding a contract under subsection (1), the Chief Executive Officer of a public body shall certify and keep on record that all the procurement rules have been complied with in accordance with this Act.*

Measures have been implemented to prevent future delays, including stricter internal controls and improved oversight.

- Inadequate definition of technical requirements of the Ministry and of the scope of the project as well as inadequate communication, and ineffective quality assurance processes during the application development.

Necessary actions are underway for new project to involve all stakeholders to ensure the full coverage of the scope of the project.

- **Annual Reports not laid before the National Assembly:**

- **Non-compliance with statutory obligation.**

As of 31 December 2024, the Report on Performance for the financial Year 2023-2024 was not submitted to the Ministry of Finance.

The Annual Report on Performance is being prepared within the timeline and will ensure timely publication.

Key Performance Indicators

Programmes	Outcomes	Outcome Indicators	2025/2026 Target	2027/28 Target	2029/30 Target
1901: Policy and Strategy for Commerce and Consumer Protection	Conducive commercial environmental and effective protection of consumers	Number of actions for effective consumer protection	8	8	8
1902: Consumer Protection and Market Surveillance	Enhanced consumer protection	Number of premises inspected	8,500	9,000	10,000
1903: Compliance to Import and Export Obligations	Enhanced efficiency in trade facilitation	Percentage of permits processed within the established timeframe	95%	96%	98%

Table 25: Key Performance Indicators

Financial Highlights

Budget Allocation

The Budget allocation for the Financial Year 2024-25 was Rs 227,000,000 for the Ministry of Commerce and Consumer Protection under Vote 22-1.

The Ministry of Commerce and Consumer Protection has three Sub-Heads under its main Vote as follows:

SN	Sub-Head	Description	Amount Budgeted (Rs)
1.	22-101	General	40,500,000
2.	22-102	Commerce and Trade Development	139,900,000
3.	22-103	Consumer Protection and Market Surveillance	46,600,000
TOTAL			227,000,000

Table 26: Budget Estimates by Vote/Sub-Head 2024-25

Budget Allocation 2024-2025

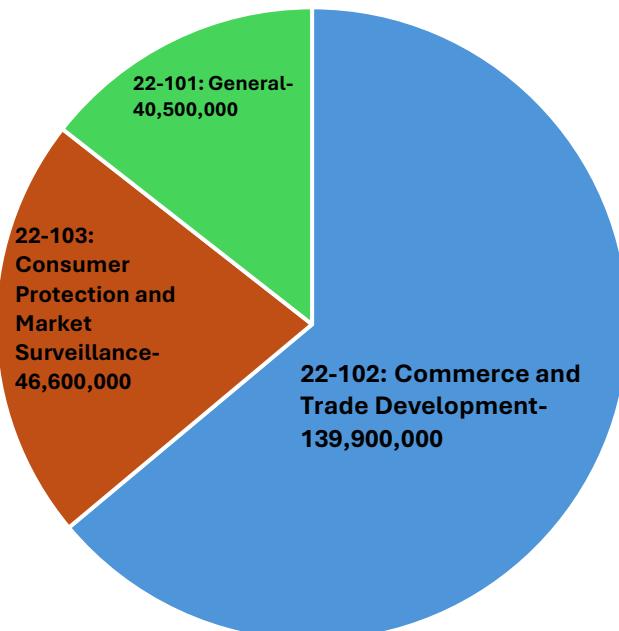


Figure 3: Budget Allocation by VOTES/SUB-HEADS FY 2024-25

This section provides an overview of the expenditure and revenue of the Ministry during the financial year.

Statement of Expenditure

Approved budget was Rs 227M.

As at 30 June 2025, the actual expenditure was Rs 216,863,925 as detailed below:

Description	Amount budgeted (Rs)	Amount Spent (Rs)	Percentage Disbursed (%)
Recurrent Expenditure	208,800,000	208,265,497	99.7
Capital Expenditure	18,200,000	8,598,428	47.2
TOTAL	227,000,000	216,863,925	95.5

Table 27: Actual Expenditure 2024-25

The table below shows a comparison between voted estimates and actual expenditure for financial year 2024/25.

Vote/Sub-Head of Expenditure	Amount Budgeted (Rs)	Amount Spent (Rs)
Sub-Head 22-101		
Allowance to Minister	2,400,000	2,333,333
Compensation of Employees	18,700,000	18,010,180
Goods and Services	19,400,000	21,293,909
TOTAL	40,500,000	41,637,422
Vote/Sub-Head of Expenditure	Amount Budgeted (Rs)	Amount Spent (Rs)
Sub-Head 22-102		
Compensation of Employees	61,200,000	60,588,116
Goods and Services	8,900,000	9,505,827
Grants: Recurrent	53,600,000	51,746,021
Other Expense	-	91,214
Grants: Capital	300,000	248,000

Vote/Sub-Head of Expenditure	Amount Budgeted (Rs)	Amount Spent (Rs)
Acquisition of Non-Financial Assets	15,900,000	2,851,908
TOTAL	139,900,000	125,031,086
Sub-Head 22-103		
Compensation of Employees	38,100,000	39,443,465
Goods and Services	6,500,000	5,253,432
Acquisition of Non- Financial Assets	2,000,000	5,498,520
TOTAL	46,600,000	50,195,417

Table 28: Comparison between Voted Estimates and Actual Expenditure

Expenditure Classification

- **Allowance to Minister** is annual allowance payable to Minister
- **Compensation of Employees** is made up of
 - Personal Emoluments (*Basic Salary, Compensation, Allowances, End of year Bonus, Extra Assistance & Cash in lieu of Leave*);
 - Other Staff Costs (*Travelling & Transport, Overtime, Staff Welfare*); and
 - Social Contributions (*Contribution to NSF*).
- **Goods and Services** consist of recurrent expenses and include the following:
 - Cost of Utilities (Electricity, *Telephone & Water Charges*).
 - Fuel and Oil (*Vehicles*).
 - Rent (*Rental of Building, Parking Slots and Vehicles*).
 - Office Equipment & Furniture.
 - Office Expenses (*Postage, Cleaning Materials & Office Sundries*).
 - Maintenance (*Buildings, Plant & Equipment, Vehicles, IT Equipment & Grounds*).
 - Cleaning Services.

- Security Services.
- Publications and Stationery (*Paper and Materials, Printing and Stationery, Books and periodicals, Public Notices & Publications*)
- Fees (*Fees to Chairperson & Members of Boards, Fees for Training, Refund of Subscription Fees to Professional Bodies, Fees to Consultant, Inspection and Audit Fees, Fees for Laboratory Tests and Parking Coupons*)
- Travelling within the Republic (*Passage Costs & Accommodation Costs*)
- Other Goods and Services (*Uniforms, Provision and Stores, Hospitality and Ceremonies & Miscellaneous Expenses, Gender Mainstreaming and Awareness Campaign*)
- Fees (*Fees to Chairperson & Members of Boards, Fees for Training, Refund of Subscription Fees to Professional Bodies, Fees to Consultant, Inspection and Audit Fees, Fees for Laboratory Tests and Parking Coupons*)
- Other Expenses refer to funds provided to meet payment of annual fee to Regional/ International Organisation: Kimberley Process Permanent Secretariat

- **Grants** refer to funds provided to the Competition Commission and Contribution to Organisation Internationale de Metrologie Legale.
- **Acquisition of Non - Financial Assets** represents *expenditure incurred on the acquisition of IT Equipment, Acquisition of Other Machinery & Equipment, Laboratory Equipment & Software*)

The above is being analysed by the following charts:

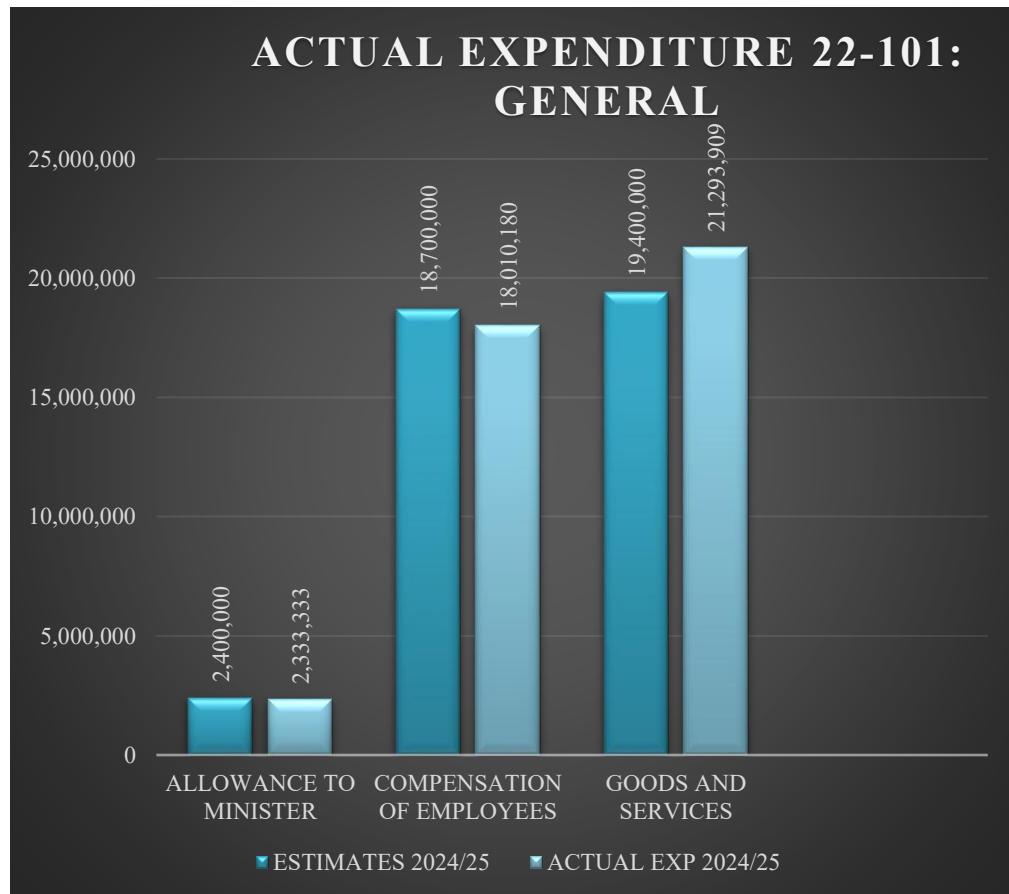


Figure 4: Vote/Sub-Head 22-101

The total expenditure incurred in FY 2024-2025 under Sub-Head 22-101 – General is Rs 41.6 M out of the Budgeted amount of Rs 40.5 M. The funds were earmarked solely for Recurrent Expenditure. Breakdown is as follows:

- Allowance to Minister – 97% spent
- Compensation of Employees- 96 % spent; and
- Goods and Services- 110% spent- Expenditure for FY 2024-2025 exceeded voted estimates due to acquisition of furniture for new staff and payment for rental of building as there was an under provision of funds under this item. Additional funds were made available through Virement from Vote:22-102.

Sub Head 22-102 – Commerce and Trade Development

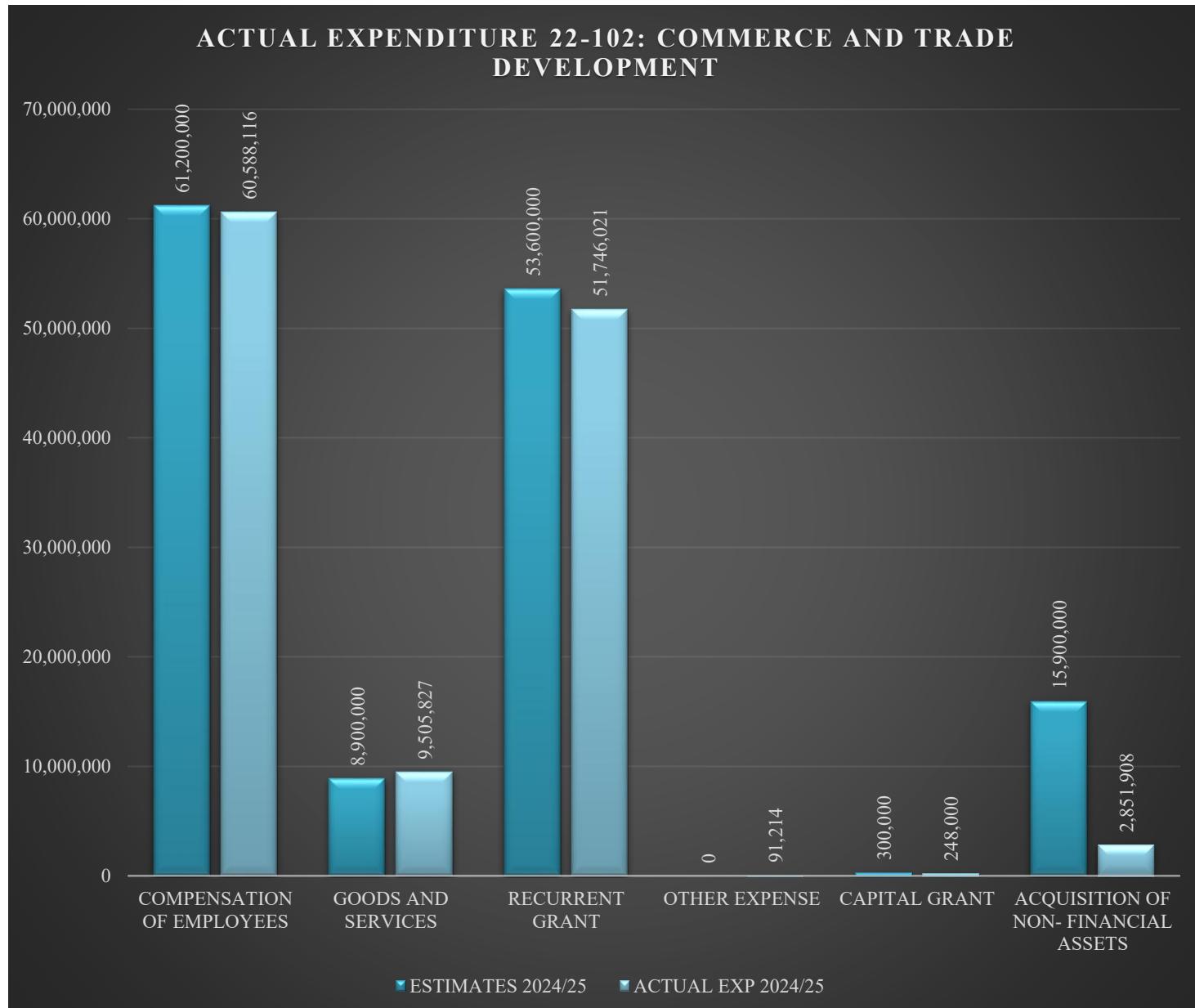


Figure 5: Vote/Sub-Head 22-102

The total expenditure incurred in FY 2024-2025 under Sub-Head 22-102 – Commerce and Trade Development was Rs 125 M out of the Budgeted Amount of Rs 139.9 M. Recurrent expenditure and Capital Expenditure incurred was Rs 121.9 M and Rs 3.1 M respectively.

Breakdown is as follows:

- Compensation of Employees - 99 % spent
- Goods and Services -107% spent _ Additional funds were required in respect of Maintenance of the Legal Metrology Services building.
- Recurrent Grant -97% spent
- Capital Grant- 83% spent
- Acquisition of Non- Financial Assets - 18% spent

Total overall expenditure was underspent for Financial Year 2024-2025 as only 20% of the Contract Price of the Legal Metrology Information System was disbursed. Contract Price was far much lesser than the budgeted amount. Moreover, there was no responsive bidder for acquisition of laboratory equipment.

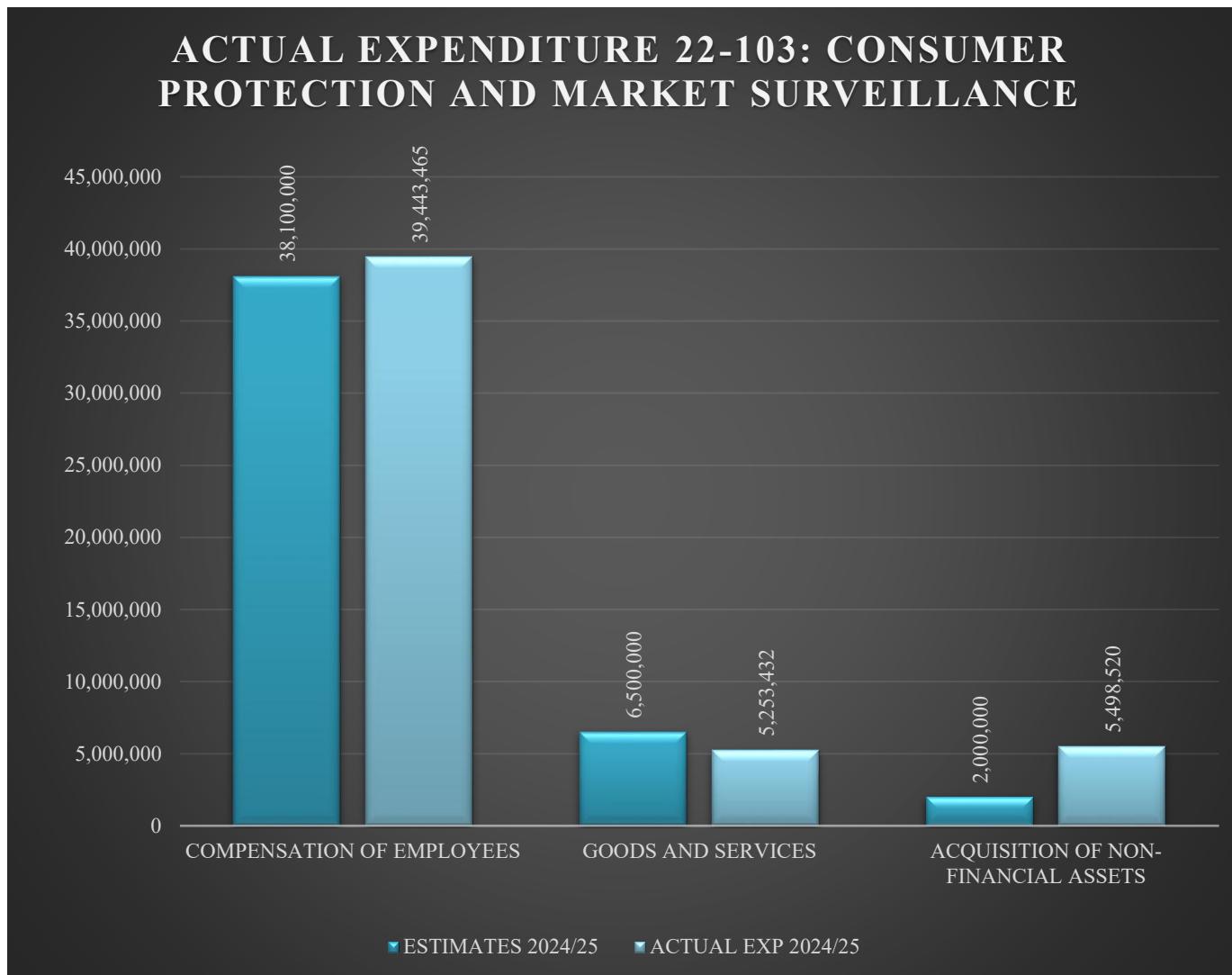


Figure 6: Vote/Sub-Head 22-103

The total expenditure incurred for FY 2024-2025 under Sub-Head 22-103 – Consumer Protection and Market Surveillance is Rs 50.2 M out of the Budgeted Amount of Rs 46.6 M.

Recurrent expenditure and Capital expenditure incurred were Rs 44.7 M and Rs 5.5 M respectively.

- Compensation of Employees – 104 % spent - Additional Funds required in respect of new staff;
- Goods and Services - 81 % spent; and
- Acquisition of Non- Financial Assets -275 % spent.

Expenditure for FY 2024-2025 exceeded voted estimates due to acquisition of IT Equipment for new staff, to replace obsolete IT Equipment and acquisition of vehicle. Funds have been made available through virement from Vote/ Sub-Head- 22-102.

Analysis of Major Changes

The table below shows the breakdown of expenditure for FY 2024-2025 compared to FY 2023-2024:

Vote/Sub-Head of Expenditure	2023-2024	2024-2025
	Actual (Rs)	Actual (Rs)
22-101	21,155,205	41,637,422
22-102	127,383,309	125,031,086
22-103	36,244,773	50,195,417
TOTAL	184,783,287	216,863,925

Table 29: Breakdown of expenditure

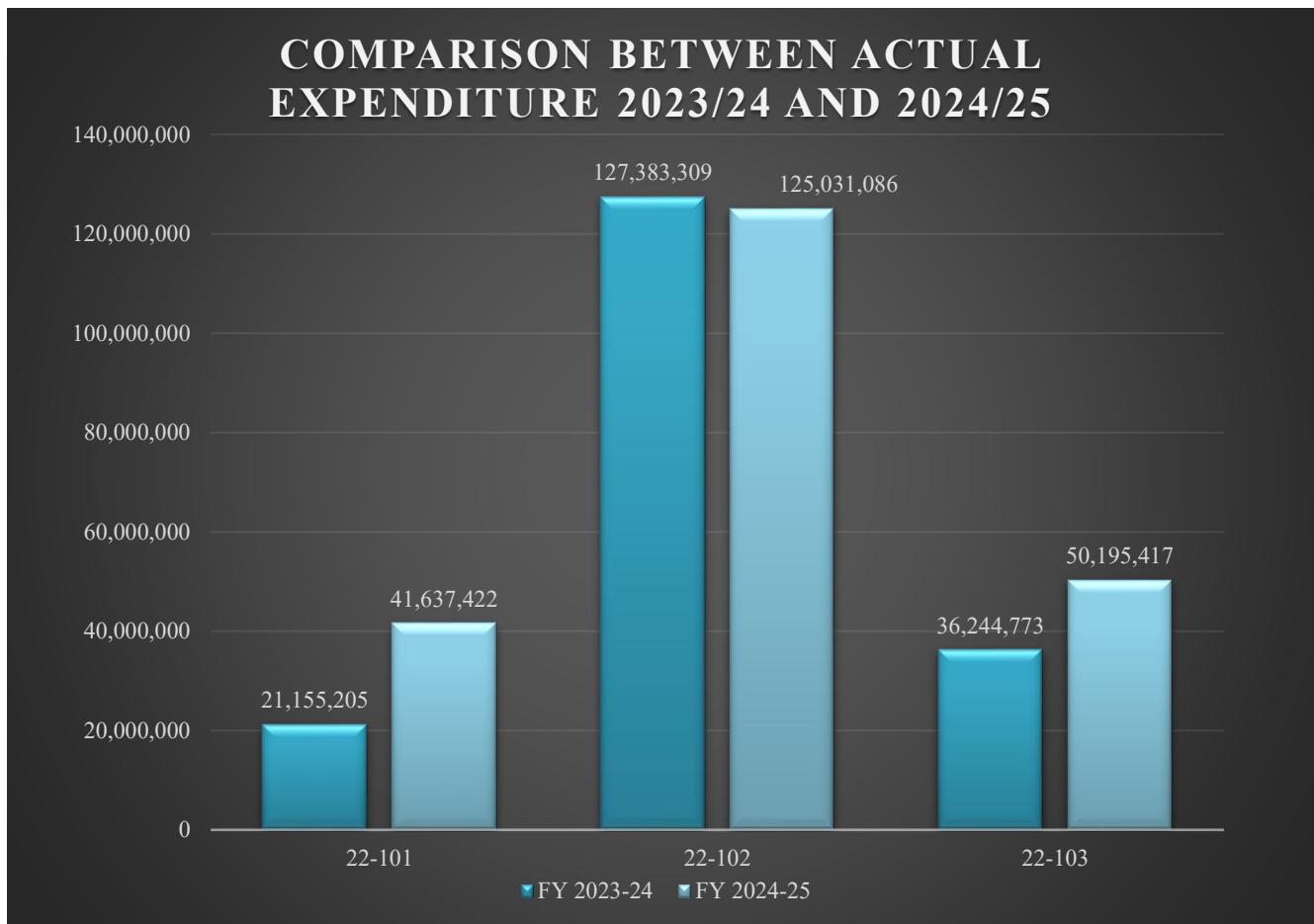


Figure 7: Actual Exp 2023-24 and 2024-25

An analysis of the actual expenditure by **Votes/Sub-Head** for financial year 2024/2025 with that of the preceding financial year 2023/24 indicates:

- Increase in the cumulative expenditure for Vote/Sub-Head 22-101 was due to acquisition of furniture for new staff and additional funds required for payment of rental of building as there was an under provision of funds under this item.
- As regards to Vote/Sub-Head 22-102, less amount disbursed in favour of Competition Commission under Recurrent Grant, only 20% of Contract Value disbursed in connection with Computerisation of the Legal Metrology Service and there was no responsive bidder for the acquisition of Laboratory Equipment.
- For Vote/Sub-Head 22-103 cumulative expenditure has increased due to Compensation of employees for new staff, payment of interim allowance for all staff and acquisition of Vehicle and IT Equipment.

Statement of Revenue

The Ministry derived Revenue from the following sources:

- Bunkering Licences
- Scrap Metal Dealer/Exporter Licences
- Dealers Licence in importation and Sale of Second-Hand Vehicles
- Revenue (Miscellaneous) - Trade Fairs
- Fines, Penalties & Forfeits
- Duty on Scales – Legal Metrology
- Fines on Duty on Scales- Legal Metrology

A summary of total revenue collected by the Ministry for FY 2023/2024 and 2024/2025 is given in table below:

Items of Revenue	2023/2024 Actual (Rs)	2024/2025 Actual (Rs)
Bunkering Licences	1,400,000	1,400,000
Scrap Metal Dealer/Exporter Licences	1,562,250	1,623,500
Dealer in importation and Sale of Second-Hand Vehicles	5,460,000	5,460,000
Revenue (Miscellaneous) - Trade Fairs	4,650,000	4,943,328
Fines, Penalties & Forfeits (Surcharge)	4,368,493	4,234,361
Duty on Scales – Legal Metrology	6,040,281	7,231,170

Items of Revenue	2023/2024 Actual (Rs)	2024/2025 Actual (Rs)
Fines Duty on Scales – Legal Metrology	-	129,288
TOTAL	23,481,024	25,021,647

Table 30: Revenue Collections 2023-24 and 2024-25

Analysis of Major Changes

A total revenue of Rs 25.0 M has been collected for FY 2024/25 as compared to 23.5 M for FY 2023/24 out of which:

- Bunkering Licences: 6%
- Scrap Metal Dealer/Export Licences: 7%
- Dealer in Importation and Sale of Second-Hand Vehicles: 22%
- Revenue from Trade Fairs: 20%
- Fines, Penalties and forfeits 17%
- Duty on Scales: 29%
- Fine on Duty on Scales: 0.5%

As such, there has been an increase of Rs1,540,623 in the overall amount of revenue collected for the FY 2024/2025 as compared to FY 2023/2024.

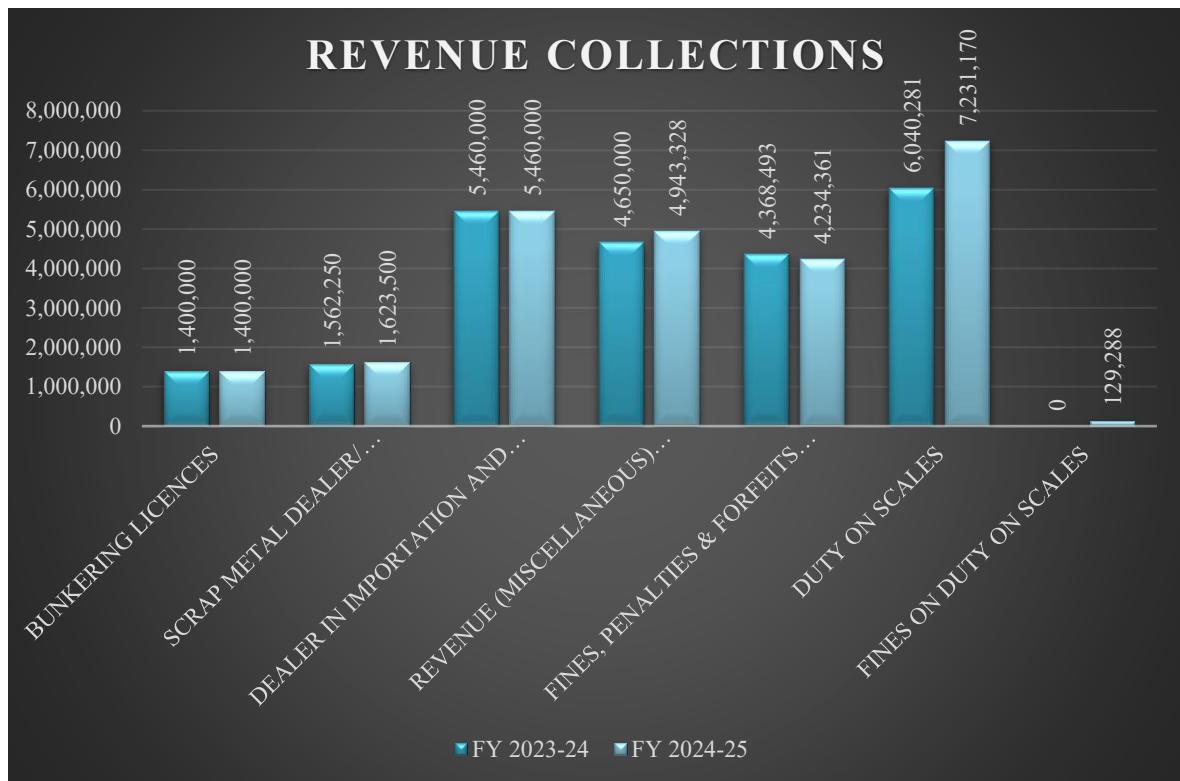


Figure 8: Revenue Collections 2023-24 and 2024-25

Strategic Direction

In order to fulfil its objectives, the Ministry of Commerce and Consumer Protection has defined its strategic direction for the next three years as follows:

- **Ensuring more effective consumer protection**
 - A new Consumer Protection and Fair- Trading Bill will be introduced to enhance consumer protection and address e-commerce issues.
 - A Market Surveillance Agency will be set up to enhance control of quality of goods.
 - Restructuring of the Consumer Affairs Unit.
 - Development of a Price Monitoring and Control Application to inform consumers of prices of selected goods in different retail outlets.
 - Development of a Strategic Plan for the Price Observatory.
- **Promoting and protecting competition in markets**
 - Enhanced control and monitoring over restrictive business practices.
 - The existing Competition Act to be amended to enhance detection and enforcement against anticompetitive practices.
- **Ensuring security of supply of essential commodities**
 - Construction of additional storage facilities to increase storage capacity of LPG and Jet A-1.
 - Bulk storage capacities to be increased to ensure reliable and safe supply of strategic and essential commodities.
- **Enhanced efficiency in trade facilitation**
 - Private investment in bunker storage to be furthered.
 - Development of a platform for restricted goods.