PART II: Contents

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How to Register as a User?
www.tradeobstacles.org/mauritius
How to Register as a User?

### Required Fields
- Title, Name, Email, Password,
- Notification Language, Country of Residence, Organisation Type

### Optional Fields
- Telephone Number, Organisation, Job Title
The Alert System

Alerts

- Receive email notifications of obstacles faced by operators in **sectors** and **markets** of interest to you

- You can, at any time, modify the alerts’ settings or decide not to receive anymore alerts from the page **Edit my alerts** (within the module **MY ACCOUNT**).
# Reporting a Trade Obstacle

## Context of the Obstacle
- **When and Where?**
- **Is it a recurring problem?**

## Type of Obstacle
- Stringent regulation, administrative burdens, transparency issues, discriminating behaviour of officials, time constraints, high costs amongst others

## Affected Product & Additional Information

## Report a new obstacle

Please, fill in the form below referring to only one obstacle and one product at a time (if the obstacle affects a product, please identify only the main product affected).

<table>
<thead>
<tr>
<th>1. Context of the obstacle</th>
<th>2. Type of obstacle</th>
<th>3. Affected product</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Additional information</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**You faced an obstacle when** *
- Importing
- Exporting

**Towards (from) which country?** *

<table>
<thead>
<tr>
<th>Please select</th>
</tr>
</thead>
</table>

**Describe the context of the obstacle** *

Describe the trade obstacle context
What Happens after Submission of the Report?

**Validation**
- The National Focal Point and Chair of the National Monitoring Committee validate the obstacle jointly.

**Obstacle Published on TOAM Platform**
- After validation, the obstacle becomes public but details of the company remain confidential at all stages of the process.

**Request for Information sent to Relevant Agencies**
- The National Focal Point then sends the report to the relevant agencies and requests for clarifications/action to be taken.
## Status Updates

<table>
<thead>
<tr>
<th>Obstacles status</th>
<th>Accessibility</th>
<th>Description</th>
<th>Colour code</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Confidential (NFP and NMC)</td>
<td>The obstacle report has been submitted by the registered user and has to be reviewed by the NFP.</td>
<td>Blue</td>
</tr>
<tr>
<td>Under review</td>
<td>Confidential (NFP and NMC)</td>
<td>The obstacle report has been reviewed by the NFP but further details are needed in order to validate it.</td>
<td>Cyan</td>
</tr>
<tr>
<td>Not valid</td>
<td>Confidential (NFP and NMC)</td>
<td>The obstacle report has been reviewed and rejected by the NFP because its content is inappropriate or the problem reported does not correspond to an obstacle as defined in the TOA platform.</td>
<td>Black</td>
</tr>
<tr>
<td>On-going resolution</td>
<td>Public</td>
<td>The obstacle report has been reviewed and validated by the NFP. The obstacle has been communicated to the relevant agencies.</td>
<td>Orange</td>
</tr>
<tr>
<td>Solved</td>
<td>Public</td>
<td>The obstacle has been removed by the relevant agencies.</td>
<td>Green</td>
</tr>
<tr>
<td>On-going resolution</td>
<td>Public</td>
<td>The obstacle cannot be removed in the short term as it represents a special case. Discussions on how to solve the obstacle will continue within the NMC.</td>
<td>Grey</td>
</tr>
</tbody>
</table>
# Online Updates Increase Transparency

## Report's updates

<table>
<thead>
<tr>
<th>Date</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/08/2015</td>
<td>New</td>
<td></td>
</tr>
<tr>
<td>22/09/2015</td>
<td>Ongoing resolution &lt;14d</td>
<td>Update - Public. Dear User, Thankyou for using the TOAM platform. The reported trade obstacle has been validated. We have sent details of the problem to the relevant agency and we shall keep you updated on the progress made to resolve this issue. Best Regards, The National Focal Point</td>
</tr>
<tr>
<td>22/09/2015</td>
<td>Ongoing resolution &lt;14d</td>
<td>Request for info (Valid) - Public. Message sent by the NFP on 22/09/2015. Dear Sir, Please find attached a reported trade obstacle falling under the purview of your Agency. We would be grateful if the necessary actions can be taken to resolve this issue. Relaying on your usual collaboration. Thanks and Best Regards, The National Focal Point</td>
</tr>
<tr>
<td>Response from the competent agency on 30/09/2015</td>
<td></td>
<td>Thankyou for your query. Please note that the Mauritius Standards Bureau has a documented set of procedures with regards to CN No. 43 of 1994 - Toys (Safety) Regulations 1994, the information is accessible online on the MSB Website: msw.mseb.mmu/English/Documents/MSB/updates2015/Procedure%20for%20Toys.doc</td>
</tr>
<tr>
<td>30/09/2015</td>
<td>Solved</td>
<td>Update - Public. Dear User, According to the new procedures at the the Mauritius Standards Bureau (MSB), Importers of toys are no longer required to submit applications for 'Certificate of Conformity' through the Consumer Affairs Unit (CAU). They can now apply directly to the MSB. As indicated in the reply above, the new guidelines are available on the website of the MSB. Best Regards, The National Focal Point</td>
</tr>
</tbody>
</table>
Obstacles Analysis

View Obstacles Reported by Other Users

- Click on Obstacles Analysis → View the Reports
### Notify the same obstacle

<table>
<thead>
<tr>
<th>ID</th>
<th>Date</th>
<th>Action</th>
<th>Company</th>
<th>Type</th>
<th>Description</th>
<th>Resolution Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>16/05/2016</td>
<td>Importing</td>
<td>Mauritius</td>
<td>Informal or unusually high payment</td>
<td>Foodstuffs, beverages and tobacco</td>
<td>21/05/2016</td>
<td>Ongoing resolution 14-60d</td>
</tr>
<tr>
<td>23</td>
<td>03/06/2016</td>
<td>Exporting</td>
<td>Mauritius</td>
<td>Government Institution</td>
<td>Administrative burden</td>
<td>Chemical products</td>
<td>21/06/2016</td>
</tr>
<tr>
<td>22</td>
<td>20/08/2016</td>
<td>Importing</td>
<td>Mauritius</td>
<td>Government Institution</td>
<td>Regulatory problem</td>
<td>Foodstuffs, beverages and tobacco</td>
<td>21/06/2016</td>
</tr>
<tr>
<td>21</td>
<td>07/08/2016</td>
<td>Importing</td>
<td>Mauritius</td>
<td>Government Institution</td>
<td>Delay or time related problem</td>
<td>Live animals and animal products</td>
<td>30/08/2016</td>
</tr>
<tr>
<td>19</td>
<td>07/08/2016</td>
<td>Importing</td>
<td>Mauritius</td>
<td>Government Institution</td>
<td>Delay or time related problem</td>
<td>Miscellaneous manufactured</td>
<td>30/09/2016</td>
</tr>
<tr>
<td>18</td>
<td>06/09/2016</td>
<td>Importing</td>
<td>Mauritius</td>
<td>Government Institution</td>
<td>Informal or unusually high payment</td>
<td>Textiles and other apparel articles</td>
<td>21/09/2016</td>
</tr>
</tbody>
</table>

The fee of MUR 500 payable to customs for ruling on HS codes classification is considered unfair.

Notify the same obstacle

Showing 1 to 10 of 10 entries
Other Useful Resources

- User guide
- Trade obstacles classification
- FAQ
- News and documents
- Useful links
- Visit the demo site

Join the Trade Obstacles Alert Mechanism

[Image of port with text]

Report an obstacle
Set up your alerts
View the reports

Latest obstacles
09/10/2015
Vessel to Reunion was planned to depart on Tuesday 06.10. On Friday 02.10 morning, we are informed that departure of vessel would be delayed to Thursday 08.10. In the afternoon, we learn that the vessel...

Statistics
10 Obstacles registered
1 Obstacles solved
9 Obstacles ongoing resolution

News & documents
12/10/2015
E-Procurement in the Public Sector System (e-PS)
The Government e-Procurement System (e-PS) was launched on...
Thank you!

www.tradeobstacles.org/mauritius