

STRATEGIC OVERVIEW

I. Mission Statement

- To provide the right framework for trade facilitation and 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

II. Current Situation & Challenges

- The impact of external factors has resulted in a surge in prices of several commodities, including essential ones, and a distortion in consumer spending patterns.
- Currently, 38 products are under price control in Mauritius, of which 12 are under the Maximum Price (fixed prices) and 26 are under the Maximum Mark-Up Regulations.
- The drafting of a Consumer Protection Bill, with the objective to provide a modern consumer protection framework and better safeguard consumer rights, is currently in progress.
- The Price Observatory has been set up and the Price Monitoring and Control Application (MOPRI) has been launched to help consumers effectively monitor and compare prices.
- The State Trading Corporation is commercialising commodities under the brand name 'Smatch' to ensure a wide distribution of essential products in order to make them accessible to the entire population, especially to the most vulnerable groups.
- The continuous increase in buying price of commodities imported/purchased by the STC has negatively impacted its financial position.

Key Data from July 2023 to April 2024

Trade Division

- 10,633 import permits, 1,481 export permits and 8,284 clearances for second-hand motor vehicles approved.
- 2,505 Certificates in relation to export were issued (AGOA, COMESA, GSP, KPC).
- Authorisation was granted for the holding of 12 Trade Fairs, out of which 1 was for an International Fair.
- 12 Scrap Metal Exporter Licenses, 12 Scrap Metal Dealer Licenses, 54 Scrap Metal Carrier Permits and 36 Collector Permits were issued.
- 8 Licenses were issued for trade in bunker fuel.
- 6 amendments made to Regulations in respect of control of imports and fairs and importation and sale of second-hand vehicles for better consumer protection.

Legal Metrology Services

- 8,978 instruments were verified/calibrated.
- 4,311 Trade/Packing premises and petrol pumps were inspected.
- 152 contraventions were established against traders for non-compliance to the Legal Metrology Act.
- More than 80% of complaints received were investigated.
- Rs 4.4 million has been generated as revenue.
- 3 amendments made to Regulations in respect of assize fees and pre-packed commodities.

Price Analysis and Monitoring Division

- 10,030 costings for Mauritius and 320 for Rodrigues in respect of essential controlled products were processed and approved.
- 12,233 returns on pharmaceutical products were delivered.
- 12 market surveys and studies completed.
- For better consumer protection, 9 amendments made to Regulations in respect of control of price of taxable and non-taxable goods, maximum mark-up for consumer goods and pharmaceutical products for Mauritius and 22 amendments to Regulations in respect of control of price of taxable and non-taxable goods for Rodrigues.

State Trading Corporation-Strategic Goods

- 82,550 metric tons of LPG, 80,616 metric tons of flour and 22,000 metric tons of ration rice have been procured and sold.
- 1,393,780 litres of Smatch edible oil, 247 metric tons of Smatch milk powder, 452 metric tons of Basmati rice and 67 metric tons of Smatch pulses were sold.

Consumer Affairs Unit

- 6,200 inspections at trade premises were carried out to ensure compliance with existing Regulations.
- 1,520 contraventions, including fixed penalty notices, were issued to defaulters.
- 382 samples were analysed for product safety, including toys, iron bars and electrical products.
- 6 amendments made to Regulations in respect of importation and sale of second-hand motor vehicles, toy safety, price label, price & supplies control, control of manufacture and sale of bread, maximum mark-up for pharmaceutical products.

Competition Commission

- 33 competition cases, including cross-border mergers, were assessed and completed.
- 45 new cases comprising enquiries/ investigations, market studies and cross-border mergers were initiated with the aim of improving competition in the market.

Key Challenges

- Increase in commodity prices due to ongoing conflicts in the Gulf, cargo problems in the Red Sea region and other factors such as inflation, rising energy costs and movements in the exchange rate
- Effective monitoring of price evolution and preventing abusive trade practices in the wake of new trends in consumer habits and rapid development of e-commerce
- Rising cost of imported raw materials for export-oriented industries
- Adapting IT systems for effective service delivery to the public

III. Strategic Direction 2024-2027

Strategic Direction	Enabler
<p>Ensure more effective consumer protection and promote conducive commercial environment</p>	<ul style="list-style-type: none"> ▪ Introduce a new Consumer Protection Bill to enhance consumer protection and address e-commerce issues ▪ Enhance the mobile application (MOPRI) to provide consumers with more visibility on prices of several commodities and allow them to report malpractices ▪ Increase and enhance inspection of trade and packing premises to have better control of weighing and measuring instruments ▪ Deeper market surveys and studies to guide policy development

Strategic Direction	Enabler
Promote and protect competition in markets	<ul style="list-style-type: none"> ▪ Investigate and remedy restrictive business practices ▪ Amend existing legislation to enhance detection and enforcement against anti-competitive practices ▪ Implement fair price control strategies and mechanisms
Ensure security of supply of essential commodities	<ul style="list-style-type: none"> ▪ Warehousing facilities for storage of strategic food commodities ▪ Acquisition/Construction of storage facilities for LPG, Jet A1 and bunker fuels
Promote International Trade	<ul style="list-style-type: none"> ▪ Assist stakeholders to promote exports under Trade Agreements and reduce unnecessary barriers to trade

IV. Key Deliverables and Key Performance Indicators

Outcome				
Effective protection of consumer interests and improved consumer satisfaction				
Outcome Indicator	Actual 2023/24 (Prov.)	Target 2024/25	Target 2025/26	Target 2030
Percentage of complaints resolved within two months	77%	80%	90%	95%

Delivery Unit	Main Service	Key Performance Indicator	Actual 2023/24 (Prov.)	Target 2024/25	Target 2025/26	Target 2026/27
Consumer Affairs Unit	Ensure effective consumer protection	Number of trade premises inspected	5,950	8,000	9,000	10,000
Trade Division	Ensure timely delivery of permits	Percentage of permits processed within 2 working days	75%	85%	95%	99%
Legal Metrology Services	Assize/ calibrate/ inspect weighing and measuring instruments to protect consumer rights	Number of instruments assized/ calibrated/ inspected	13,289	16,000	18,000	20,000
Price Analysis and Monitoring Division	Approval of costing returns of controlled commodities in Mauritius and Rodrigues	Number of days taken to approve returns	4	2	1	1
	Maintain a sound and fair commercial environment	Number of market surveys and studies	12	20	30	35

VOTE 22-1: Ministry of Commerce and Consumer Protection - continued

Delivery Unit	Main Service	Key Performance Indicator	Actual 2023/24 (Prov.)	Target 2024/25	Target 2025/26	Target 2026/27
State Trading Corporation	Ensure resilient supply of petroleum products	Percentage of strategic reserve maintained for Mogas and Gas Oil at any point in time	50%	50%	50%	50%
Competition Commission	Promote and protect competition	No. of competition cases assessed and completed	60	63	65	68

V. Human Resource & Gender Distribution

Staff in Post	Number	Male	Female
Top Management (Salary ≥ Rs 110,000)	1	-	100%
Middle Management (Rs 47,000 ≤ Salary <Rs 110,000)	34	50%	50%
Support (Salary <Rs 47,000)	128	46%	54%
Overall	163	47%	53%

Source: CISD Figures – May 2024

Staff in Statutory Bodies / Public Bodies	Number	Male	Female
Competition Commission	27	33%	67%
State Trading Corporation	255	71%	29%

VOTE 22-1: MINISTRY OF COMMERCE AND CONSUMER PROTECTION

FINANCIAL RESOURCES

Summary by Economic Categories

Rs 000

Code	Economic Categories	2023/24 Estimates	2024/25 Estimates	2025/26 Planned	2026/27 Planned
VOTE 22-1: TOTAL EXPENDITURE		205,000	227,000	227,200	224,000
Recurrent Expenditure		183,900	208,800	221,600	220,400
20	Allowance to Minister	-	2,400	2,400	2,400
21	Compensation of Employees	105,000	118,000	130,300	133,100
22	Goods and Services	27,800	34,800	34,300	34,300
26	Grants	51,100	53,600	54,600	50,600
Capital Expenditure		21,100	18,200	5,600	3,600
26	Grants	300	300	300	300
31	Acquisition of Non-Financial Assets	20,800	17,900	5,300	3,300

Summary by Sub-Heads

Rs 000

Details	2023/24 Estimates	2024/25 Estimates	2025/26 Planned	2026/27 Planned
Sub-Head 22-101: General	17,200	40,500	42,100	42,400
Sub-Head 22-102: Commerce and Trade Development	143,800	139,900	135,400	131,000
Sub-Head 22-103: Consumer Protection and Market Surveillance	44,000	46,600	49,700	50,600
TOTAL	205,000	227,000	227,200	224,000

Sub-Head 22-101: General

Rs 000

Item No.	Details	2023/24 Estimates	2024/25 Estimates	2025/26 Planned	2026/27 Planned
Recurrent Expenditure		17,200	40,500	42,100	42,400
20	Allowance to Minister	-	2,400	2,400	2,400
20100	Annual Allowance	-	2,400	2,400	2,400
21	Compensation of Employees	16,200	18,700	20,300	20,600
21110	Personal Emoluments	14,115	16,205	17,690	17,990
.001	Basic Salary	10,195	9,955	10,640	10,890
.002	Salary Compensation	300	850	1,000	1,000
.004	Allowances	650	1,200	1,200	1,200
.005	Extra Assistance	1,200	2,500	2,500	2,500
.006	Cash in lieu of leave	720	600	650	650
.009	End-of-year Bonus	1,050	1,100	1,700	1,750
21111	Other Staff Costs	1,940	2,340	2,410	2,410
.002	Travelling and Transport	1,585	1,830	1,900	1,900
.100	Overtime	350	500	500	500
.200	Staff Welfare	5	10	10	10

VOTE 22-1: Ministry of Commerce and Consumer Protection - continued

Rs 000					
Item No.	Details	2023/24 Estimates	2024/25 Estimates	2025/26 Planned	2026/27 Planned
21210	Social Contributions	145	155	200	200
.001	Contribution to the National Savings Fund	145	155	200	200
22	Goods and Services	1,000	19,400	19,400	19,400
22010	Cost of Utilities	225	225	225	200
22020	Fuel and Oil	70	110	110	110
22030	Rent	-	18,050	18,050	18,050
22040	Office Equipment and Furniture	45	45	45	45
22050	Office Expenses	25	130	130	130
22060	Maintenance	205	205	205	205
22070	Cleaning Services	45	45	45	45
22090	Security	20	20	20	20
22100	Publications and Stationery	105	235	235	235
22120	Fees	-	50	50	50
22900	Other Goods and Services	260	285	285	310
	<i>of which</i>				
.955	Gender Mainstreaming	200	200	200	200
TOTAL		17,200	40,500	42,100	42,400

Sub-Head 22-102: Commerce and Trade Development

Rs 000					
Recurrent Expenditure		125,500	123,700	131,800	129,400
21	Compensation of Employees	52,200	61,200	68,800	70,400
21110	Personal Emoluments	46,390	54,500	61,750	63,220
.001	Basic Salary	38,940	43,600	49,050	50,470
.002	Salary Compensation	1,600	5,100	6,000	6,000
.004	Allowances	850	850	1,000	1,000
.006	Cash in lieu of leave	1,500	1,250	1,450	1,500
.009	End-of-year Bonus	3,500	3,700	4,250	4,250
21111	Other Staff Costs	5,100	5,800	6,000	6,100
.002	Travelling and Transport	4,600	5,300	5,500	5,600
.100	Overtime	450	450	450	450
.200	Staff Welfare	50	50	50	50
21210	Social Contributions	710	900	1,050	1,080
.001	Contribution to National Savings Fund	710	900	1,050	1,080
22	Goods and Services	22,200	8,900	8,400	8,400
22010	Cost of Utilities	1,975	1,975	1,975	1,975
22020	Fuel and Oil	460	670	670	670
22030	Rent	14,195	50	50	50
22040	Office Equipment and Furniture	100	100	100	100
22050	Office Expenses	255	205	205	205
22060	Maintenance	2,005	2,180	2,180	2,180
22070	Cleaning Services	110	140	140	140
22090	Security	440	440	440	440
22100	Publications and Stationery	655	1,005	1,005	1,005

f(1): Provision previously made under Sub-Head 22-102: Commerce and Trade Development

f(2): Provision now made under Sub-Head 22-101: General

VOTE 22-1: Ministry of Commerce and Consumer Protection - continued

Rs 000					
Item No.	Details	2023/24 Estimates	2024/25 Estimates	2025/26 Planned	2026/27 Planned
22120	Fees	1,290	1,300	800	800
22170	Travelling within the Republic	30	150	150	150
22900	Other Goods and Services	685	685	685	685
26	Grants	51,100	53,600	54,600	50,600
26210	Contribution to International Organisations				
.119	Contribution to Organisation Internationale de Metrologie Legale	100	100	100	100
26313	Extra-Budgetary Units				
.008	Competition Commission	51,000	53,500	54,500	50,500
	<i>of which</i>				
	<i>New Hearing Room</i>	-	3,500	2,500	1,500
Capital Expenditure		18,300	16,200	3,600	1,600
26	Grants	300	300	300	300
26323	Extra-Budgetary Units				
.008	Competition Commission	300	300	300	300
31	Acquisition of Non-Financial Assets	18,000	15,900	3,300	1,300
31122	Other Machinery & Equipment				
.802	Acquisition of IT Equipment	300	300	300	300
.804	Acquisition of Laboratory Equipment	5,800	1,900	1,000	1,000
.999	Acquisition of Other Machinery & Equipment	8,000	-	-	-
31132	Intangible Fixed Assets				
.125	Computerisation of Legal Metrology Services	3,900	13,700	2,000	-
TOTAL		143,800	139,900	135,400	131,000

Sub-Head 22-103: Consumer Protection and Market Surveillance

Rs 000					
Recurrent Expenditure		41,200	44,600	47,700	48,600
21	Compensation of Employees	36,600	38,100	41,200	42,100
21110	Personal Emoluments	30,960	32,340	35,330	36,230
.001	Basic Salary	24,870	24,890	27,230	27,980
.002	Salary Compensation	900	2,400	2,600	2,600
.004	Allowances	1,700	1,700	1,700	1,700
.006	Cash in lieu of leave	1,300	1,250	1,400	1,450
.009	End-of-year Bonus	2,190	2,100	2,400	2,500
21111	Other Staff Costs	5,220	5,270	5,320	5,320
.002	Travelling and Transport	4,500	4,550	4,600	4,600
.100	Overtime	700	700	700	700
.200	Staff Welfare	20	20	20	20
21210	Social Contributions	420	490	550	550
.001	Contribution to National Savings Fund	420	490	550	550
22	Goods and Services	4,600	6,500	6,500	6,500
22010	Cost of Utilities	505	2,075	2,075	2,075
22030	Rent	-	480	480	480
22040	Office Equipment and Furniture	65	65	65	65
22050	Office Expenses	105	105	105	105

VOTE 22-1: Ministry of Commerce and Consumer Protection - *continued*

Rs 000

Item No.	Details	2023/24 Estimates	2024/25 Estimates	2025/26 Planned	2026/27 Planned
22060	Maintenance	1,205	1,205	1,205	1,205
22100	Publications and Stationery	275	625	625	625
22120	Fees	985	685	685	685
22900	Other Goods and Services	1,460	1,260	1,260	1,260
Capital Expenditure		2,800	2,000	2,000	2,000
31	Acquisition of Non-Financial Assets	2,800	2,000	2,000	2,000
31122	Other Machinery and Equipment				
.802	Acquisition of IT Equipment	1,800	1,000	1,000	1,000
31132	Intangible Fixed Assets				
.801	Acquisition of Software	1,000	1,000	1,000	1,000
TOTAL		44,000	46,600	49,700	50,600

VOTE 22-1: Ministry of Commerce and Consumer Protection - continued

HUMAN RESOURCES

SN	Position Titles	Funded	
		2023/24	2024/25
Vote 22-1: Ministry of Commerce and Consumer Protection		183	223
Sub-Head 22-101: General		19	24
1	Minister	-	1
2	Permanent Secretary	1	1
3	Manager, Financial Operations	1	1
4	Assistant Manager, Financial Operations	1	1
5	Principal Financial Operations Officer	1	1
6	Financial Operations Officer/Senior Financial Operations Officer	1	1
7	Assistant Financial Operations Officer	1	2
8	Procurement and Supply Officer/Senior Procurement and Supply Officer	1	1
9	Manager, Human Resources	1	1
10	Senior Human Resource Executive	1	1
11	Human Resource Executive	1	1
12	Management Support Officer	4	4
13	Confidential Secretary	2	2
14	Office Auxiliary/Senior Office Auxiliary	1	2
15	Driver	1	3
16	Driver/Office Attendant (Ex-NESC) (<i>Personal</i>)	1	1
Sub-Head 22-102: Commerce and Trade Development		106	136
Fair Trading Practices			
1	Deputy Permanent Secretary	1	2
2	Assistant Permanent Secretary	2	3
3	Analyst/Senior Analyst	2	2
4	Office Management Executive	1	1
5	Office Management Assistant	6	6
6	Office Supervisor	1	1
7	Management Support Officer	14	24
8	Confidential Secretary	1	1
9	Word Processing Operator	3	3
10	Receptionist/Telephone Operator	1	1
11	Head Office Auxiliary	1	1
12	Office Auxiliary/Senior Office Auxiliary	3	3
13	Driver	2	2
Compliance to Import & Export Trade Legislations			
14	Director of Trade	-	-
15	Principal Analyst (Trade)	1	2
16	Senior Analyst (Trade)	1	2
17	Analyst (Trade)	4	4
18	Commercial Officer	1	1
19	Assistant Commercial Officer	1	1

VOTE 22-1: Ministry of Commerce and Consumer Protection - continued

SN	Position Titles	Funded	
		2023/24	2024/25
20	Office Management Assistant	1	1
21	Management Support Officer	14	24
22	Word Processing Operator	1	1
23	Office Auxiliary/Senior Office Auxiliary	2	2
	Legal Metrology Services		
24	Director, Legal Metrology Services	1	1
25	Deputy Director, Legal Metrology Services	1	1
26	Legal Metrologist	3	3
27	Legal Metrology Officer	11	12
28	Senior Technical Officer (Legal Metrology)	1	1
29	Office Management Executive	1	1
30	Management Support Officer	5	10
31	Confidential Secretary	1	1
32	Word Processing Operator	1	1
33	Receptionist/Telephone Operator	1	1
34	Senior Laboratory Auxiliary	1	1
35	Laboratory Auxiliary	5	5
36	Driver (Mechanical Unit)	2	2
37	Driver	2	2
38	Office Auxiliary/Senior Office Auxiliary	2	2
39	Helper	2	2
40	General Worker	2	2
Sub-Head 22-103: Consumer Protection and Market Surveillance		58	63
1	Head, Consumer Affairs Unit	1	1
2	Principal Consumer Affairs Officer	3	3
3	Senior Consumer Affairs Officer	4	4
4	Consumer Affairs Officer	32	32
5	Assistant Permanent Secretary	1	1
6	Office Management Executive	1	1
7	Office Management Assistant	1	1
8	Management Support Officer	4	6
9	Word Processing Operator	1	1
10	Receptionist/Telephone Operator	1	1
11	Office Auxiliary/Senior Office Auxiliary	2	2
	Price Control		
12	Analyst/Senior Analyst (Commerce) <i>(New) formerly Analyst (Commerce)</i>	-	-
13	Office Management Executive	1	1
14	Office Management Assistant	1	1
15	Management Support Officer	5	8
TOTAL		183	223