

REPUBLIC OF MAURITIUS

**Ministry of Ocean Economy,
Marine Resources, Fisheries,
and Shipping**

CUSTOMER CHARTER

The Ministry

The portfolio of the Ministry comprises Ocean Economy, Marine Resources, Fisheries and Shipping, with a view to bringing under one roof all ocean-related activities.

To attain its objectives, the Ministry has under its aegis the following parastatal bodies:

- National Ocean Council
- Fisherman Welfare Fund
- Mauritius Oceanography Institute
- Seafarers' Welfare Fund
- Fishermen Investment Trust

Vision

To make the Ocean Industry an important pillar in order to sustain economic diversification, job creation and wealth generation.

Mission

To fully optimize in a sustainable manner the immense potential of our Exclusive Economic Zone and develop the ocean economy as a new pole of growth

Objectives

- To coordinate the development of economic activities in the ocean industry.
- To promote sustainable development and management of our fisheries through the adoption of an ecosystem approach, and the promotion of aquaculture.
- To support the maritime industry and the global trading fleets by expanding the training capacity of the Mauritius Maritime Training Academy in emerging fields of ocean economy.
- To develop the shipbuilding/repair industry and promoting the services available.
- To characterise the oceanic and coastal environments of the Republic of Mauritius with a view to ensuring optimal long term exploitation of the resources.

Core Values

Our core values are:

- Integrity
- Professionalism
- Teamwork
- Quality & Innovativeness
- Customer-oriented
- Corporate culture driven
- Timeliness
- Good Governance

Customers

Our customers are the fishers involved in aquaculture projects, the fishers community, the fishing industry, shipping agents, seafarers welfare association, the maritime industry, maritime training academies, oceanography experts, coastal zone users, NGOs, the public and private sectors, researchers, students, international partners/lending institutions and the public at large.

Services Offered

The main services offered by the Ministry are:

- Monitoring, Control and Surveillance of Fisheries Resources, Combat illegal, unreported and unregulated fishing.
- Licensing of boats, verification and control of fish and fish products.
- One Stop Shop service to fishing operators, traders, processors, canners and retailers of fish.
- Shipping Navigation, Maritime Safety Administration and Training of Seafarers.
- Mapping of the seafloor through bathymetry maps for shallow and deep sea for characterisation and identification of seafloor structures.

N.B: All fees applicable in this document as at 31 July 2016 are subject to revision.

1.0 MARINE RESOURCES

MARINE SCIENCE DIVISION

The Marine Science Division (MSD) is responsible for the long-term protection and conservation of coastal marine ecosystems, and resources through proper monitoring and management of the marine environment and is also involved in sustainable development and management of the coastal area in an integrated manner for the benefit of the fishers and multiple users.

Services offered:

- Provide authorisation for scientific research on mangroves, marine biota and marine ecosystems.
- Provide authorisation for sea-based activities.
- Provide authorisation for placing of micro-platform at sea for firework displays.
- Provide authorisation for film shooting of marine mammals and reptiles at sea.
- Provide authorisation for mangrove propagation by Non-Governmental Organisations.
- Rehabilitate injured marine turtles.
- Attend to reported cases of mangrove destruction, turtle poaching, stranded mammals/turtles and injured turtles.

MARINE CONSERVATION DIVISION

- Manage Marine Protected Areas (MPAs) and contribute to a regional/ global network of marine and coastal protected areas.
- Assess Environmental Impact Assessment (EIA) documents and Preliminary Environmental Reports (PER) and make appropriate recommendations to the Ministry of Environment, Sustainable Development and Disaster and Beach Management.
- Participate in Post- EIA/ PER EIA/ PER Monitoring Committee for works carried out in the coastal zone.
- Assess and make recommendations on proposals for coastal development and tourism related projects.
- Monitor state of corals, sea grass and associated biota, through field and underwater surveys, in Marine Protected Areas and coastal waters.
- Underwater ecological surveys for coastal development and tourism related projects such as undersea walk activities, demarcation of swimming zones, construction of jetties and the placing of platforms.

- Regulate permissible activities through the issue of permits for the Blue Bay Marine Park and interference permits for the other Marine Protected Areas.
- Provide views and recommendations to the National Ramsar Committee.
- Sensitise the public on Marine Protected Areas, sustainable development and use of the coastal zone.

LABORATORIES DIVISION

The Laboratories Division at the Albion Fisheries Research Centre has permanent facilities covering the following areas of testing:

- Marine Chemistry Laboratory.
- Marine Microbiology Laboratory.
- Fish Toxicity Laboratory.

Services offered:

- Long-term monitoring of coastal water quality for physico-chemical parameters. The results of the analyses are compared against the Guidelines for Coastal Water Quality (1999);
- Long-term monitoring of coliform bacteria at selected public beaches, at marine parks and at aquaculture sites to assess level of bacterial contamination and to ensure safety and health of consumers and users.
- Long-term monitoring of seawater quality at sewage outfalls for physico-chemical and microbiological parameters and the data are submitted to the Independent Environment Audit committee on waste water projects.
- Provide views and follow-up actions on “Environment Monitoring Reports” submitted by operators of desalination plants.
- Conduct toxicity tests for screening fish species deemed to cause ciguatera fish poisoning.
- Conduct long-term monitoring of the density of harmful marine microalgae at established sites in the lagoon to detect harmful algal blooms.
- Implement a Laboratory Quality Management System according to the requirements of MS ISO/IEC 17025 standard for due diligence and ensure the competence of the laboratories.
- Conduct test on fish samples for detection of ciguatoxin following reported cases of fish poisoning.
- Disseminate information on toxic fishes and the consequences of harmful marine microalgae.
- Provide information and initiate appropriate actions following cases of alleged marine pollution and fish mortality.
- Provide scientific information on coastal water quality to be used by researchers, university students and the general public.

ALBION FISHERIES RESEARCH CENTRE, MARINE CONSERVATION DIVISION

The Marine Conservation Division operates under the AFRC and is responsible for the long-term protection and conservation of marine bio-diversity and habitats for sustainable use while maximizing economic and social benefits derived from the coastal zone.

Services offered at the Blue Bay Marine Park Centre (BBMPC):

Regulate permissible activities through the issue of permits for the BBMPC and interference permits for the other Marine Protected Areas.

Issuance of permits as follows:

- Boat/ vessel permit in Marine Parks; AF – Artisanal fishing boat for registered fishers. Other Boats/Vessels
- Interference permits in Marine Protected Areas, for permanent structures and for temporary structures.
- Commercial activity permit in Marine Parks/Reserves (Glass bottom boating, boat transporting persons for the purpose of snorkeling, diving).
- Recreational permit in Multiple Use Zone and Conservation Zone (e.g. pedalo, kayak, laser, wind surfing, hobby cat); Line/Basket trap fishing permit in Multiple Use Zone.

2.0 FISHERIES

COMPETENT AUTHORITY- SEAFOOD

Competent Authority is responsible for the verification and certification of fish and fish products for export purposes.

Services offered:

- Registration of fish business operators for export of fish and fish products.
- Inspection and certification for export of fish and fish products to EU and Non EU countries.
- Inspection of live freshwater ornamental fish at point of entry and quarantine premises.

MARINE RESOURCES DIVISION FORMERLY ‘FISHERIES MANAGEMENT DIVISION’

Services offered:

- Issue of clearance for unloading of Banks Fishing Vessels/St Brandon/Chilled Fishery.
- Issue of clearance for unloading of foreign licensed and non-licensed longliners.

FISHERIES TRAINING AND EXTENSION CENTRE

The Fisheries Training and Extension Centre (FiTEC) is a fisheries facility situated at Pointe aux Sables and operational since 2004. FiTEC designs, develops and implements training programmes for stakeholders of the fishing industry in order to meet their training needs consistent with the fisheries development goals of the government. Artisanal fishers, Banks fishers, fishers engaged in the chilled fish fishery and fishmongers are among the target groups.

Services offered:

- **Free training facilities provided to fishers as follows:**
 - **General Course for Fishers** : A 6-week full time training course for registered professional fishers on fishing techniques, fish handling, seamanship, coastal navigation, maintenance and repair of outboard motors, first aid, safety and security at sea.
 - **Fish Aggregating Devices (FAD) Fishery Training Course:** A 3week full time training course to address the specific training requirements of fishers willing to fish around FADs.
 - **Training in fish handling, preservation and marketing for fishmongers:** A 15hour training course that targets fishmongers dealing in fresh, chilled and frozen sea products. It aims at addressing issues related handling, preservation, quality and safety of seafood.

As per their license conditions newly licensed fishmongers are required to follow the training course within three months from the date of issue of their license.

- The FiTEC designs, develops, sets FADs in the open sea around Mauritius as a service to fishers. FADs have been deployed in 28 sites around Mauritius. Regular maintenance and replacement of lost FADs are carried out to keep a maximum number of FADs functional.
- Demonstration of various fishing techniques for fishery operators, promoters and potential investors interested in the exploitation of off-lagoon fish resources, deepwater shrimp and pelagic fish.

ALBION FISHERIES RESEARCH CENTRE, AQUACULTURE DIVISION

Albion Fisheries Research Centre is involved in the promotion of sustainable aquaculture development, increasing fish production, enhancing the socio-economic status of the fishers' community, and imparting technical advice of fish culture in floating cage to potential farmers.

Services offered:

- Supply of freshwater prawn juveniles and berri rouge fingerlings to fish farmers.
- Provide technical advice on marine fish cage culture.
- Provide extension services and dissemination of information on best practices for aquaculture.
- Assess and appraise aquaculture projects.
- Monitor aquaculture projects.
- Advise and promote fish farming.
- Transfer aquaculture techniques to fish farmers.

FISHERIES PROTECTION SERVICE

The division is responsible for the protection and conservation of the fishery resources for sustainable development, ensuring marketing of fish and fisheries products safe for human consumption and promoting the welfare of fishers.

Services offered:

- Control and surveillance of lagoon and off lagoon fishing.
- Issue of fishmonger's license.
- Inspection of fish quality at point of sales.
- Registration and issue of fisher cards.

- Registration of fishing boats.
- Inspection of fishing vessels for safety and security compliance before authorisation is obtained for fishing trip.
- Provision of information related to fisheries sector to stakeholders.
- Issue of license for fishing gear.
- Renewal of large nets, gill nets and bait nets licenses.
- Payment of bad weather allowance on days declared bad to registered artisanal fishers.
- Payment of close season allowance to net fishers during close period from October to end of February of each year.
- Participation in search and rescue exercise at sea.
- Sensitisation of fishers and the public on matters relating to the Fisheries Sector.
- Maintain and update data on all registered bank and artisanal fishers and boats.

Licence to use Fishing Nets (<i>Section 31</i>)	
Licences	Fees to be paid to Accountant General/ District Court
Large net (existing)	Rs 50 quarterly
Canard net (existing)	Rs 25 monthly
Gill net (existing)	Rs 25 quarterly
Boat Certificate (<i>Section 42</i>)	
Licences	Fees to be paid to Accountant General/ District Court
Boat Registration (Fishing Boat only)	Rs 25
Licence to sell fish & fish products obtained locally (<i>Section 24</i>)	
Fishmonger's Licence	Rs 50 quarterly (Individual) Rs 200 yearly (Individual) Rs 1000 yearly (company)
Fishmonger Licence to sell imported processed sea shells (<i>GN 95/2006</i>)	
Licences	Fees
Fishmonger's Licence	Rs 50 quarterly (Individual) Rs 200 yearly (Individual) Rs 1000 yearly (company)

Licence to import fish & fish products (Section 25)	
Licences	Fees to be paid to Accountant General / District Court
Fishmonger's Licence (Canned, dried, fresh, frozen and seashells)	Rs 200 yearly – Individual Rs 1000 yearly - Company
Licence to import Live fish (Section 26)	
Licences	Fees to be paid to Accountant General / District Court
Fishmonger's Licence for importation of Live Ornamental Fish	Rs 200 yearly - Individual Rs 1000 yearly - Company
Fishmonger's Licence for Importation of Live Fish for consumption	Rs 200 yearly - Individual Rs 1000 yearly - Company
Licence to import processed seashells (Section 25)	
Licences	Fees to be paid to Accountant General / District Court
Fishmonger's Licence	Rs 200 yearly (Individual) Rs 1000 yearly (Company)
Dealer's Licence in fishing nets (Section 28)	
Licences	Fees to be paid to Accountant General / District Court
Licence to import and/or deal in fishing nets (existing)	Rs 150 - quarterly

3.0 SHIPPING

SHIPPING DIVISION

The Shipping Division is responsible for all Maritime Safety, Maritime Security and prevention of pollution of the marine environment from ships and to facilitate development of ancillary shipping services.

Services offered:

- Developing and monitoring maritime safety, maritime security and marine environment protection regulations.
- Registration of ships.
- Ensuring that shipping operations and practices are conducted according to internationally agreed standards.
- Educating the Maritime Community about best practices in safety and environmental standards.
- Examination and Certification of Seafarers.
- Flag State Surveys- Conducting Safety inspection as Mauritius Ships.
- Port State Inspection- inspection of foreign flagged ships calling Port Louis harbour.
- Investigation in Maritime casualties.
- Providing a coastal maritime safety and distress radio service through the Mauritius Telecom (GMDSS Station) and overseeing services provided by the organizations under contract, mainly in the area of marine radio services.
- Verification of services offered by the Classification Societies/Recognized Organization on behalf of the Government of Mauritius.
- Approval of Maritime Courses and Maritime Institutions.
- Enforcing provisions of the Maritime Labour Convention.
- Coordination of SAR Activities in Mauritius waters.

MAURITIUS MARITIME TRAINING ACADEMY

The Mauritius Sea Training School was established in 1970, with the assistance of the Danish Government through the Danish International Development Agency (DANIDA), to provide Pre-Sea training for young school leavers who wished to make a career at sea.

The Academy provides the following courses as detailed in the table below:

SN	COURSE TITLE	DURATION
1	Basic Safety Training (Personal Safety & Social Responsibilities, Elementary First Aid, Fire Prevention & Fire Fighting and Personal Survival Techniques modules) as per STCW Convention 1978, as amended.	16.5 days
2	Crowd Management and Safety Training for Personnel providing Direct Services to Passengers in Passenger Spaces as per STCW Convention 1978, as amended.	2 days
3	Crisis Management and Human Behaviour Training as per STCW Convention 1978, as amended.	1.5 days
4	Proficiency in Security Awareness.	1 day
5	Proficiency in Designated Security Duties.	2 days
6	Proficiency in Survival Craft and Rescue Boats other than fast Rescue Boats.	5 days
7	Training for Ratings Forming Part of a Navigational as per STCW Convention 1978, as amended.	30 hrs
8	Refresher Training for Ratings Forming Part of a Navigational as per STCW Convention 1978, as amended. <i>(For those who have sailed less than 12 months in the last five years)</i>	18 hrs
9	Training for Ratings Forming Part of an Engineering Watch as per STCW Convention 1978, as amended.	30 hrs
10	Refresher Training for Ratings Forming Part of an Engineering Watch as per STCW Convention 1978, as amended. <i>(For those who have sailed less than 12 months in the last five years)</i>	18 hrs
11	Training for Certificate of Competency for Skipper for fishing vessels of 24 metres in length and over (as per STCW-F Convention).	15 weeks
12	Training for Certificate of Competency for Second Hand for fishing vessels of 24 metres in length and over (as per STCW-F Convention).	15 weeks
13	Training for Certificate of Competency for Chief Engineer for fishing vessels of 1500 KW (as per STCW-F Convention).	20 weeks
14	Training for Certificate of Competency for Second Engineer for fishing vessels of 1500 KW (as per STCW-F Convention).	18 weeks
15	Pre-sea Training Course for General Purpose (GP) Ratings. (New course)	18½ weeks

4.0 OCEAN ECONOMY

MAURITIUS OCEANOGRAPHY INSTITUTE

The Mauritius Oceanography Institute undertakes oceanographic and coastal research and development for the sustainable management of resources in support of the ocean economy of the Republic of Mauritius.

Services offered:

- Analysis, processing and interpretation of bathymetry and geophysical (seafloor magnetics, gravity and sediment thickness) data
 - Mapping the seafloor (bathymetry maps for shallow and deep sea) for characterisation and identification of seafloor structures.
- Analysis, processing and interpretation of wave and current data.
 - Determination of coastal hydrodynamics and monitoring of coastal erosion.
 - Wave and storm surge monitoring and forecasting.
 - Inundation maps (storm surge and tsunami).
 - Modeling of coastal hydrodynamics and sediment transport.
- Analysis and interpretation of oceanographic satellite images.
 - Ocean remote sensing for characterising the ocean state.
 - Detection of Potential Fishing Zones.
- Design, plan and conduct of biological surveys within port areas for invasive species in line with the International Maritime Organization (IMO) guidelines.
 - Preparation of survey plans, logistics and technical requirements.
 - Use of different sampling gears and techniques.
 - Use of analytical instruments for analysis of environmental samples (e.g. sand grain size analysis).
 - Sample sorting and analysis including fixation and preservation.
- Cytotoxicity test.
 - Test of toxic components / organic extracts on human cells.
- Anti-oxidant assay.
 - Test to determine the antioxidant properties of substances/ organic extracts

- Anti-Alzheimer assay.
 - Test to determine the anti-alzheimer properties of substances / organic extracts
- Anti-Diabetic assay.
 - Test to determine the anti-diabetic properties of substances / organic extracts
- Conservation planning.
 - Identification of sites with high conservation value.
- Biodiversity assessment.
 - Determination of the fauna and flora.
 - Ecological surveys of specific sites.
- Design and set up of coral aquarium, land based & sea based coral nurseries and small scale reef rehabilitation.
 - Identification of specific coral species for culture.
 - Implementation of small scale reef rehabilitation.
 - Creation of coral gardens.
- Aquaculture site selection.
 - Characterisation of the physical and chemical properties of the water.
 - Determination of potential aquaculture sites.
- Analysis of water for naturally occurring radio-isotopes: Radon and Radium.
 - Identification and quantification of submarine fresh water intrusion at sea.
- Seafood authentication.
 - Identification of frozen fish fillet using a DNA-based approach.
- Provide information on marine bio and genetic diversity.
 - Provision of marine diversity and genetic information (through an online database).
- GIS mapping.
 - Mapping ocean information.
- Training, assistance and sensitisation / lectures.
 - Training in oceanographic and geophysical data collection, analysis and interpretation.
 - Assistance in setting-up and deployment of oceanographic instruments.
 - Sensitisation / lectures on the marine environment.

HOW TO CONTACT US

MINISTRY OF OCEAN ECONOMY, MARINE RESOURCES, FISHERIES AND SHIPPING

The Senior Chief Executive

Ministry of Ocean Economy, Marine Resources, Fisheries and Shipping
Head Office, 4th Floor, L.I.C.I. Centre, Port-Louis.

Tel: 211 2470 / 75

Fax: 2112457

Email: fishadmin@govmu.org

Website: <http://fisheries.govmu.org>

The Permanent Secretary

Ministry of Ocean Economy, Marine Resources, Fisheries and Shipping
Head Office, 4th Floor, L.I.C.I. Centre, Port-Louis.

Tel: 211 2470 / 75

Fax: 2113407

Email: fishadmin@govmu.org

Website: <http://fisheries.govmu.org>

FINANCE SECTION

Manager Financial Operations

3rd Floor, Ken Lee Building, Edith Cavell Street, Port Louis

Tel: 212 4781

Fax: 213 7017

Email: adoomah@govmu.org

ALBION FISHERIES RESEARCH CENTRE

Assistant Director (Fisheries)

Petite Rivière, Albion

Tel: 2384100

Fax: 2384131

Email: fisheries@govmu.org

COMPETENT AUTHORITY - SEAFOOD

Senior Veterinary Officer / Officer in Charge

4th Floor, Trade and Marketing Centre Mer Rouge

Tel: 206 2812

Fax: 216 2293

Email: caseafood@govmu.org

SEAFOOD HUB

First Floor, Trade and Marketing Centre, Mer Rouge
Tel: 206 2823 Fax: 206 2809

FISHERIES TRAINING AND EXTENSION CENTRE

Assistant Director (Fisheries)
Royal Road, Pointe aux Sables
Tel: 234 6858
Fax: 234 6967
Email: fitec@govmu.org

FISHERIES PROTECTION SERVICES

Controller of Fisheries
Tel: 208 7961
Fax: 208 7958

DIRECTOR OF SHIPPING OFFICE

3rd Floor, Ken Lee Building, Edith Cavell Street, Port Louis
Tel: 213 6027
Fax: (230) 213 7013

SHIPPING OFFICE

Deputy Director of Shipping
2nd Floor, Capitainerie Building, Quay D, Port Louis
Tel: 204 2595
Fax: (230) 216 1612

MAURITIUS MARITIME TRAINING ACADEMY

Head, MMTA
Royal Road, Pointe aux Sables
Tel: (230) 234 2015
Switchboard: (230) 234 2008; (230) 234 2010
Fax: (230) 234 2017
E-mail: mmta@govmu.org

MAURITIUS OCEANOGRAPHY INSTITUTE

Director
Ave Des Anchois, Morc De Chazal, Albion
Tel: 206 0560
Fax: 238 5174
Email: director@moi.intnet.mu

FISHERMEN WELFARE FUND

Officer in Charge
Ground Floor, FiTEC Building Royal Road, Point Aux Sables.
Tel: 234 7527
Fax: 234 7375
Email: fisherwelfar@govmu.org

FISHERMEN INVESTMENT TRUST

Officer in Charge
C/o FiTEC,
Royal Road, Pointe aux Sables
Tel: 238 4472/75
Fax: 234 4472
Email: fit@govmu.org

SEAFARERS' WELFARE FUND

Secretary
C/o MMTA,
Royal Road, Pointe aux Sables
Tel: 234 1139
Fax: 234 1021
Email: swf@govmu.org

NATIONAL OCEAN COUNCIL

Focal Point
Tel: 208 6100
Fax: 208 8093