

MINISTRY OF COMMERCE &
AND CONSUMER PROTECTION

ANNUAL REPORT
2023-2024



Introduction

The Ministry of Commerce and Consumer Protection is pleased to present its Annual Report on Performance for financial year 2023/24.

Besides being a requirement of 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 2023/2024.

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.

Content

Introduction	1
List of Tables.....	5
List of Figures.....	6
Statement from Permanent Secretary	7
Role and Functions of the Ministry.....	10
Trade Division	11
Legislations:.....	11
Amendment to Regulations for period 01 July 2023 to 30 June 2024	11
Export Permit.....	12
Capacity Building Programme for Exporters	12
Import Permit.....	13
Importation of second-hand Motor Vehicles:	14
Prohibited goods:	14
Bunkering Activities:	14
Scrap Metal:	15
Trade Fairs:	15
Kimberley Process Unit – Ensuring elimination of Trade conflict in Diamond.....	16
Certificates of Origin Unit.....	16
Legal Metrology Services.....	17
Activities of the Legal Metrology Services:	18
Main Act and Regulations:	21
Amendment to Regulations for period 01 July 2023 to 30 June 2024:.....	21
Consumer Affairs Unit (CAU)	22
Market Surveillance and Product Safety	23
Consumer Education	23
Amendment to Regulations for period 01 July 2023 to 30 June 2024	23
Price Analysis and Monitoring Division (PAMD)	24
PRICE FIXING STRATEGIES	24
Maximum Fixed Price regime.....	26
Regressive Maximum Mark up	27
Imported Live Cattle under the Fixed Maximum Price Regime	27
Subsidy on rice, LPG, fortified flour and scheduled bread.....	28
PRICE OBSERVATORY	29
MARKET RESEARCH AND ANALYSIS.....	30
Main Regulations under Purview of PAMD.....	30
Amendment to Regulations for period 01 July 2023 to 30 June 2024 – Mauritius	31
Amendment to Regulations for period 01 July 2023 to 30 June 2024 – Rodrigues.....	31

Statutory Bodies under the purview of the Ministry	33
Competition Commission:	33
State Trading Corporation:	34
Role and Functions	34
Trends & Challenges (SWOT Analysis)	34
Amendment to Regulations for period 01 July 2023 to 30 June 2024	34
About Our People	35
Statutory Bodies/Units/Parastatals under the aegis of the MCCP	36
Human Resource Development	37
Retirement:	37
Local Training programmes:	38
Virtual Training	40
Overseas Training	40
Awareness/Symposium/ Meeting	42
Training on Effective Performance Appraisal	43
Gender Policy Statement	46
Safety and Health	46
Achievements	47
Trade Division	48
Legal Metrology Services	52
Major Achievements for the period 01 July 2023 to 30 June 2024: -	52
Laboratory Accreditation	54
World Metrology Day	55
Consumer Affairs Unit	56
Contraventions established for the period 01 July 2023 to 30 June 2024	57
Price Analysis and Monitoring Division (PAMD)	61
Price Observatory Committee	65
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	77
Statement of Revenue	78
Strategic Direction	84

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: Mark-Up for Mauritius	25
Table 6: Mark-Up for Rodrigues.....	26
Table 7: Price of commodities	27
Table 8: Mark-up on Pharmaceutical products	27
Table 9: Subsidy on consumer goods.....	28
Table 10: List of Retired Officers	37
Table 11: Local Training.....	39
Table 12: Virtual Training.....	40
Table 13: Overseas Training	41
Table 14: Awareness and Symposium/meeting.....	42
Table 15: Training on Effective Performance Appraisal	43
Table 16: Training attended by officers of LMS	45
Table 17: Number of permits, clearances, licences and certificates issued	48
Table 18: Revenue Generated for Financial Year 2023/2024.....	48
Table 19: Number of Permits and Licenses	51
Table 20: Legal Metrology Services.....	53
Table 21: CAU Achievement.....	56
Table 22: Trade Premises.....	56
Table 23: Sampling Goods.....	59
Table 24: Amendments to legislations	62
Table 25: Price Observatory - Composition of the Committee.....	65
Table 26: Budget Measures.....	68
Table 27: Key Performance Indicators.....	71
Table 28: Budget Estimates by Vote/Sub-Head 2023-24.....	72
Table 29: Actual Expenditure 2023-24.....	73
Table 30: Comparison between Estimates and Actual Expenditure.....	74
Table 31: Breakdown of expenditure.....	77
Table 32: Revenue Collections 2022-23 and 2023-24.....	79

List of Figures

Figure 1: Organisation Chart.....	35
Figure 2: Statutory Bodies/Units/Parastatals under the aegis of MCCP.....	36
Figure 3: Budget Allocation FY 2023-24	72
Figure 4: Vote/Sub-Head 17-201	75
Figure 5: Vote/Sub-Head 17-202	76
Figure 6 : Vote/Sub-Head 17-203	77
Figure 7: Actual Exp 2021-22 and 2022-23.....	78
Figure 8: Collections of Revenue.....	80

Statement from Permanent Secretary

It is with pleasure that I present the Annual Report of the Ministry of Commerce and Consumer Protection for Financial year 2023/2024.

Our mission is to ensure that essential goods remain affordable for our citizens, safeguarding their welfare and maintaining economic stability. The Ministry plays a crucial role in regulating and controlling the prices of essential and strategic commodities both in Mauritius and Rodrigues.

As imports and exports remain a vital component of economic strategy for Mauritius, contributing to economic growth, job creation, and overall development of the island. The extensive network of preferential trade agreements has been a key enabler for both our local manufacturers and export-oriented industries. In this respect, for the period July 2023 to June 2024, 27,938 permits, clearances, licences and Certificates of Origins have been issued.

The provision of subsidies, introduction of price control on essential commodities while ensuring uninterrupted supply of products of wide consumption and lastly by strengthening dialogue with stakeholders to protect the purchasing power of consumers. The PAMD of the Ministry which was set up for the implementation of commercial policies and price control mechanism for essential commodities for Mauritius and Rodrigues aims at protecting the welfare of consumers, prevent traders from profiteering and ensure a sound and stable commercial environment. The Division also undertakes market/ Industry research and analysis for price and commercial strategies. It monitors the evolution of prices of commodities comparing them with international markets trends, to provide recommendations for policy-making and to advise on any potential Government intervention.

For the period under review, the dedicated team has processed a total of 31,235 costings for more than 12,800 controlled products in Mauritius and 396 in Rodrigues for each and every consignment reaching Mauritius and Rodrigues. This intricate process ensures that prices reflect fair value and protect consumers from unjustified price hikes.

The Legal Metrology Services role includes mainly the provision of services to stakeholders of the Trade and Industry. This division has carried out 13,419 verification and calibration exercises on mass, length and volume as well as 4594 inspections during the year under review. With a view to improving our service delivery to the public at large, verification services are offered nearer to the doorstep of traders through the operation of a mobile verification unit. The mobile verification service was organized for all districts and was extended to five more venues. This service was provided to 2068 traders thereby upholding our market integrity.

The Consumer Affairs Unit (CAU) which mainly oversees the protection of consumers in general has the responsibility of enforcing the various consumer legislations and of providing overall consumer satisfaction and security. With the recent review of the Consumer Protection Legislations, tougher penalties have been introduced to serve as a strong deterrent against violations and reinforce our commitment to protecting consumers. Also this Ministry is working on the new E-Commerce legislation which will safeguard the interest of traders by creating a fair level market for both brick and mortar and online shops.

In addition, the State Trading Corporation of Mauritius plays a crucial role in safeguarding the interests of consumers by ensuring the availability, affordability, and quality of essential commodities in the face of increasing prices on the global market. Its efforts contribute to maintaining stability and resilience in the Mauritian economy while prioritizing the well-being of its citizens. In this endeavor, the STC is ensuring that Long Grain White Rice, Flour and Liquefied Petroleum Gas are sold at subsidized prices, maintaining a regular price of bread by selling flour at a subsidized price to bakers. Moreover, it has been commercializing other essential commodities under the brand name “Smatch” namely, Edible Oil, Milk Powder, Lima Beans, White Kidney Beans, Red Kidney Beans, and Chana Dal on the local market.

The Competition Commission Mauritius on the other hand has been continuously working towards the enhancement of market competition and the creation of more economic opportunities for the benefit of all Mauritians.

Overall, the Ministry has collectively generated an amount of Rs21,594, 983 in the issuance of permits, clearances and enforcement measures. Our continued efforts and innovative approaches, such as the introduction of the MOPRI App and the Regressive Mark-up Mechanism for pharmaceuticals, are testament to our dedication to consumer protection and market fairness. In addition, an amount of MUR 3.9 billion was collected from the price structures of Mogas and Gas Oil to subsidise LPG, Flour and Rice. Moreover, during the same period an amount of MUR 5,428,000,000 has been collected as VAT, MUR 129,000,000 as Levy, MUR 4,522,000,000 as Excise Duty. The State Trading Corporation has also contributed an amount of MUR 222,000,000 to Rodrigues Transportation and Storage and MUR 975,000,000 to Road Development Authority.

Additionally, for the period under review, the Ministry has brought forward more than 45 new legislations (Regulations) to enhance Consumer Protection and to facilitate trade.

I am glad to attribute the accomplishments to my dedicated team at the Ministry, the Competition Commission, the State Trading Corporation, support and guidance of the Honourable Minister Dr (Mrs.) Marie Christiane Dorine Chukowry and all institutions and stakeholders involved in Consumer Protection, Fair Trading , Trade and Commerce.

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 responsible for the importation and exportation of certain items that are controlled mainly for health, environmental, security and public safety grounds and for matters related to international trade practices and the implementation of trade policies. It is responsible for the importation and sales of second-hand motor vehicles, to regulate the organisation of Trade Fairs and the Scrap Metal Sector. The Division is being run by officers of the Analyst (Trade) Cadre.

Legislations:

The following main legislations fall under the purview of the Trade Division:

- 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

Amendment to Regulations for period 01 July 2023 to 30 June 2024

- The Consumer Protection (Control of Imports) (Amendment) Regulations 2023 makes provision for the definition of classic or vintage car has been aligned with the Road Traffic Act (***Government Notice No. 157 of 2023***).
- The Consumer Protection (Control of Imports) (Amendment No. 6) Regulations 2023 provides for reviewed list of Pre-Shipment Inspection bodies for carry Pre-Shipment Inspection (***Government Notice No. 180 of 2023***).
- The Consumer Protection (Control of Fairs) (Amendment) Regulations 2024 provides for revised fees the Trade Fairs (***Government Notice No. 20 of 2024***).
- The Consumer Protection (Control of Imports) (Amendment) Regulations 2024 provides for delisting of COVID-19 Home Self-Testing Kit as a restricted item in the Fourth Schedule. (***Government Notice No. 89 of 2024***).
- The Consumer Protection (Importation and Sale of Second-hand Motor Vehicles) (Amendment) Regulations 2024 provides for reviewed Application Form for renewal of Licence of Authorised dealer in importation and sale of second-hand motor vehicles (***Government Notice No. 113 of 2024***).
- The Consumer Protection (Control of Imports) (Amendment No.3) Regulations 2023 to allow for temporary importation of Second-Hand Motor Vehicle, rally purposes, without requirements of an import permit (***Government Notice No.99 of 2023***).

Export Permit

The Trade Division was the first Government department to be connected with the single window system. The single window project, a major e-Government project, focuses on online submission, processing and approval of import and export permits and aims at bringing various enhancements to trade facilitation by reducing the time as well as cost of doing business in Mauritius in addition to bring more transparency.

Under the Consumer Protection (Export Control) Regulations 2000, an export permit is required for products considered “strategic” or “sensitive” to the economy and certain goods eligible for preferential treatment in importing countries.

In line with trade facilitation, the list of products controlled at export has been considerably reduced over the years so that presently, there are only seven items which require an export permit.

Prior to the export of a restricted good, an export permit is issued on the Trade Net System.

The applicant has to apply for an export permit along with the invoice. Except for Rough Diamond, a Kimberley Process Certificate has also to be issued prior to the export permit being 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

Capacity Building Programme for Exporters

A workshop was organised on Trade Agreements on 28 June 2024 to inform the exporters about the various trade agreements that are currently enforced by the Trade Division. Such agreements include the COMESA, AGOA and GSP as well as information on the Registered Exporter system.

The aim of the workshop was to guide the exporters of the facilities that are being offered to them by benefitting from these trade agreements. Many exporters were not fully conversant to submit complete applications for Certificate of Origin and this workshop was the proper platform to explain to them all the procedures as well as the way that an application for Certificate of Origin should be made and the documents that should accompany the applications. Emphasis was also laid on prospective products that are produced in Mauritius but are not being exported. Exporters can use these Certificates of Origins to export those export potential goods to diversified markets.

Import Permit

Over the years, the list of goods being controlled at import have been subject to modifications with a view of streamlining the process and 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 following items require an import permit prior to importation:

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 “ <i>pétards</i> ”
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 imports of second-hand motor vehicles are regulated by the Consumer Protection (Control of Imports) Regulations 2017 [GN 160 of 2017] while authorised dealers in importation and sale of second-hand motor vehicles are companies licensed under the Consumer Protection (Importation and Sale of Second-hand Motor Vehicles) Regulations 2004 [GN 196/2004].

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:

One of the main objectives of the Government is to transform Mauritius into a bunkering hub for the region, positioning itself as an international bunkering supplier and hub. Bunkering is considered to hold potential for contributing to the development of the country as around 30,000 ships pass near Mauritius every year. The direction adopted is to project Mauritius as a safe, reliable and competitive bunker source complying with International Maritime Organisation 2020 low sulphur fuel requirements and to attract private investment in bunker storage.

Bunker fuel is a restricted good under the Consumer Protection (Control of Imports) Regulations 2017. An import permit is required before each consignment is imported and it shall be imported only by firms holding the appropriate written authorisation. Licences for Trade in Bunker Fuels are issued on a yearly basis to operators by the Trade Division.

Bunkering services are carried out all year round by licenced local operators. While a drastic fall in the sale of bunker fuel was noted for the financial year 2022/2023 with lesser vessels coming to Port Louis for bunkering services, it is to be seen that for the Financial Year 2023/2024, there was

a major increase in the number of vessels coming to Port Louis resulting in the total bunker fuel supplied increasing by 77.35% as compared to the previous year.

SN	Financial year	Number of vessels	Total Bunker Fuel Supplied (MT)
1	2018/2019	2,321	593,228
2	2019/2020	2,359	692,501
3	2020/2021	1,972	614,113
4	2021/2022	1,906	594,911
5	2022/2023	1,812	424,598
6	2023/2024	2,365	753,063

Table 3: Bunkering Services

Scrap Metal:

Scrap Metal activities are regulated under the Consumer Protection (Scrap Metal) Regulations 2019 [GN 151 of 2019].

To be able to export scrap metal, a person shall hold a scrap metal exporter licence. However, a person engaged in a manufacturing or recycling business that generates scrap metal as a byproduct may export or sell that by-product without a licence being required for that purpose.

In order to deal in scrap metal, a person shall be a holder of a scrap metal dealer licence. To transport scrap metal in a vehicle, the person must be a holder of a scrap metal carrier permit while for the purpose of collecting the scrap metal, the person shall have a collector permit.

Consequently, subject to compliance to their respective requirements as stipulated in the Regulations, there are four types of licences/permits relating to Scrap Metal which are issued, namely:

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

Trade Fairs:

As per 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 theme 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 revised fees applicable for the fair are as under:

SN	Fair	No. of days	Fees applicable		
			Local participants only (Rs)	Local participants 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 Unit – Ensuring elimination of Trade conflict in Diamond

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 main reason of the existence of the Kimberley Process Scheme to eliminate trade in conflict diamonds and to combat 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 Unit

The certificate of origin unit consists of the issuance of certificate of origin such as AGOA (African Growth and Opportunity Act), COMESA (Common Market and Eastern and Southern Africa), GSP (Generalised System of Preferences) and VISA. Those certificates of origin provide market access for our products to selected countries by offering a preferential rate of duty- or duty-free access in the importing country. The VISA certificate of origin does not provide duty free or preferential rate of duty access but rather an entry for our products in 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 weights or measure.

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 equipment 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 ensure that they are properly labelled and contain the quantity declared on the packages as per the Legal Metrology Act.

It also offers an on-request calibration service to local industries in the fields of mass, volume and length measurements. The verification and calibration work are done both indoor and on site, nearer to the doorstep of traders through the operation of a mobile verification unit in 8 districts at Social Welfare Centers, Community Centre and Municipal Council.

Legal Metrology plays a vital role in consumer protection and in the technical support to industry since it ensures that weighing and measuring instruments used in trade and industry are accurate and traceable to international standards.

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.

Since 2018, a Legal Metrology Unit has been set up in Rodrigues after the recruitment of staff being trained in Mauritius. The control of instruments used in trade and the control of pre-packaged commodities are done according to international standards.

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 IIII.

The staff of Legal Metrology Services consists of 37 employees out of whom 21 are Technical.

Activities of the Legal Metrology Services:

Maintenance of measurement standards:

All standards of measurements used by the Legal Metrology Services to verify weighing and measuring instruments are periodically calibrated against reference standards of the Legal Metrology Services which are themselves calibrated against the national standards of measurement by the Mauritius Standards Bureau to maintain traceability to SI units.

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

Instruments are verified for compliance to the Legal Metrology (Assize) Regulations and the limit of errors are tested with working standards. Where instruments are found correct 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 year.

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 shall 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. We also calibrate 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 excise duties by the MRA.

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, 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 of 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.



Verification of an accuracy class II electronic scale in the mass laboratory using F_2 standard



Verification of electronic scale with M_1 working standards weights



Verification of spring balances for importers in verification room



Verification of petrol pumps using calibrated checkpump measure



Verification of liquor measure



Verification of weighbridge using calibrated one tonne standard weights



Verification of bulk meter carried at fuel depot



Inspection of weighing instrument at Trade Premises



Verification of instruments at mobile station

Main Act and Regulations:

- The Legal Metrology Act 1985 as amended by Act No 1 of 1994.
- The Legal Metrology (Assize) Regulations 1990 as amended by GN 108 of 1994.
- The Legal Metrology (Prepacked Commodities) Regulations 2006.
- The Legal Metrology (Periodical Assize) Regulations 1994.
- The Legal Metrology (Assize Fees) Regulations 2003 as amended by GN 11 of 2024.

Amendment to Regulations for period 01 July 2023 to 30 June 2024:

- The Legal Metrology (Pre-packed Commodities) Regulations 2006 has been amended for the inclusion of the commodity Rice supplied by State Trading Corporation (GN 167 of 2023).
- The Legal Metrology (Assize) Regulations 1990 has been amended to make provision for the issue of duplicate certificate. (GN 12 of 2024).
- The Legal Metrology (Assize Fees) Regulations 2003 has been amended for application of revised fees for the verification of instruments (GN 11 of 2024).

Consumer Affairs Unit (CAU)

The CAU, established since 1997, has the responsibility of enforcing the various consumer legislations and of 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 are as follows:

- To protect consumers against malpractices through enforcement of laws;
 - 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 enhance 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 Nonprofit making organizations.

Amendment to Regulations for period 01 July 2023 to 30 June 2024

- Section 17 of The Consumer Protection (Price and Supply Control) act 1998 was amended through the Finance (Miscellaneous provision) Act 2023.
- Section 5 of The Consumer Protection (Price Label) Regulations 1998 was amended by (GN No.43 of 2023)
- Section 3A of The Consumer Protection (Price and Supplies Control) Act was amended through the Finance (Miscellaneous Provision) Act 2023.
- Sections 2,3,7,10A,11C of the The Consumer Protection (Control of Manufacture and Sale of Bread) Regulations 2018 (GN No.6 of 2019) were amended by GN 164 of 2023.
- Section 2 of the Toys(Safety) Regulations 2021 (GN No. 262 of 2021) was amended by GN 151 of 2023.

Price Analysis and Monitoring Division (PAMD)

The Price Analysis and Monitoring Division (PAMD) is responsible for the implementation of the commercial 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 **12,800** 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 22 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.

Maximum Mark-Up for Mauritius

SN	Products	Mark up %	Special Allowance %	SN	Products	Mark up %	Special Allowance %
1	Canned Fish (Pilchards, Mackerel and Sardines)	20	2	14	Adult Diapers	25	2
2	Canned Tomatoes	20	2	15	Baby Diapers	23	2
3	Processed Cheese	20	1	16	Blood glucose strips	35	2
4	Imported fresh fruits	45	5	17	Corned Beef	19	1
5	Milk powder	24	2	18	Corned Mutton	19	1
6	Pulses (black lentils, red lentils, broad beans, chickpea dal, split peas)	24	2	19	Pharmaceutical Products	Regressive maximum mark up	
7	Pasta (macaroni, spaghetti, lasagna, farfalle)	25	2	20	Sanitary pads	20	0
8	Wheat Cereals (Breakfast Cereals)	25	1	21	Sanitary tampons	20	0
9	Infant Food/Infant Food Preparation	25	1	22	Sanitary towels	20	0
10	Infant Milk Powder	17	0				
11	Edible oil (Soya bean oil, Sunflower oil, Vegetable oil)	22	2				
12	Basmati Rice	20	6				
13	Long grain rice	20	6				

Table 5: Mark-up for Mauritius

For Rodrigues, there are 21 commodities, including animal feed, milk powder, infant food, edible oil and margarine. The Mark-up regimes apply a fixed margin on the purchase price to determine the maximum retail price.

Maximum Mark-Up for Rodrigues

	Products	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	Canned tomatoes	8	7
6	Corned Beef	5	7
7	Corned Mutton	5	7
8	Edible Oil (Soya bean Oil, Sunflower Oil, Vegetables Oil)	4	6
9	Infant Food/Infant Food Preparation	9	6
10	Infant Milk Powder	7	8
11	Milk Powder	5	6

	Products	Maximum Wholesaler mark-up (%)	Maximum Retailer mark-up (%)
12	Processed Cheese	4	6
13	Pulses (Black Lentils, Red Lentils, Broad Beans, Chickpea dal, Split peas)	8	6
14	Wheat Cereals (Breakfast Cereals)	7	5
15	Animal Feed	8	5
16	Butter and Margarine	4	6
17	Canned Tuna	6	6
18	Canned Meat	5	7
19	Canned Poultry	5	7
20	Edible oil (Soya bean oil, Sunflower oil, Vegetable oil) (locally manufactured)	4	6
21	Tea	3	7

Table 6: Mark-Up for Rodrigues

Maximum Fixed Price regime

There are 12 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)	66.20
3	Gas Oil (Litre)	63.95
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
6	Flour supplied by STC to bakers at wholesale price- 25kg	217.50
	Flour supplied by STC: White wheaten flour- 1/2 kg	4.85
	White wheaten flour- 2.5 kg	26

SN	Commodities	Max. Price (Rs)
	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
7	Ration Rice - 1/2 kg	5.4
	Ration Rice - 2.5 kg	28
	Ration Rice - 5 kg	56
	Ration Rice - 25 kg	270
	Ration Rice - 26 kg	280.80
8	Edible Oil supplied by STC (Litre)	69.50
9	Milk Powder supplied by STC - 1kg	235
10	Cement	Fixed as per region
11	Onions	50/Kg
12	Potatoes	50/Kg

Table 7: Price of commodities

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 PAMD controls the prices of more than 7,000 medicines and applies the regressive maximum mark-up mechanism 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: Mark-up on Pharmaceutical products

Those non-categorised pharmaceuticals (Analgesic, Anthelmintic and Antifungal) are be subject to a maximum mark up 30%.

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.

Subsidy on rice, LPG, fortified flour and scheduled bread

- **Long Grain White Rice**

The price of ½ kg of Long Grain White Rice is fixed at Rs 5.40 per ½ kg and subsidy on Long Grain White Rice amounts to Rs 8.30 per ½ kg implying that an annual subsidy of Rs 349 million is currently being provided on Long Grain White Rice. [61 % subsidy].

- **LPG**

The price of domestic LPG is Rs 190 per 12-kg cylinder effective. Based on the real cost of Rs 576.68 per 12 kg LPG Cylinder for November 2024, the subsidy per 12 kg LPG Cylinder amounts to Rs 386.68 and the total annual subsidy amounts to Rs 2.45 billion. [64 % subsidy].

- **Fortified flour**

The annual subsidy requirement for fortified flour is around Rs 2.0 billion and the annual subsidy to bakeries works out to be around Rs 1.4 billion and the subsidy on white flour sold to consumers amounts to around Rs 600 million. The price of white flour sold to consumers is fixed at Rs 4.85 per ½ kg and subsidy on white flour to consumers amounts to Rs 8.04 per ½ kg [62 % subsidy] [Real cost of 25kg of flour is Rs 644.50].

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 83 % 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	0.35
LPG	2.45
Fortified flour	2.0
Refund of 24 cents per scheduled bread 100 g	0.17
Total annual subsidy	4.97

Table 9: Subsidy on consumer goods

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, more than 24 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.

Mobile Application- MOPRI

In order allow ease of access of information on retail prices, a Price Monitoring and Control Application has been developed and launched on the 18th of May 2023 which comprise a website, a User Application and an Inspector Application as well as back-office interface. The Application allows the consumers to compare prices of commodities across outlets and can report any offences on the mobile application there are more than 8,000 users of mobile application The application provides consumers with a platform for price comparison for over 450 widely used products in more than 50 supermarkets across the country and complaints can also be registered via this application.

MARKET RESEARCH AND ANALYSIS

The PAMD is 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. The PAMD has conducted the following studies and survey during 2023/2024:

- Market Analysis on the Shortage of Eggs and Chicken.
- Market Analysis on the Price of Poultry Sector.
- Feasibility Analysis for Regressive Mark Up on Generics and Originators Pharmaceutical Products.
- Evaluation Report on the Implementation of Regressive Maximum Mark Up for Pharmaceutical Products.
- Analysis on Freight: The Case for The Importation of Second-Hand Motor Vehicles.
- Policy proposal for removal of hand sanitisers and face masks under price control.
- Market Analysis on the Protectionism Measures for Domestic Market from Sugar Imports.
- Policy proposal for introduction of price control on Dry Coconut.
- Policy proposal for the introduction of price control on live goat and sheep.
- Comprehensive study on the price fixing strategies in Rodrigues.

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 (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.

Amendment to Regulations for period 01 July 2023 to 30 June 2024 – Mauritius

- Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 5) Regulations 2023 (*GN No. 124 of 2023*).
- Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 6) Regulations 2023 (*GN No. 137 of 2023*).
- Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 7) Regulations 2023 (*GN No. 143 of 2023*).
- Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 8) Regulations 2023 (*GN No. 173 of 2023*).
- Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment) Regulations 2024 (*GN No. 13 of 2024*).
- Consumer Protection (Consumer Goods) Maximum Mark-Up (Amendment) Regulations 2024 (*GN No. 64 of 2024*).
- Consumer Protection (Control of Sale of Imported Live Animals for Home Slaughter) (Amendment) Regulations 2024 (*GN 91 of 2024*).
- Consumer Protection (Control of Price of Taxable and non-taxable Goods) (Amendment No. 2) Regulations 2024 (*GN 98 of 2024*).

Amendment to Regulations for period 01 July 2023 to 30 June 2024 – Rodrigues

- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 21) Regulations 2023 (*GN No. 107 of 2023*).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 22) Regulations 2023 (*GN No. 109 of 2023*).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 23) Regulations 2023(*GN No. 117 of 2023*).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 24) Regulations 2023(*GN No. 125 of 2023*).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 25) Regulations 2023(*GN No. 133 of 2023*).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 26) Regulations 2023 (*GN No. 138 of 2023*).

- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 27) Regulations 2023(***GN No. 139 of 2023***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 28) Regulations 2023 (***GN No. 144 of 2023***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 29) Regulations 2023(***GN No. 145 of 2023***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 30) Regulations 2023 (***GN No. 146 of 2023***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 31) Regulations 2023 (***GN No. 165 of 2023***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 32) Regulations 2023 (***GN No. 174 of 2023***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 34) Regulations 2023 (***GN No. 187 of 2023***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 35) Regulations 2023 (***GN No. 188 of 2023***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment) Regulations 2024 (***GN No. 9 of 2024***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 2) Regulations 2024 (***GN No. 14 of 2024***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 3) Regulations 2024 (***GN No. 15 of 2024***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 4) Regulations 2024 (***GN No. 34 of 2024***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 5) Regulations 2024 (***GN No. 47 of 2024***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 6) Regulations 2024 (***GN No. 54 of 2024***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 7) Regulations 2024 (***GN No. 68 of 2024***).
- Rodrigues Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 8) Regulations 2024 (***GN No. 82 of 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 Competition Act 2007 established a competition regime in Mauritius, under which the Competition Commission 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.

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, Ebène, Mauritius. STC was established under the State Trading Corporation Act 1982.

Role and Functions

STC is engaged in the import 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.

Amendment to Regulations for period 01 July 2023 to 30 June 2024

- The State Trading Corporation Act has amended Section (18) (1) by replacing the word "profits" with "funds" (*Act No.12 of 2023*). Extract of Finance (Miscellaneous Provisions) Act 2023.

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:

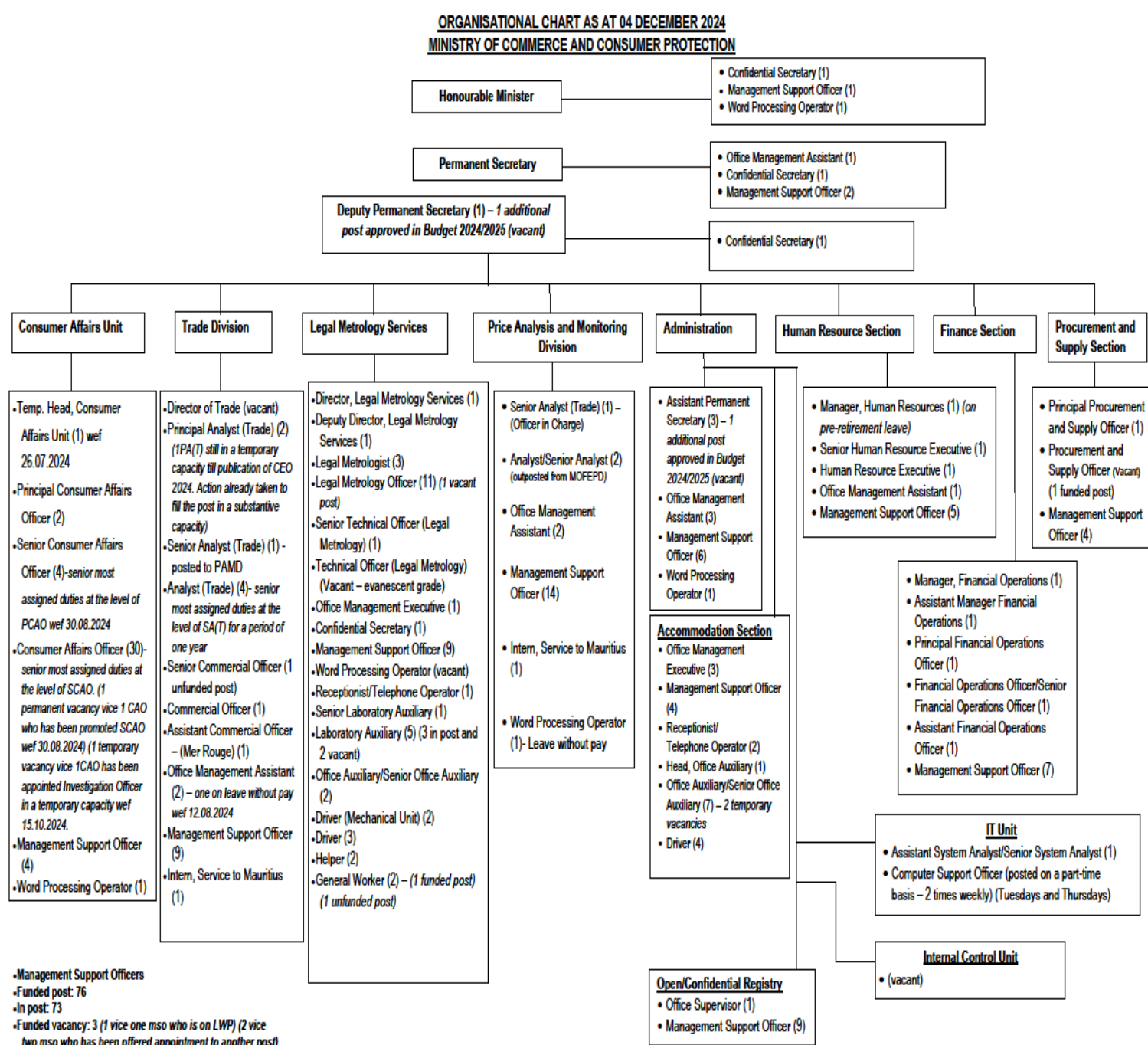


Figure 1: Organisation Chart
MCCP ANNUAL REPORT 2023-2024

Statutory Bodies/Units/Parastatals under the aegis of the MCCC

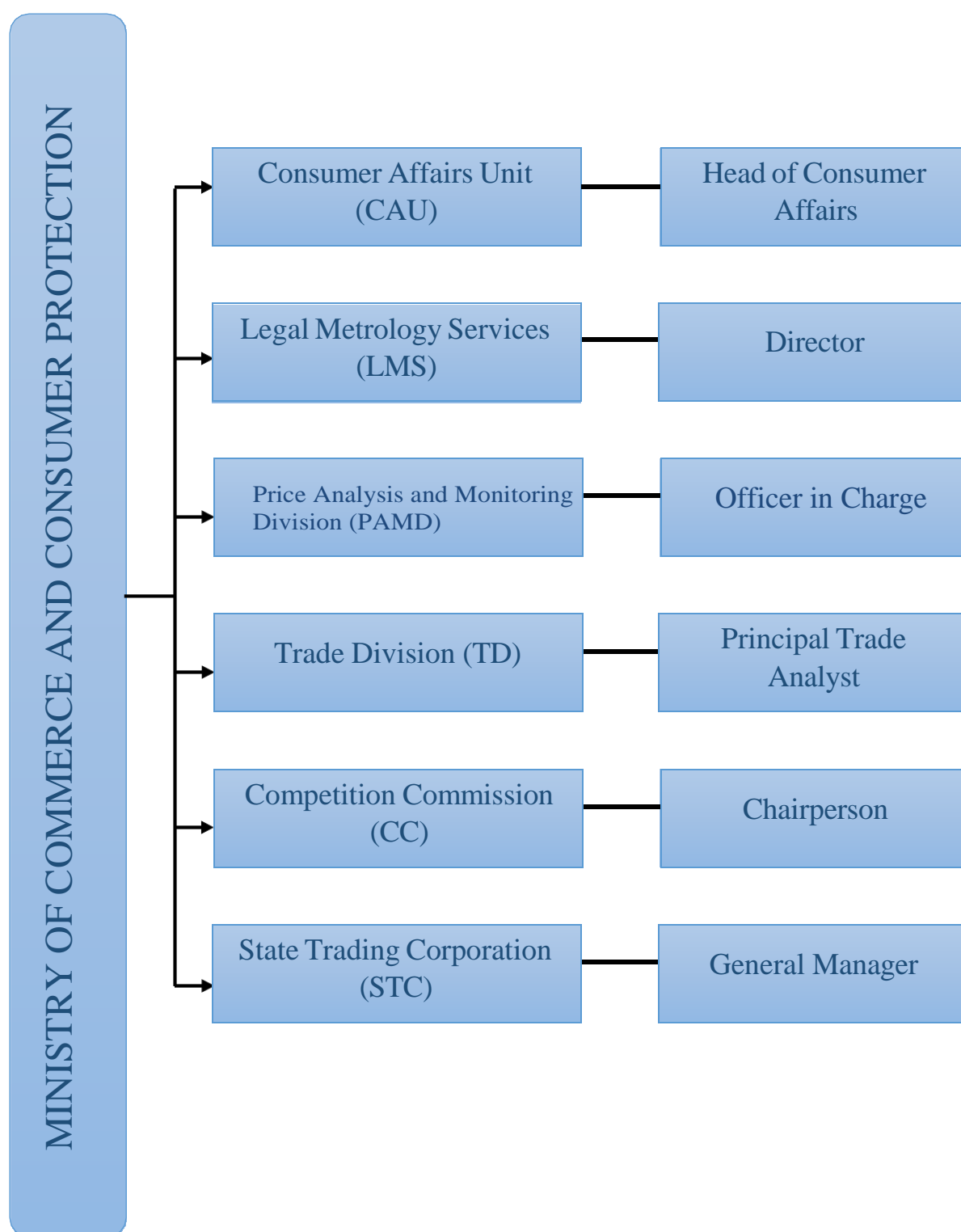


Figure 2: Statutory Bodies/Units/Parastatals under the aegis of MCCC

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 of Officer	Date of Retirement
1.	SHIEPPING Pin Pin (Mrs) Confidential Secretary	01 July 2023
2.	RAMUDU Saraspathee (Mrs) Office Supervisor	16 October 2023
3.	DESVEAUX Genevieve Marline (Mrs) Confidential Secretary	15 June 2024
4.	GUNESH Amita Devi (Mrs) Head Consumer Affairs Unit	15 July 2024
5.	LOBIND Anita (Mrs) Manager, Human Resources	17 October 2024

Table 10: 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/Workshops/ Seminars	Institutions	No of Beneficiaries
1	Improving Public Sector Governance through Audit Committees	CSCM	3
2	Public Policy Making	CSCM	4
3	Government Asset Register	CSCM	1
4	Implementing OSH Management System: A practical Approach	MPSAIR	4
5	Managing Risk at the Workplace	MPSAIR	4
6	Managing Safely for Line Managers	MPSAIR	2
7	Safety and Health in Practice for Office Auxiliaries/Senior Office Auxiliaries	MPSAIR	2
8	Fire Safety and Fire Risk Management	MPSAIR	2
9	Mental Health and Wellbeing	CSCM	10
10	Articulated Lorry Driving	MITD	1
11	Registry Procedures	CSCM	2
12	Advanced Microsoft Excel	CSCM	2
13	Court Proceedings (Rs 2000 p/p)	CSCM	21
14	Fundamentals of International Public Sector Accounting Standard (IPSAS)	CSCM	10
15	Public Service Training Programme for Workmen's Group	CSCM	9

SN	Training/Workshops/ Seminars	Institutions	No of Beneficiaries
16	Operation & Processes Management Training Programme for Support Staff	CSCM	15
17	Leadership and Management for Frontline/Supervisory/Technical Grade	CSCM	15
18	Strategic Management and Leadership for Middle Management	CSCM	3
19	Effective Performance Appraisal	CSCM	44
20	Risk Management	CSCM	2
21	First Aid	CSCM	4
22	Effective Bookkeeping and Payroll	CSCM	2
23	Legal Writing	CSCM	10
24	Induction Course for newly appointed Consumer Affairs Officers and Legal Metrology Officer	CSCM	17
25	Team Building	CSCM	125

Table 11 : Local Training

Virtual Training

The list of online training attended by the officers during the Financial Year 2023/2024 is shown in the table below:

SN	Training/Workshops/ Seminars	No of Beneficiaries	Designated Officer
1	16th meeting of the COMESA Technical Working Group on rules of origin	1	Analyst (Trade)
2	Public Administration and Public Policy for Developing Countries	1	APS
3	PAQI/ SAMR (China) interaction	1	DD (LMS)
4	Public Administration and Public Policy for Developing Countries	1	APS

Table 12: Virtual Training

Overseas Training

SN	Training	Country	Date	Name	Designation
1	Seminaire sur le commerce électronique transfrontalier pour les pays africains francophones	Beijing China	25 August to 07 September 2023	Mrs Meenakshee Goopee-Nepaul Mr Theekraj Lallbeeharry Mr Vishalsing Lallmon Mr Prabash Jennah	Consumer Affairs Officers
2	Instrumentation & Control and Data Acquisition System for Fluid Flow in Process and Petroleum Engineering (Fluid Control Research Institute)	ITEC Programme 2023-2024, India	13 September to 04 October 2023	Mr Mahendra Makhan Mr Muhammad Nawaz Rumjaun Mr Dikshant Ramdewor	Legal Metrology Officers
3	Consumer Protection case handlers from COMESA Region	Lusaka, Zambia	16 - 20 July 2023	Mrs A. Gunesh	PCAO
4	Peer-to Peer Training of Customs Institutions	Nairobi, Kenya	10 - 12 October 2023	Ms S. K. Multra	Senior Analyst (Trade)
5	Analysis of Petroleum and its Allied Products	ITEC Programme 2023-2024, India	05 - 23 February 2024	Mrs Sharda Bissessur	Assistant Commercial Manager, STC

SN	Training	Country	Date	Name	Designation
6	Seminar on Construction of Small Commodity Markets for Developing Countries	China	08 to 21 May 2024	Ms Diksha Fulena	Analyst (Trade)
				Ms Eshnibye Mallea	Consumer Affairs Officers
7	Seminar on the Construction of Small Commodity Markets and Poverty Reduction and Alleviation for Developing Countries	China	11 to 24 May 2024	Mrs Sarabha Devi Sanasy	Acting Senior Analyst (Trade)
				Mr Zulvekar Ally Dulmeer	Consumer Affairs Officers
8	Seminar on Enhancement of Supply Chain (Business) Managerial Personnel for Developing Countries	China	14 to 27 May 2024	Mr Rajeev Pydayya	Senior Analyst (Trade)
				Mr Veebhushansing Daumoo	Analyst (Trade)
				Mr Ludovic Wesley Sheik Adam	Consumer Affairs Officers
				Ms Annpoorna Pooja Autar	Commercial Analyst (State Trading Corporation)

Table 13: Overseas Training

Awareness/Symposium/ Meeting

SN	Training	Venue	Date	Name
1	Awareness Programme on Shared understanding on Gender Based Violence (GBV)	Conference Room, Level 1, MCCP	3/22/2024 (half day AM)	35 officers from all Cadre
2	National Open Symposium on Women's Empowerment and Inclusive Futures	University of Technology Mauritius	21-Mar-24	Mrs A. Gunesh, T. Head CAU Ms S. K. Multra, T. PAT
3.	58 th CIML (Committee Internationale de la Metrologie Legale) organised by the OIML (Organisation Internationale de la Metrologie Legale).	Chang Mai, Thailand	October 2023	Mrs S.Umavassee, Director

Table 14: Awareness and Symposium/meeting

Training on Effective Performance Appraisal

SN	Institution	Date	Name	Designation
1	CSCM (Batch 5) 2 Half days (AM)	27 & 29 Feb 2024	Mrs. A. Bhagowantin,	OME
2			Mrs Y. Chhaganlall	HRE
3			Mr Y. Coopoomootoo	PAT
4			Mr. R. Pydayya	Ag. Senior Analyst (Trade)
5			Mr H. Bhoyroo	PCAO
6			Mrs S. Umavassee	Director, LMS
7	Batch 6 2 Half days (PM)	27 & 29 Feb 2024	Mrs R. Sohye Naipal	OMA
8			Mrs M. D. Buchoo	OMA
9			Mrs N. Ramasamy	AMFO
10			Mrs S. Rampearee	PFOO
11			Mrs S. Multra	T. PAT
12			Mr. V. Daumoo,	Analyst (Trade)
13			Mrs N. Chengan,	PCAO
14			Mr S. K. Callicharan,	T. Deputy Director, LMS
15	Batch 7 2 Half days (AM)	27 & 29 Mar 2024	Mrs. B. Sakurdeep	OME
16			Mrs D. Teeluckdharry	OMA
17			Mrs A. Gunesh	T. Head CAU
18			Mrs S. Gopaul	OMA
19			Mr L. Chintaram	Legal Metrologist
20	Batch 8 2 Half days (PM)	27 & 29 Mar 2024	Mr H. Bowhoo	MFO
21			Mrs T. K. Gonpot	SHRE
22			Mrs K. Rambhunjun	FOO/SFOO
23			Mrs. S. Sanasy	Ag. Senior Analyst (Trade)
24			Mr. D. Fulena	Analyst (Trade)
25			Mr. R. Ritoo	SCAO
26			Mr. M. N. Rumjaun	LMO
27	Batch 9 2 Half days (AM)	23 & 25 Apr 2024	Mrs. A. Mohung	AFOO
28			Mrs R. Jaguessur	SCAO
29			Mr. R. Roomallah	LMO
30			Mrs A. Sarju	OME

Table 15: Training on Effective Performance Appraisal

Training attended by Officers Legal Metrology Services July 2023- June 2024			
SN	Training Attended	No. of Officers	Designated Officers
1	Customer Care and Public Relations	1	Mrs A. Hoolash
2	Mastering Telephone Skills	1	Mr J. S. D. Chaton
3	Enhancing Integrity and Effectiveness in the Inspection Function - ICAC	1	Mr S. K. Callicharan
4	Instrumentation & Control and Data Acquisition System for Fluid Flow in Process and Petroleum Engineering (India)	3	Mr M. Makhan Mr N. Rumjaun, Mr D. Ramdewor
5	Implementing OSH Management system	1	Mr L. Chintaram
6	Competition Economics for Practitioners in Africa (ACER Week)	1	Mr S. K. Callicharan
7	Key Principles for Assessing Evidence in Competition Tribunals and Courts (ACER Week)	1	Mr R. Roomallah
8	Competition Law and Policy Perspective (ACER Week)	1	Mr L. Chintaram
9	Training Course for Articulated Lorry	1	Mr H. Bhakha
10	Public Policy Making	1	Mr S. K. Callicharan
11	Mental Health & Wellbeing at Workplace	2	Mr O. Sookhy Mr F. Bahadoor
12	Managing Safely for Line Managers	1	Mr S. K. Callicharan
13	2 Day Training Implementing OSH Management System	1	Mr R. Roomallah
14	Goods Vehicle -Articulated Lorry Driving-54 Hrs (MITD)	1	Mr H. Bhakha
15	Leadership and Management Training Programme for Frontline/Supervisory/Technical Grade	2	Mr M. N. Rumjaun, Mr D. Ramdewor
16	Induction Course for Office Auxiliaries/Senior Office Auxiliaries	1	Mr F. Bahadoor
17	Strategic Management and Leadership Training Programme for Middle Management	1	Mr L. Chintaram
18	Risk Management	1	Mr M. Makhan
19	Public Services Training Programme for Workmen's Group	2	Mr M. Teelwah Mr M. Paupiah
20	Leadership and Management Training Programme for Frontline/Supervisory/Technical Grade	1	Mr N. Gopaul
21	Training Course on Effective Performance Appraisal	2	Mrs S. Umavassee Mr S. K. Callicharan

SN	Training Attended	No. of Officers	Designated Officers
22	Strategic Management & Leadership Training Programme	1	Mr R. Roomallah
23	Leadership & Management Programme	3	Mr D. Bundhoo, Mr M. Kassaven, Mr H. Nuckchedee
24	Effective Performance Appraisal	2	Mr N. Rumjaun, Mrs B. Sakurdeep
25	Operation & Processes Management Training Programme Support Staff	2	Mr J. D. Heliotrope, Miss D. Ramchurn
26	Workmen's Group	2	Mr A. Mungur, Mr J. P. Duprat
27	Strategic Management & Leadership Training Programme	1	Mr M. Makhan
28	Leadership & Management Programme	4	Mr H. Nuckchedee, Mr A. Sahootoorah, Mr Y. Lutchun, Mr O. Sookhy
29	Effective Performance Appraisal	2	Mr R. Roomallah, Mr D. Ramdewor
30	Workmen's Group	3	Mr R. Beeharry, Mr R. M. Kallychurn, Mr M. F. Bahadoor
31	Risk Management	1	Mr M. N. Rumjaun
32	First Aid	1	Ms D. Ramchurn
33	Leadership & Management Programme	2	Mr O. Sookhy, Mr G. Gookool
34	Effective Performance Appraisal	2	Mr M. Makhan, Mr N. Gopaul
35	First Aid Course	1	Mr Rumjaun Nawaz
36	Court Proceedings Course	4	Mr Gokool .G, Mr Sookhy O., Mr Lutchun Y. S., Mr Sahootoorah A. S.
37	Customised Course	4	Mr Lutchun Y. S., Mr Sahootoorah M. A., Mr O. Sookhy, Mr Gokool G.
38	Training course on Legal Writing	3	Mr Chintaram Lovin, Mr Roomallah Rajiv, Mr Makhan Mahendra
39	Customised Course (Understanding consumer protection laws & Enforcement Strategies)	2	Mr Y. S. Lutchun, Mr M. A. Sahootoorah
40	Enforcement Strategies and Prosecution Processes	1	Mr O. Sookhy
41	FCC – Preventing Financial Crimes	1	Mr G. Gokool
42	Metrology Training – EU Consultant by EDB at the LMS	15	All technical staff

Table 16: 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 Sectoral Gender Implementation Plan for Financial Year 2023-2024, the Ministry has undertaken the following activities/programme:

- An Awareness Session on shared understanding on Gender Based Violence for 30 Officers with a view to sustaining information, education and communication campaigns and capacity building programmes in collaboration with the Ministry of Gender Equality and Family Welfare.
- A Team Building Exercise was carried out on 22 June 2024 at Casela National Parks involving 97 Officers of the Ministry (both men and women officers).
- A Sexual Harassment Workplace Policy has been elaborated and is being implemented.

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 30 June 2022.



Achievements

Trade Division

The Division is known as the technical arm of the Ministry for matters related to trade practices and the implementation of trade policies. The main achievements of the Division for the period 01 July 2023 to 30 June 2024 are tabled below:

PERMITS/ LICENCES/ CLEARANCES

Number of permits, clearances, licences and certificates issued (July 2023 to June 2024)	
No of Import Permits	12831
Authorisation granted for clearance of second-hand motor vehicles	10 068
Licence of authorised dealers in importation and sale of second-hand motor vehicles	95
No of Export Permits	1794
No of COMESA certificates issued	942
No of AGOA certificates issued	1417
No of VISA certificates issued	8
No of Generalised System of Preferences certificates issued	619
No of Kimberley certificates issued	25
Scrap Metal Collector Permit	42
Scrap Metal Carrier Permit	65
Scrap Metal Dealer Licence	16
Scrap Metal Exporter Licence	16
Total	27938

Table 17: Number of permits, clearances, licences and certificates issued (July 2023 to June 2024)

Revenue Generated for Financial Year (July 2023 to June 2024)	
	Amount (Rs)
Scrap Metal permits/licences	1,611,500
Licence of authorised dealers in importation and sale of second-hand motor vehicles	5,460,000
Licence for Trade in Bunker Fuels	1,300,000
Trade Fair	4,150,000
Total	12,521,500

Table 18: Revenue Generated for Financial Year 2023/2024 (July 2023 to June 2024)

Permits and Licences	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
Import Permit	1057	900	1105	1160	994	1087	890	1100	1258	1082	1351	847	12,831
Export Permit	165	142	162	158	133	136	127	149	142	167	154	159	1794
AGOA Certificate	151	174	112	153	67	124	97	97	100	133	96	113	1417
COMESA Certificate	76	90	82	87	86	74	61	80	73	95	69	69	942
GSP Certificate	42	52	52	53	33	49	29	60	51	52	85	61	619
Scrap Metal Collector Permit	4	9	1	4	4	4	2	7	1	0	3	3	42
Scrap Metal Carrier Permit	9	5	3	9	10	6	3	1	5	3	9	2	65

Permits and Licences	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
Scrap Metal Dealer Licence	2	0	1	1	6	0	0	1	0	1	1	3	16
Scrap Metal Exporter Licence	2	1	1	1	5	0	0	1	0	1	1	3	16
Bunker Trade Licence	0	0	0	1	0	1	1	0	3	2	0	0	8
Bunkering in Mt	49,614	53,673	41,613	45,957	42,853	58534	71,984	51,640	60,716	78,535	93,391	104,553	753,063
Trade Fair	0	5	0	5	0	0	0	1	0	2	2	1	16
Kimberley Process Certificate (Export)	1	2	2	3	2	2	2	2	2	2	3	2	25

Permits and Licences	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
Kimberley Process Certificate (Import)	5	3	2	5	5	2	2	2	2	2	2	3	35
Clearances Granted	784	903	916	906	851	875	635	803	733	878	956	828	10,068

Table 19: Number of Permits and Licenses

Legal Metrology Services

Major Achievements for the period 01 July 2023 to 30 June 2024: -

- 13,419 weighing and measuring instruments were verified or calibrated by the Legal Metrology Services for period July 2023 to June 2024 (11,777 verified for trade and 1,642 calibrated for industries and other organizations) for 5,566 clients (5045 for general trade, 167 filling stations, 137 clients whose instruments were verified on site and 217 for on request calibration services). These instruments include spring balances, electronic weighing instruments, weighbridges, length measures, volumetric measures, petrol pumps, vehicle tanks, bulk meters, batching plants, crane weighers, storage tanks, water meters, alcohol meters and diesel meters. The verification and calibration fees collected during that period were around 6.073 million rupees.
- 4594 inspections were carried out during the year, out of which, 2706 trade premises, 229 prepacked commodities and 1659 petrol pumps were inspected and 160 contraventions were established for breaches of the Legal Metrology Act. 142 Packers/ Retail Outlets were visited for compliance with the Legal Metrology (Prepacked Commodities) Regulations. 50 complaints have been investigated and necessary actions taken in case of non-compliance.
- In view of improving our service to the public, the Legal Metrology Services has started since 2003 to offer verification services nearer to the doorstep of traders through the operation of a mobile verification unit. During period July 2023 – June 2024, the mobile verification service was organized for all districts and was extended to five more venues. This service was provided to 2068 traders and 2644 instruments were verified.
- 43 models of weighing instruments were issued with certificate of suitability in relation to type and design for trade use.

Verification/Calibration of instruments		
SN	Details of activities	Number
1	Total Instruments verified for trade purposes	11,777
2	Instruments calibrated (for Industries & others)	1642
3	Instruments verified during Mobile Verification	2644
4	Petrol pumps verified	913
5	Weighbridges verified	49
6	Water/ diesel/ alcohol meters and storage tanks calibrated	80
Inspection of Trade / Packing Premises		
7	Traders (<i>General Retailers, Vegetable/fruit sellers, Jewellers</i>)	2706
8	Prepacked Commodities at Packers / Retail Outlets (<i>Foodstuffs/ Non-foodstuffs</i>)	229
9	Petrol pumps	1659
10	Complaints investigated	50
11	Contraventions established	160
Certificate of Suitability		
12	Certificates of suitability granted for importation of weighing instruments for trade use	43
Revenue		
13	Revenue collected	Rs 6,073,483
Clients		
14	Traders	5045
15	Calibration services on request	217
16	Petrol stations	167
17	In site verification	137

Table 20: Legal Metrology Services

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 IIII.

Equipment purchased include: -

- A new truck and trailer for the transportation of one tonne weights for the verification of weighbridges.
- One Mass Comparator 1100 kg for the calibration of one tonne and 500 kg standard weights, weights exceeding 20 kg and block weights and heavy items for clients.
- One digital density meter used for the determination of density for liquid and semi liquid prepacked commodities.

Technical Assistance from the European Union

In addition, 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 March 2024 for appraising the status of equipment, identify needs for new instruments to upgrade service delivery and to prepare training needs for the new staff and senior officers; and
- In June 2024 to conduct basic training to newly recruited staff and refreshing specific training of senior staff on specific requests made.



Training conducted by EU Consultant to Technical staff of Legal Metrology Services

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 2024 is 'We measure for a sustainable tomorrow'. On this occasion, the following activities were organised for sensitization of the public on the Legal Metrology Act and the services offered by the Legal Metrology Services:

- The realisation of two short video clips which were broadcasted on MBC TV on:
 - the requirements of the Legal Metrology Act for traders.
 - the services provided by the Legal Metrology Services and on rights of consumers on purchase of goods by weights or measures.
- Awareness programs by the distribution of pamphlets and posters by officers of the Legal Metrology Services at 41 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.

Consumer Affairs Unit

The main achievements of the Consumer Affairs Unit for the period 01 July 2023 to 30 June 2024 are tabled below:

CAU Achievement		
1	No. of Control Checks at Trade Premises	8090
2	No. of Checks at bakeries	71
3	No. of talks delivered (including on TV and radio)	37
4	Total No. of Contraventions established: ○ 1172 are Fixed Penalty Notices ○ 680 Case Files (1261 counts)	2433
5	No. of sampling procedures carried out:	
	○ Steel bars	210
	○ Toys	93
	○ Electric Cables	126
	○ Fireworks	7
	○ Goods under Safety Requirements Regulations	77
	○ PVC and Pipes	1
	Total No. of Sampling	514
6	Total No. of Complaints registered on Citizen Support Portal (CSP)	2067

Table 21: CAU Achievement

A total number of 8162 checks have been carried out. A breakdown of trade premises visited are as follows:

SN	Types	Total
1	Supermarkets	1275
2	Shops/ Tabajie	2184
3	Restaurants/Snacks	290
4	Market fair	870
5	Hardware Shops	314
6	Filling Station	82
7	Bakeries	71
8	Magasins	893
9	Pharmacies	251
10	Vegetable Sellers	249
11	Trade Fairs	898
12	Importers	677
13	Beach Hawkers	14
14	Bookshops	22
	Total	8090

Table 22: Trade Premises

Contraventions established for the period 01 July 2023 to 30 June 2024

Financial Year 2023-2024 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.

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 mortar 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. (Act 11 of 2024) to meet the challenge of digital transformation and AI.
- 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:
 - 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).
 - 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 2024

The World Consumer Rights Day 2024 'Fair and Responsible AI for Consumers' was celebrated on 15th March 2024. 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. On 16th March 2024, talk on World Consumer Rights Day was delivered in Hindi on MBC Radio.

Capacity building and Knowledge sharing

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

- Training on "Legal Writing: Principles and Practices,"
- Training on Effective Performance Appraisal.
- Training in Communication with the media.
- Workshop on Gender Based Violence.
- Workshop (Round Table on Multisectoral actions to accelerate prevention and management of Obesity in Mauritius).
- Workshop Gender Mainstreaming in mitigation.
- Training in Court procedures.

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.

For the period 01 July 2023 to 30 June 2024, 97% out of 2067 complains have been resolved. The remaining are being looked into and relate to cases which take a relatively longer time to be completed.

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 467 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	126
Goods under safety requirements Regulations	77
Fireworks	7
Steel bars	210
Toys	93
PVC and Pipes	1
Total	514

Table 23: Sampling Goods

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.



Officers attending press conference and charcha programme

Programme on 'World Consumer Rights Day'

In this same context, flyers and pamphlets on the basic activities of the unit as well as the salient aspects of our consumer laws are published and distributed across the island. Attend CSU program PMO-CSU events 'Ansam Avek CSU' every Saturday.



Talk on consumer awareness

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 2023/2024, the PAMD has processed and approved the prices as follows:

- No of approved costing returns- Mauritius: 31,235
Rodrigues: 396
- No of Amendments: Mauritius: 10
Rodrigues: 28
- 2 Quarterly cost and price monitoring reports on controlled commodities.

Price Observatory Activities:

The PAMD has conducted 12 price monitoring and analysis reports and 2 market studies on the evolution of prices of commodities for (i) period January 2023 to September 2023, and (ii) period January 2024 to May 2024.

The Market Research and Analysis:

During the Financial year 2023/2024, the PAMD has conducted ten (10) studies/Analytical report as follows:

- Market Analysis on The Shortage of Eggs and Chicken.
- Market Analysis on The Price of Poultry Sector.
- Feasibility Analysis for Regressive Mark Up on Generics and Originators Pharmaceutical Products.
- Evaluation Report on The Implementation of Regressive Maximum Mark Up for Pharmaceutical Products.
- Analysis On Freight: The Case for The Importation of Second-Hand Motor Vehicles.
- Policy proposal for removal of hand sanitisers and face masks under price control.
- Market Analysis on the Protectionism Measures for Domestic Market from Sugar Imports.
- Feasibility study on introduction of price control on Dry Coconut.
- Feasibility study on introduction of price control on live goat and sheep.
- Comprehensive study on the price fixing strategies in Rodrigues.

Amendments to Regulations for the Financial Year 2023-2024 – Mauritius

SN	Regulations	Commodity Type	GN Nos
1.	Consumer Protection (Pharmaceutical Products) (Maximum Mark-Up) (No. 2) Regulations 2023	Submission of costings for Pharmaceutical Products	GN No. 59 of 2023
2.	Consumer Protection (Consumer Goods) (Maximum Mark-Up) (Amendment No. 2) Regulations 2023	Removing Pharmaceutical Products	GN No. 76 of 2023
3.	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 5) Regulations 2023	Edible Oil - STC	GN No. 124 of 2023
4.	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 6) Regulations 2023	Petroleum Products	GN No. 137 of 2023
5.	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 7) Regulations 2023	Petroleum Products	GN No. 143 of 2023
6.	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment No. 8) Regulations 2023	Rice (excluding Luxury Rice)	GN No. 173 of 2023
7.	Consumer Protection (Control of Price of Taxable and Non-taxable Goods) (Amendment) Regulations 2024	Petroleum Products	GN No. 13 of 2024
8.	Consumer Protection (Consumer Goods) Maximum Mark-Up (Amendment) Regulations 2024	Delisting of Margarine	GN No. 64 of 2024
9.	Consumer Protection (Control of Sale of Imported Live Animals for Home Slaughter) (Amendment) Regulations 2024	Sale of Imported Live Animals for Home Slaughter	GN No. 91 of 2024
10.	Consumer Protection (Control of Price of Taxable and non-taxable Goods) (Amendment No. 2) Regulations 2024	Liquefied Petroleum Gas	GN No. 98 of 2024
11.	Consumer Protection (Consumer Goods) (Maximum Mark-Up) (Amendment) Regulations 2024	Deleting face masks, hand sanitisers, respirators (specialised face masks)	GN No. 132 of 2024

Table 24: Amendments to legislations

Stakeholder Validation Workshop for the Price Observatory Strategic Plan 2023-2026 on 31 August 2023

A consultative workshop was held on 31 August 2023 with the main stakeholders in the commercial environment with the main objectives to introduce the stakeholders on the implementation of 2023-2026 Strategic Plan for the Price Observatory and to provide an opportunity for the stakeholders to engage with the Ministry's Price Observatory, give comments and feedback on the Strategic Plan 2023-2026.



The workshop resulted into elaboration of long term strategies which includes, inter-alia, the provision of real time data; establishment of linkages with local institutions for research, surveys amongst others; fostering partnership through Memorandum of Understanding with local and international institutions for capacity building, networking and sharing of best practices and technical expertise; establish feedback mechanism for consumers and the review of the underlying methodologies based on best practices and explore for alternative techniques.

Mission to the Commission for Women's Affairs, Child Development, Family Welfare, Consumer Protection and Price Fixing from 07 to 10 October 2023

A delegation comprising Honourable Dr. (Mrs.) M. C. D. Chukowry, the Minister of Commerce and Consumer Protection, Dr. N. Reetoo, Assistant Permanent Secretary and Mr. J. F. Cossigny, Adviser on Information Matters, paid a Courtesy visit to Mr. J. Roussety the Chief Commissioner of Rodrigues, and Miss Agathe, Commissioner for Women's Affairs, Child Development, Family Welfare, Consumer Protection and Price Fixing. Discussions during the courtesy visit centred on the high prices of basic commodities observed, such as price of bottled water, which as a basic resource, was nearly twice the price paid than in Mauritius, retail outlets operating different prices for controlled products, other than the price allowed, and the list of controlled products for Rodrigues which is not really adapted to the specificities of Rodrigues.



Working Discussions with Chief Commissioner and his officers

A working session was held with the Mr. Roussety, Ms. Agathe, their team of technical officers of the Consumer Affairs Unit and Price Fixing and their legal adviser, Me. Chenlye Lamvohee. The objectives were to discuss on the different technical areas such as controlled commodities, price fixing regulations and the feasibility for the computerization of the price fixing process at the Price Fixing Unit in Rodrigues.



Price Observatory Committee

The Price Observatory Committee was set up on 26 November 2021 with the following composition:

Composition of The Committee	
Dr. (Mrs.) Rooba Yanembal Moorghen	Chairperson
Members	
Mr. Franco Yannick Lavictoire	Assistant Permanent Secretary, Ministry of Commerce and Consumer Protection
Mrs. Shardhanjali Bedacee	Analyst/Senior Analyst, Ministry of Finance, Economic Planning and Development
Mr. Sanjev Bhonoo	Statistician, Statistics Mauritius
Mrs. Rooma Narrainen	Head of Advocacy, Mauritius Chamber of Commerce and Industry
Mr. Suttihudeo Tengur	President, Association for the Protection of the Environment and Consumers
Mr. Emam Mosadeq Sahedin	President, Consumer Advocacy Platform
Mr. Shailendra Kumar Dusowoth	Manager, International College Chairperson, PPC
Mr. Rajeev Pydayya	Analyst (Trade), Ministry of Commerce and Consumer Protection

Table 25: Price Observatory - Composition of the Committee

The Price Observatory has the main objective of monitoring the evolution of retail prices of commodities consisting of both food and non-food products and providing an interactive communication platform for the information, protection and education of consumers.

Since December 2021 to 30 June 2022, the Price Observatory Committee held seven meetings.

Ten internal analytical reports have also been prepared and approved by the Committee. These reports provide insights on the evolution of retail prices of more than 450 brands for the 100 products across the 51 outlets following price collection exercise by the officers of the Ministry of Commerce and Consumer Protection.

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. The report provides monitoring information on the prices being practiced and provide a basis for evidence and argumentative dialogues between stakeholders.

A new methodology is adopted to monitor the evolution of retail prices of commodities consisting of both food and non-food products. The processes involved in the collection, compilation, analysis and dissemination of the monitoring report are interconnected.

State Trading Corporation (STC)

- In line with Government objective to provide the population with basic commodities at affordable prices, Long Grain White Rice, Flour and Liquefied Petroleum Gas are sold at subsidised prices estimated at MUR 4.3 billion for financial year 2023-24. These subsidies are financed through a contribution in the price structures of Mogas and Gas Oil.
- As decided by Government, in order to keep the price of regulated bread 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.
- Since August 2022, STC has been commercializing other essential commodities under the brand name “Smatch” namely, Edible Oil, Milk Powder, Lima Beans, White Kidney Beans, Red Kidney Beans, and Chana Dal on the local market.
- As STC has been renting warehouses for storage of food commodities since its creation, decision has been taken to construct its own warehouse. In this context, the ground breaking ceremony was held in May 2024.
- Government approval has been obtained for STC to acquire the LPG storage terminal of 15,000 MT capacity in Mer Rouge which it has been renting since the year 2020.
- Government has decided that STC will invest in storage facilities of Mogas and Gas Oil in Rodrigues to ensure security of supply in the Island.

Competition Commission

Enforcement: Number of cases completed is 56.

Advocacy:

- Seven advocacy sessions with public procurers held on bid rigging held from 17 July 2023 to April 2024.
- Hosted the 8th ACER Week from 2 to 6 October 2023, a joint initiative of the Competition Commission and the Centre for Competition, Regulation and Economic Development (CCRED) of the University of Johannesburg; it comprised professional training programmes and a conference.
- An awareness campaign on Abuse of monopoly conducted through social media in January 2024.
- Hosted the African Competition Forum (ACF) workshop and Steering Committee Meeting from 5 to 6 March 2024 and the African Heads of Competition Authorities Digital Market Dialogue (AHCAD) was held on 7 March 2024 in the presence of competition experts and African Heads of Competition Authorities.
- Two lectures at the Institute for Judicial and Legal Studies (IJLS) for law practitioners and legal officers.
- Organized an essay contest for Grade 12 secondary school students.
- A webinar on "Mergers & Acquisitions – Complying with the Competition Act" was conducted to promote competition compliance.

Budget Measures

The Budget Measures for the Financial Year 2022-2023 for the Ministry of Commerce and Consumer Protection is as follows:

BUDGET MEASURES	REMARKS
Maintaining retail price of bread at Rs 2.60.	Maintained
Providing Rs 1.4 billion for a subsidy of Rs 591.25 on a pack of 25 kg of flour to bakers.	Operational
The bag of 25 kg of flour sold at Rs 108.75 instead of Rs 700.	Operational
Keep the price of a 12 kg cylinder of cooking gas at Rs 240 instead of Rs 680.	Operational
Maintain the price of rice at Rs 10.80 which is 60 percent lower than the actual price of Rs 26.20, we are allocating Rs 370 million.	Maintained
Rs 500 million to the STC for it to supply essential products such as milk, edible oil and pulses at a subsidised rate.	An amount of Rs 59,450,647 has been claimed by the STC for edible oil and Rs 4,088,088 for milk powder

Table 26: Budget Measures

Budget Measures

Government Programme

The Government Programme 2020-2024, centred on achieving an Inclusive, High Income and Green Mauritius, has a deep and wide-reaching actions across various sectors of the economy and society. The measures falling under the purview of this Ministry are closely being monitored by an in-house Monitoring Committee chaired by the Deputy Permanent Secretary. The two measures are detailed below:

“Government will build further on the impressive performance of the past few years, which was enabled to be positioned 13th globally in the Ease of Doing Business of the World Bank in 2019. It will continue to streamline licences and business processes aiming at putting Mauritius among the ten best countries for doing business.”

“Government will encourage the use of Liquified Natural Gas for the production of electricity, for internal transport, for domestic use as well as for eventual bunkering purposes.”

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 2022, the Director of Audit has drawn attention on the following issues:

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

- No regulation to support the transfer of funds from item “Contribution to the construction of storage facilities for petroleum products” to the Price Stabilization Account.

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

- As of October 2022, the Annual Report for 2019-2020 and 2020-21 were not yet submitted to the Ministry of Finance, Economic Planning and Development due to delay in finalizing same.
- The joint Annual Report for Financial Years 2019-2020 and 2020-2021 as well as Annual Report for period 2021-2022 were transmitted to Ministry of Finance, Economic Planning and Development on 30 November 2022.

In its Reference Sheet - Annual Audit Report for the Financial Year ended 30 June 2022, the Director of Audit has, inter alia, drawn attention on the following issues:

- **Expenditure on overtime to be kept to a minimum and fully justified**

- Additional staff has been enlisted to curtail expenditure on overtime.

- **Delay in remittance of money collected to Covid-19 Solidarity Fund**

- In order to avoid the Price Stabilization Account to be depleted, Government agreement was sought and obtained to remit the revenue collected for the Covid-19 Solidarity Fund as from 15 August 2020 instead of 04 April 2020.

Key Performance Indicators

Outdoor Indicator			Actual	Target		Target	Target
			2020/21 (Prov)	2021/22		2022/23	2023/24
Percentage of complaints resolved within two months			80%	85%		88%	90%
Delivery Unit	Main Service	Key Performance Indicator	Actual	Target	Achieved	Target	Target
			2021/22 (Prov)	2022/23	2022/23	2023/24	2024/25
MCCP/CAU	Ensure effective consumer protection	Number of trade premises inspected	17,000	12,000	9432	12,500	13,000
Competition Commission	Promote and protect competition in markets	Number of competition cases assessed and completed	68	64	54	62	65

Table 27: Key Performance Indicators

Financial Highlights

Budget Allocation

The Budget allocation for the Financial Year 2023-24 was Rs 205,000,000 for the Ministry of Commerce and Consumer Protection under Vote 17-2.

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.	17-201	General	17,200,000
2.	17-202	Commerce and Trade Development	143,800,000
3.	17.203	Consumer Protection and Market Surveillance	44,000,000
TOTAL			205,000,000

Table 28: Budget Estimates by Vote/Sub-Head 2023-24

BUDGET ALLOCATION 2023-24

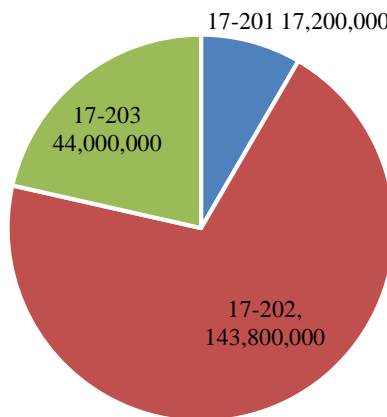


Figure 3: Budget Allocation by VOTES/SUB-HEADS FY 2023-24

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

Statement of Expenditure

Initial approved budget was Rs 205M. Following the appointment of the Minister to this Ministry as from 30 August, 2023 a Warrant was issued to the tune of Rs 8.4M(CFA). The new provision being Rs 213.4M. As at 30 June 2024, the actual expenditure was Rs184,783,287 as detailed below:

Description	Amount budgeted (Rs)	Amount Spent (Rs)	Percentage Disbursed (%)
Recurrent Expenditure	192,300,000	168,984,461	87.9
Capital Expenditure	21,100,000	15,798,826	74.9
TOTAL	213,400,000	184,783,287	86.6

Table 29: Actual Expenditure 2023-24

The table below shows a comparison between Estimates (Voted and CFA) and actual expenditure for financial year 2023/24.

Vote/Sub-Head of Expenditure	Amount Budgeted (Rs)	Amount Spent (Rs)
Sub-Head 17-201		
Allowance to Minister	2,004,000	2,004,000
Compensation of Employees	19,421,000	15,927,000
Goods and Services	4,175,000	3,224,000
TOTAL	25,600,000	21,155,000
Sub-Head 17-202		
Compensation of Employees	52,200,000	45,933,000
Goods and Services	22,200,000	22,293,000
Grants: Recurrent	51,100,000	43,564,000
Grants: Capital	300,000	3,850,000
Acquisition of Non-Financial Assets	18,000,000	11,743,000

TOTAL	143,800,000	127,383,000
Sub-Head 17-203		
Compensation of Employees	36,600,000	32,495,000
Goods and Services	4,600,000	3,544,000
Acquisition of Non-Financial Assets	2,800,000	206,000
TOTAL	44,000,000	36,245,000

Table 30: Comparison between Estimates (Voted and CFA) 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 Fees icw 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)
- **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:

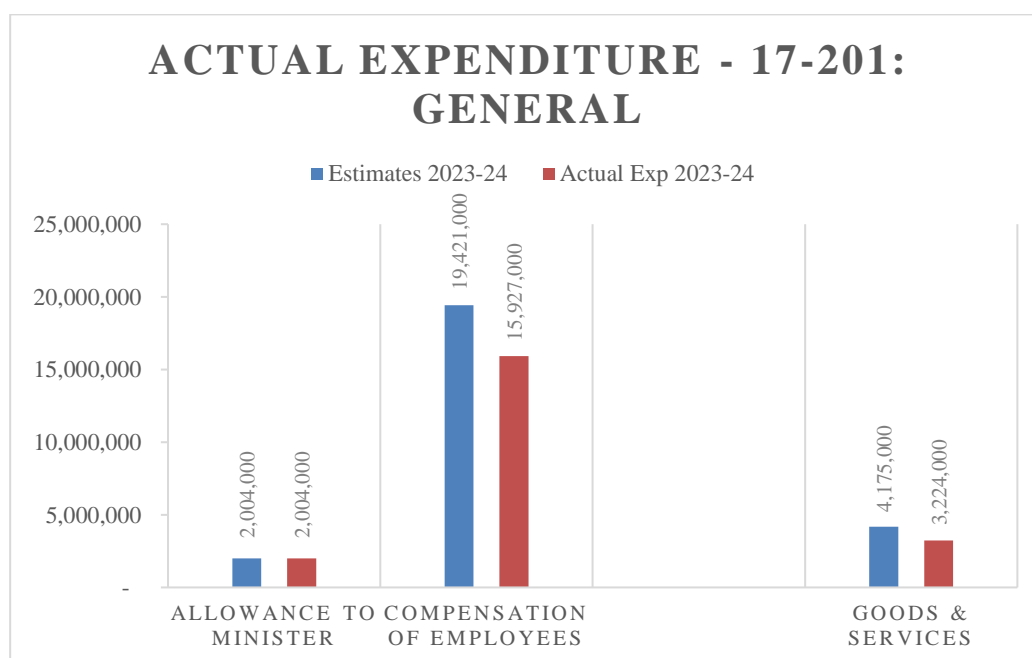


Figure 4: Vote/Sub-Head 17-201

The total expenditure incurred in FY 2023-2024 under Sub-Head 17-201 – General is Rs 21.2 M out of the Budgeted amount of Rs 26.6 M. The funds were earmarked solely for Recurrent Expenditure.

Breakdown is as follows:

- Allowance to Minister – 100% spent
- Compensation of Employees- 98.3% spent; and
- Goods and Services – 77.2% spent

Sub Head 17-202 – Commerce and Trade Development

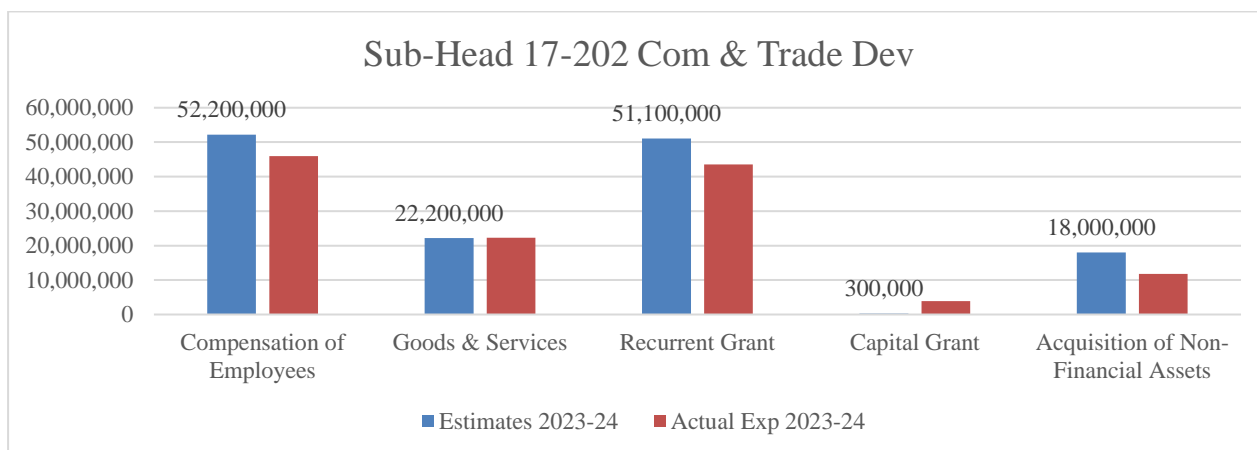


Figure 5: Vote/Sub-Head 17-202

The total expenditure under Sub-Head 17-202 – Commerce and Trade Development was Rs 127.4 M out of the Budgeted Amount of Rs 143.8 M. Recurrent expenditure and Capital Expenditure incurred was Rs 111.8 M and Rs 15.6 M respectively. Breakdown is as follows:

- *Compensation of Employees - 95.7 % spent*
- *Goods and Services -100.4% spent*
- *Grants: Recurrent and Capital -92.2% spent*
- *Acquisition of Non- Financial Assets - 65.2% spent*

Total expenditure was underspent for FY 2023-2024 due to non-procurement of the computerisation of the Legal Metrology Services and less amount disbursed as recurrent grant to Competition Commission.

Sub Head 17-203 – Consumer Protection and Market Surveillance

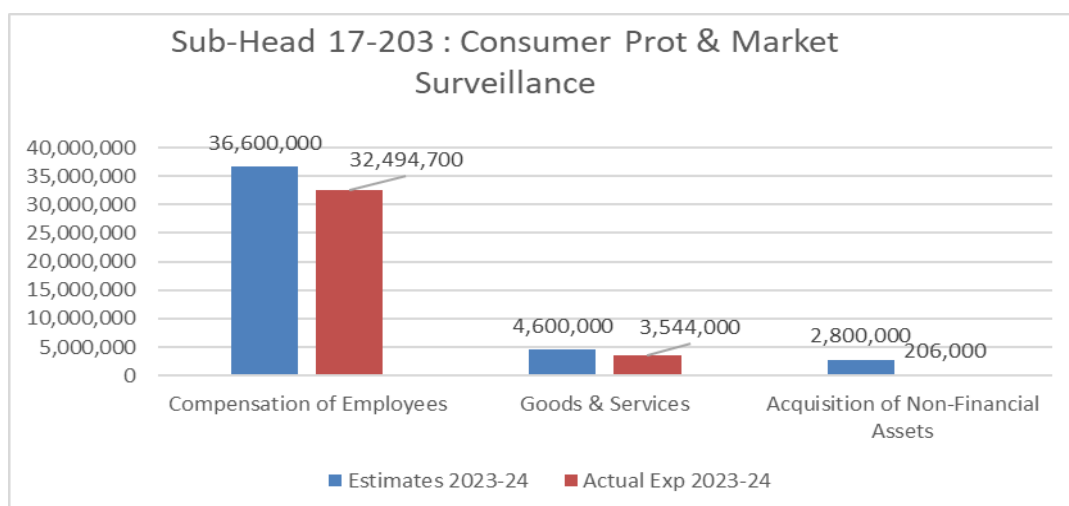


Figure 6: Vote/Sub-Head 17-203

The total expenditure incurred for FY 2023-2024 under Sub-Head 17-203 – Consumer Protection and Market Surveillance is Rs 36.2 M out of the Budgeted Amount of Rs 44.0 M.

Recurrent expenditure and Capital Expenditure incurred was Rs 36.0 M and Rs 0.2M respectively.

- *Compensation of Employees - 88.8 % spent;*
- *Goods and Services - 77.0 % spent;*
- *Acquisition of Non- Financial Assets -7.4 % spent.*

Expenditure for FY 2023-2024 was underspent due to non-filling funded posts of Consumers Affairs Officer and also the non-acquisition of It and Software Equipment for the Price Fixing Unit.

Analysis of Major Changes

The table below shows the breakdown of expenditure for FY 2023-2024 compared to FY 2022-2023:

Vote/Sub-Head of Expenditure	2022-2023	2023-2024
	Actual (Rs)	Actual (Rs)
17-201	13,238,833	21,155,205
17-202	108,297,144	127,383,309
17-203	32,484,509	36,244,773
TOTAL	154,020,486	184,783,287

Table 31: Breakdown of expenditure

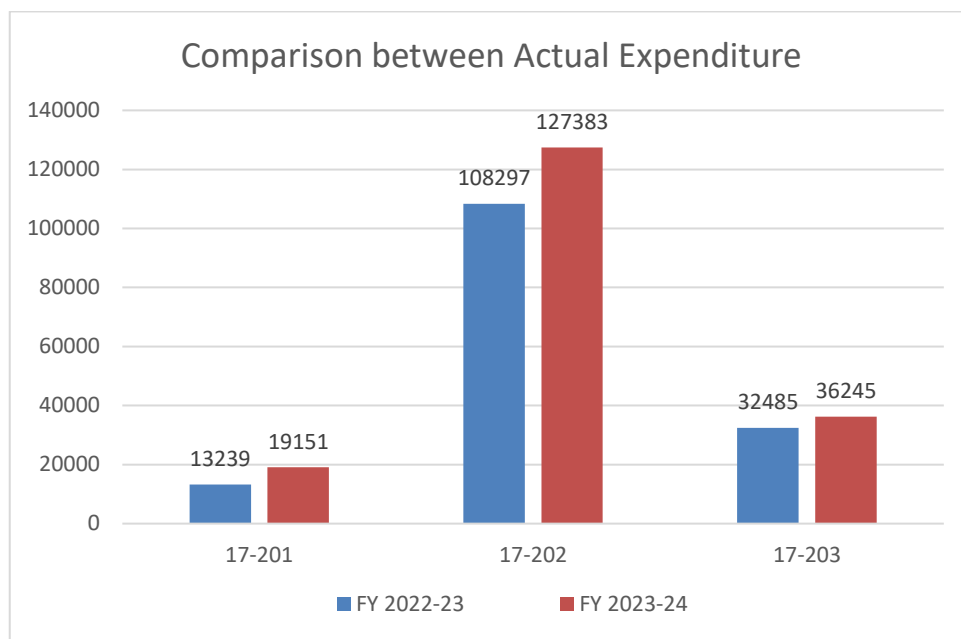


Figure 7: Actual Exp 2022-23 and 2023-24

An analysis of the actual expenditure by **Votes/Sub-Head** for 2023/2024 with that of the preceding financial year 2022/23 indicates:

- Increase in the cumulative expenditure for Vote/Sub-Head 17-201 was due to the appointment of the Minister, salary compensation 2024, acquisition of office equipment and furniture, and renting of additional space at Sicom Building, Ebene.
- As regards to Vote/Sub-Head 17-202 increase in cumulative expenditure was due to salary compensation 2024, acquisition of laboratory equipment and acquisition of truck for the Legal Metrology services.
- For Vote/Sub-Head 17-203 cumulative expenditure has increased due to filling of funded posts, salary compensation 2024 and travelling and transport.

Statement of Revenue

The Ministry derived Revenue from the following sources:

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

A summary of total revenue collected by the Ministry for FY 2022/2023 and 2023/2024 is given in table below:

Items of Revenue	2022/2023 Actual (Rs)	2023/2024 Actual (Rs)
Bunkering Licences	1,300,000	1,400,000
Scrap Metal Dealer/Exporter Licences	1,951,500	1,562,250
Dealer in importation and Sale of Second- Hand Vehicles	5,460,000	5,460,000
Revenue (Miscellaneous) - Trade Fairs	4,050,000	4,650,000
Fines, Penalties & Forfeits (Surcharge)	4,612,840	4,368,493
Duty on Scales – Legal Metrology	5,992,643	6,040,281
TOTAL	23,360,983	23,481,024

Table 32: Revenue Collections 2022-23 and 2023-24

Analysis of Major Changes

A total revenue of Rs 23.5 M has been collected for FY 2023/24 as compared to 23.4 M for FY 2022/23 out of which:

- Bunkering Licences: 6.0%
- Scrap Metal Dealer/Export Licences: 6.7%
- Dealer in Importation and Sale of Second-Hand Vehicles: 23.2%
- Revenue from Trade Fairs: 19.8%
- Fines, Penalties and forfeits 18.6%
- Duty on Scales: 25.7%

As such, there has been a slight increase of Rs 120,000 in the overall amount of revenue collected for the FY 2023/2024 as compared to FY 2022/2023.

REVENUE COLLECTIONS

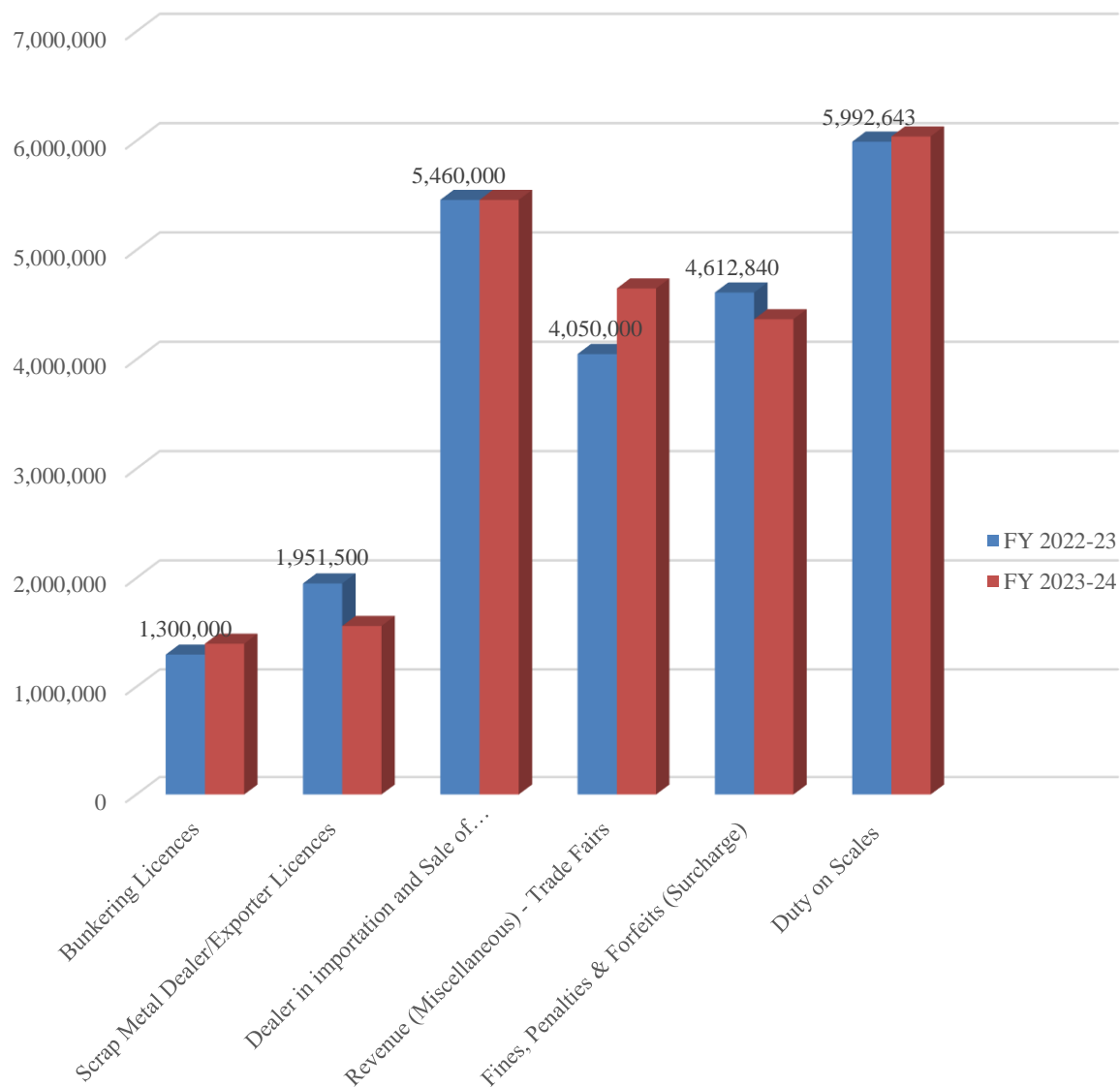


Figure 8: Collections of Revenue

Ministry of Commerce & Consumer Protection Financial Status as at August 2024

Budget Estimates 2024-25

Approved budget estimates for FY 2024-25 is Rs 227M as compared to the bid proposal was Rs 288M.

Interim Allowance

To cater for salary readjustment, the Government has announced a 5% of basic salary drawn in January 2024 to all public officer's subject to a maximum of Rs 2000 monthly as per Circular No: 64 of 2024 from the Ministry of Public Service, Administrative and Institutional Reforms. No funds have been provided as the decision to pay the Interim Allowance was made after the Budget Estimates 2024-25 were framed. Moreover, as per the above-mentioned circular, funding of this interim allowance is to be made from the ministry's budget.

To meet the cost of the interim allowance, funds have been reallocated from item Basic Salary. This will entail a colossal sum of Rs 3.3M for twelve months' provisions for the interim allowance.

Contractual obligations

- Rental of Office Building

Annual rental will cost this Ministry Rs 18.8M, but only an amount of Rs 18M has been provided in the budget estimates 2024-25.

- Cleaning and Security services

Following a rise in the minimum wage rate as from July 2024, most of the service providers for cleaning and security have intended not to renew their contract agreement based on previous rates. It is wise to note that all contracts agreements have to be renew as from July/August 2024.

The contract for access control to secured areas of this ministry has been awarded to Solutions Knitted for Business Ltd (SKBL) and wherein the annual contract price has been increased to Rs 38,640. A provision of Rs 20,000 has been allocated in the budget estimates 2024-25.

Staff Welfare

Rs 80,000 was provided for Staff welfare for a workforce of 223 officers. Bid proposal for FY 2024-25 was Rs 680,000.

Firm commitment: Rs 72,000 (Rs 6,000: monthly) for yoga sessions.

It is expected that end-of-year party will cost around Rs 400,000.

Maintenance of Building

- Bid Proposal: Rs 1,675,000
- Approved estimates: Rs 1,065,000

Head Office

Following recruitment of additional staff particularly Management Support Officers and the non-approval by MOFEPD for the renting of additional space at 11th floor Sicom Tower, there is need for partitions works to be carried out to accommodate these additional staff.

Partitions works including relocation of sockets, electrical and painting costing to the tune of Rs 800,000 and out of which a sum of Rs 586,000 has already been paid. Firm commitment being Rs 214,000.

Legal Metrology Services

Renovation works being carried at LMS comprising laminating flooring, painting, demolition of concrete water tank, renovation of toilets and upgrading works in the workshop. Firm commitment being Rs 2.1M.

Moreover, provision is also made for the construction of a concrete platform for ground water tank, pump house and a new metal shed for an estimated cost of Rs 4.6M.

Maintenance of Plant & Equipment

- Bid Proposal : Rs 500,000
- Approved estimates : Rs 200,000
- Firm commitment : Rs 500,000 (repairs of 10 handles of one-tonne weights)

Printing and stationery

- Bid Proposal : Rs 1,250,000
- Approved estimates : Rs 800,000
- Actual expenditure to-date : Rs 67,000
- Firm commitment : Rs 1,500,000

Fees for Laboratory Tests

- Bid Proposal; Rs 400,000
- Budget Estimates: Rs 100,000
- Firm commitment: Rs 495,000 – payable to MSB (test effected on Basmati rice)

Office Equipment & Furniture

- Bid Proposal; Rs 725,000
- Budget Estimates: Rs 210,000
- Firm commitment: Rs 578,000 – (as per committee of needs)

Grants to Competition Commission

Bid proposal for current and capital grant for FY 2024-25 being Rs 64.7M, excluding arrears on salary review. Approved budget estimates is Rs 53.8M out of which a sum of Rs 3.5M being provided for the setting-up of a new hearing room.

Acquisition of Non-Financial Assets

- Acquisition of Laboratory Equipment
 - Bid Proposal; Rs 11,000,000
 - Budget Estimates: Rs 1,900,000
 - Firm commitment: Rs 2,853,000 – (as per committee of needs) as per details
 - 3 laptops: Rs 195,000
 - Check pumps: Rs 124,000
 - 12 one-tonne mass standards: Rs 1,500,000
 - Weights of different capacity for calibration: Rs 455,000

- Acquisition of IT Equipment

Approved provision being Rs 1.3M as compared to bid proposal was Rs 2.1M.
Firm commitments: Rs 3,313,000

- video conferencing: Rs 713,000

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.
- **Increasing trade in bunker fuel**
 - Private investment in bunker storage to be furthered.