



Trade **O**bstacles **A**lert **M**echanism

29 March 2016



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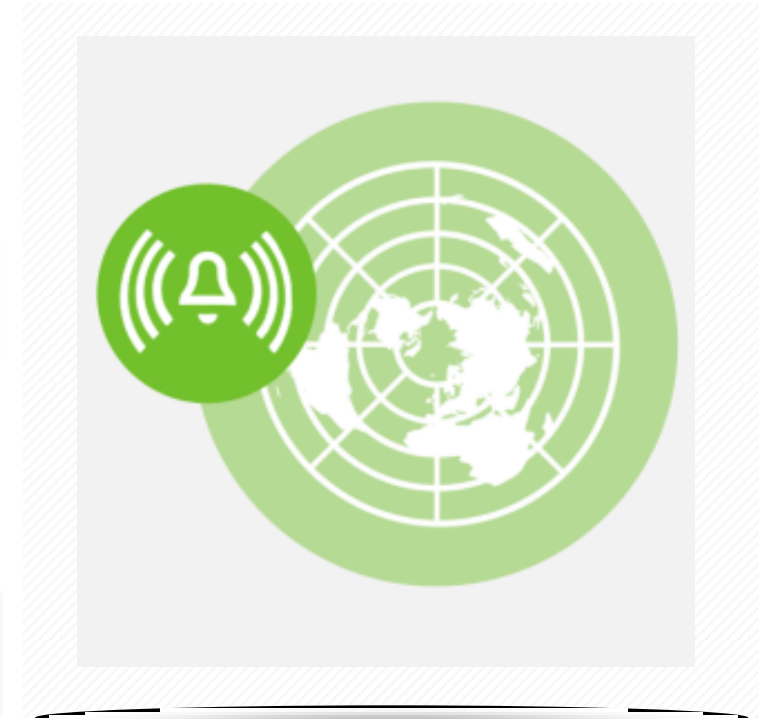
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TRADE OBSTACLES ALERT

IDENTIFYING AND TACKLING OBSTACLES TO TRADE - MAURITIUS

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[ABOUT](#) [REPORT AN OBSTACLE](#) [OBSTACLES ANALYSIS](#) [REFERENCE MATERIALS](#)

[LOG IN](#)

FEEDBACK

JOIN THE TRADE OBSTACLES ALERT
MECHANISM

[READ MORE](#)

Latest obstacles

03/02/2016

Import of flour, delay in obtaining the import permit from Ministry of commerce [read more](#)



Statistics

18 Obstacles registered

12 Obstacles solved

6 Obstacles ongoing resolution

News & documents



Report an obstacle

Report the obstacles you face when exporting or importing your



Set up your alerts

Get timely updates on the problems faced by other trade



View the reports

See the obstacle reports submitted to date and

Trade Obstacles Alert Mechanism

- **Online platform** for reporting Trade Obstacles
- Accessible to **all operators**
- **All government agencies** linked
- **Formal mechanism** for addressing reported obstacles

The TOA Platform allows.....



Trade operators to voice their concern and alert the competent authority



National authorities to get instantaneous information on the private sector's problems and respond to the issues



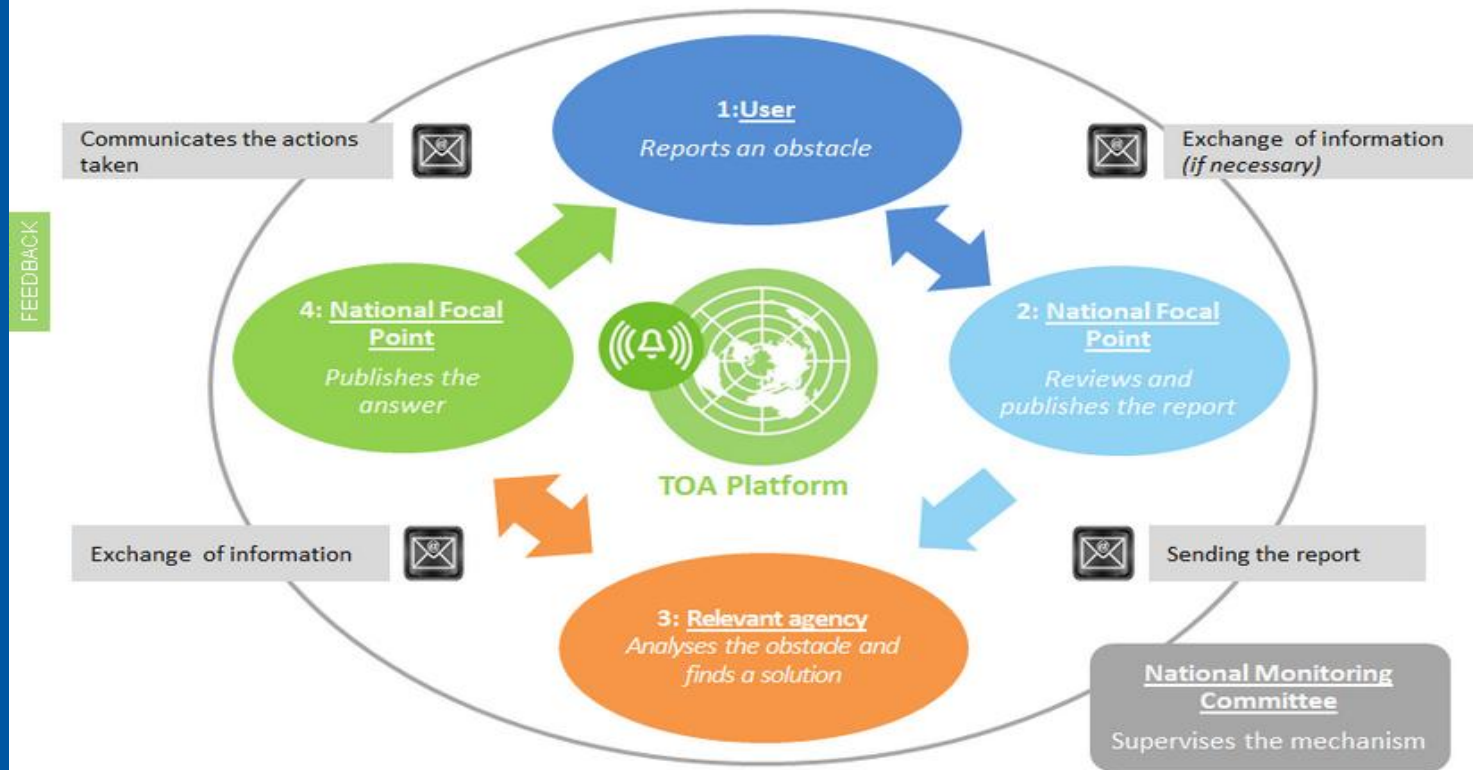
All users to be alerted of the obstacles and corresponding answers/solutions

..... through 3 main functionalities

1. **Report a trade obstacle:** allows user to capture the details of the problem faced. The user must be registered to be able to send a report.
2. **Receive trade alert:** allows users to get email alerts on the obstacles reported by other users and solutions provided by the authorities according to different criteria.
3. **Analyse the trade obstacles:** allows users to see all trade obstacles reports created as well as summary statistics.

The Institutional Mechanism

When a report is valid, the agency concerned has to submit a response to the NFP who will then publish it online as a part of the obstacle report. Any update concerning the status of the report and/or the actions taken by the concerned agency will be communicated by email to the user who reported the obstacle. Additionally, all registered users will be notified of any modification or update in those reports that concern the products and the markets of their interest. The chart below illustrates how the mechanism works.



Objectives of the TOA Mechanism

- Provide a **new communication channel** for public-private dialogue on trade obstacles
- Contribute to the **identification and removal** of trade obstacles
- Assist national authorities in the **development and implementation** of trade facilitation policies
- Provide companies and TSIs with **relevant and up-to-date information** on trade rules and procedures
- **Improve** the business environment

TOAM in Mauritius

- **Chair of National Monitoring Committee (NMC)**
 - Ministry of Foreign Affairs, Regional Integration and International Trade
- **National Focal Point (NFP)**
 - MCCI
- **Inter-Agency Protocol**
 - NMC, NFP and all agencies have signed an inter-agency Protocol (approx. 20 agencies)
- **Official launch took place on 10 September 2015**

List of Agencies (1)

- Ministry of Foreign Affairs, International Trade Division (ITD)
- Mauritius Chamber of Commerce and Industry (MCCI)
- Division of Veterinary Services (DVS)
- National Plant Protection Office (NPPO)
- Food Import Unit (MOH)
- Dangerous Chemicals and Control Board (DCCCB)
- Pharmacy Board
- Ministry of Environment and Sustainable Development
- Attorney General's Office
- Commerce Division (MICCP)
- Industry Division (MICCP)

List of Agencies (2)

- Ministry of Technology
- Customs Department, Mauritius Revenue Authority
- Board of Investment
- Enterprise Mauritius
- Mauritius Standards Bureau
- Mauritius Ports Authority
- SMEDA
- Competent Authority – Seafood
- Ministry of Financial Services and Good Governance
- Ministry of Tourism and External Communications
- Ministry of Energy and Public Utilities
- Ministry of Business and Enterprise

MCCI: National Focal Point

- **Responsible for administration and management of the website**
 - Validation of reported trade obstacles in collaboration with NMC
 - Ensure prompt transmission of information to relevant agencies to maintain confidentiality
 - Updating users on the status of their reported obstacles
 - Posting information in news section of the website

MCCI: National Focal Point

- **Training Operators and Business Associations**
 - Assisting with the registration process
 - Demonstrating the various features of the platform and helping to report obstacles online
 - Collecting feedback on the platform and the mechanism

MCCI: National Focal Point

- **Communication and Promotion Campaign**
 - Dissemination of brochures to exporters, importers, business associations and trade support institutions
 - 100% Challenge TV Programme
 - Press Campaign
 - Awareness Workshops

Training Sessions for Evaluating the Platform

3 Focus Groups



14 Exporters

8 Importers

4 Business
Associations

Official Launch: 10 September 2015



Results in Numbers



PART II: Contents

1

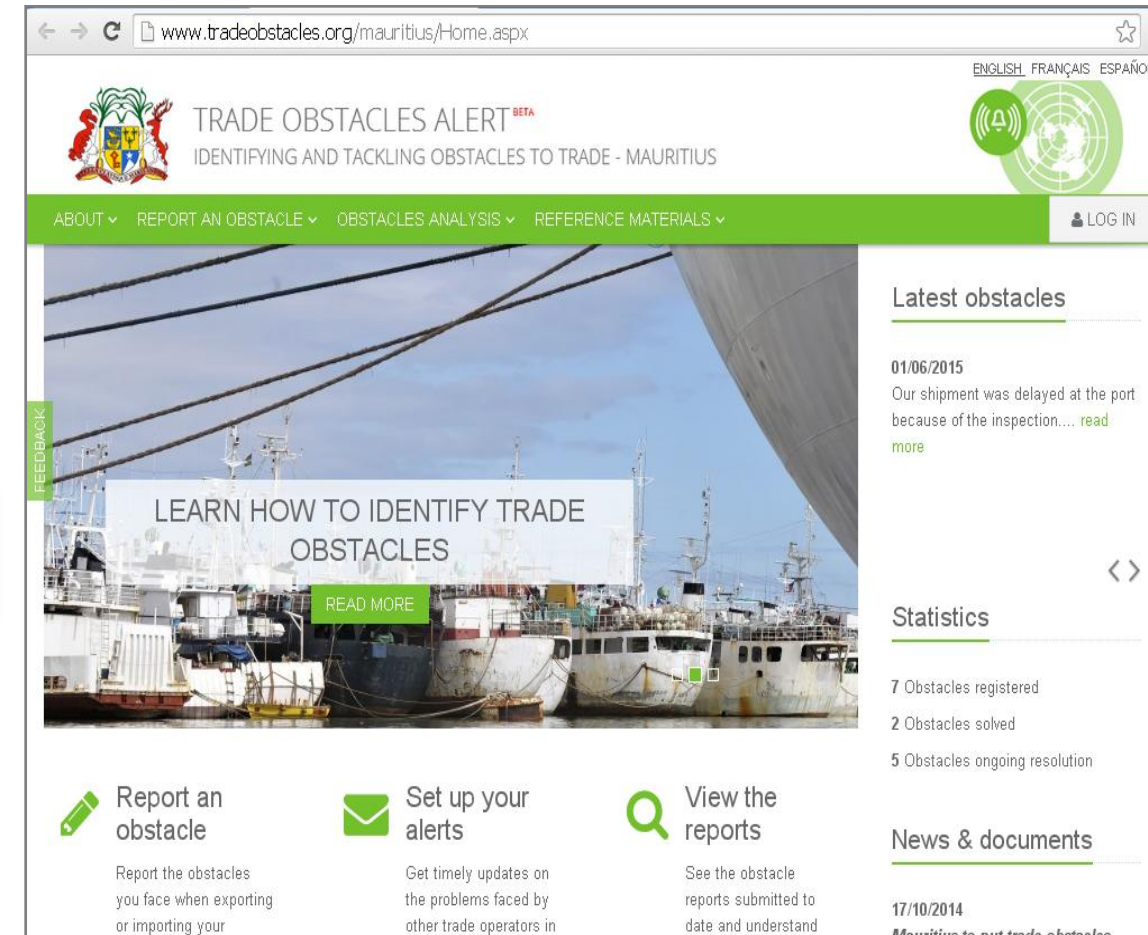
How to Register as a User?

2

Reporting a Trade Obstacle

3

Updates & Obstacles Analysis



How to Register as a User?

www.tradeobstacles.org/mauritius

 LOG IN



TRADE OBSTACLES ALERT ^{BETA}
IDENTIFYING AND TACKLING OBSTACLES TO TRADE - MAURITIUS

[ABOUT](#) ▾ [REPORT AN OBSTACLE](#) ▾ [OBSTACLES ANALYSIS](#) ▾ [REFERENCE MATERIALS](#) ▾

[HOME](#) > [LOGIN](#)

Login

Email

toam@mcci.org

Password

LOG IN

[Forget password?](#)

[Create an account](#)

[Resend account confirmation email](#)

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

[HOME](#) > REGISTER A NEW ACCOUNT

Register a new account

User profile

Title *

- ☐ Mr.
☐ Ms.

Name *

Last name *

Email ⓘ *

Password ⓘ *

Minimum 8 characters

Password confirmation *

Notification language ⓘ *

- ☐ English

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**).

MY ACCOUNT ▾
View my reports
Manage reports
Edit my profile
Edit my alerts
Manage my TOA mer
Log out

Alert system

Do you wish to receive alerts about the trade obstacles reports? ⓘ

- ☒ Yes
☐ No

Please select the products for which you wish to receive alerts

- ☐ All product classifications
☐ Live animals and animal products
☐ Vegetable products (including fats, oils and waxes)
☐ Foodstuffs, beverages and tobacco
☐ Mineral products
☐ Chemical products
☐ Plastic and rubber products
☐ Raw hides, skins, leather, furs and articles thereof
☐ Wood, wood products and paper
☐ Textiles and other apparel articles
☐ Stone, ceramic and glass products
☐ Metals and articles thereof
☐ Machinery, electronic equipment and consume electronics
☐ Transportation and associated equipment
☐ Miscellaneous manufactory

Please select the markets for which you wish to receive alerts

- ☐ All countries
☐ COMESA/SADC ⓘ

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 multiple products, please identify only the main product affected).

1. Context of the obstacle

2. Type of obstacle

3. Affected product

4. Additional information

You faced an obstacle when *

☐ Importing

☐ Exporting

Towards (from) which country? *

Please select ▼

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.

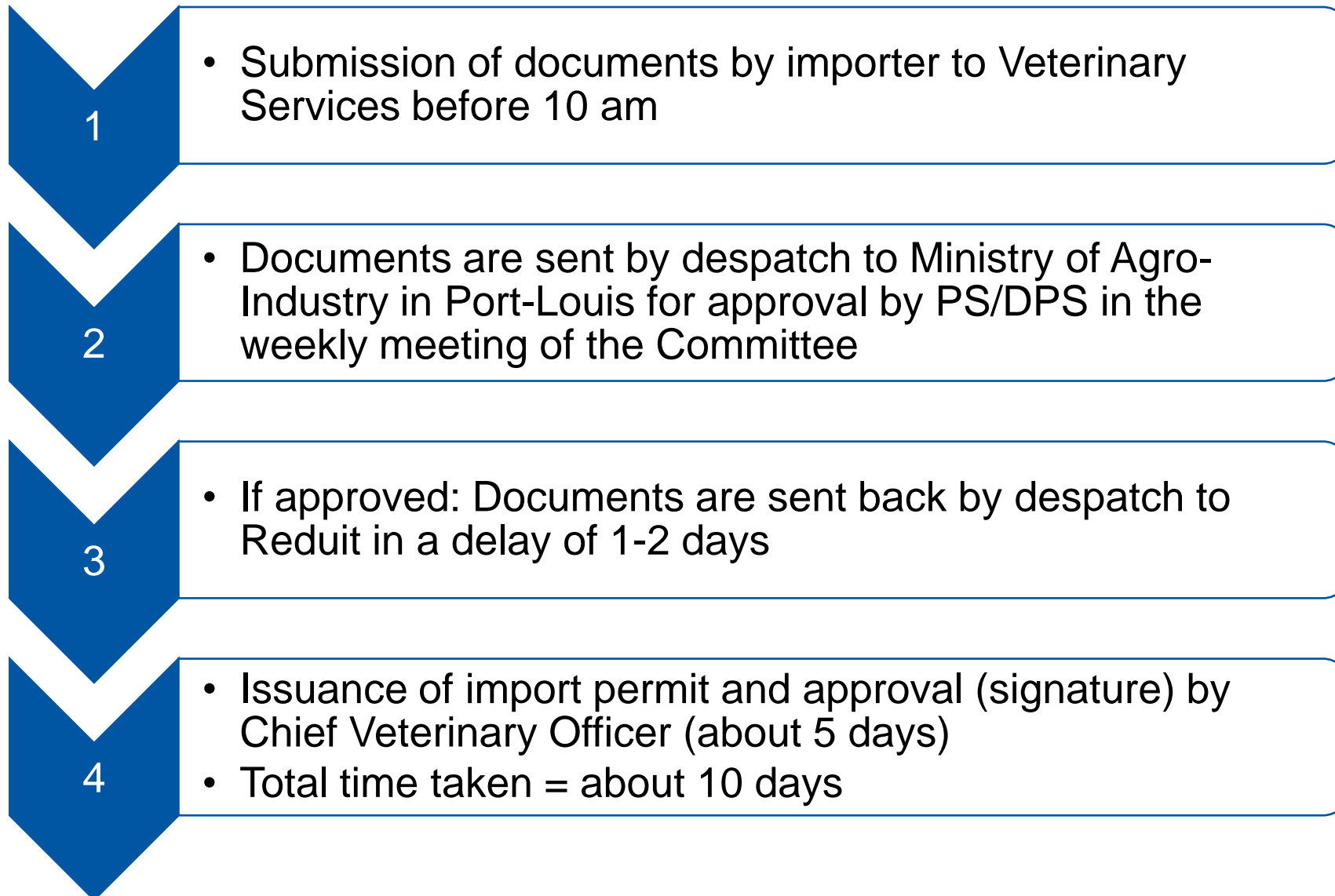
Status Updates

Obstacles status	Accessibility	Description	Colour code
New	Confidential (NFP and NMC)	The obstacle report has been submitted by the registered user and has to be reviewed by the NFP.	
Under review	Confidential (NFP and NMC)	The obstacle report has been reviewed by the NFP but further details are needed in order to validate it.	
Not valid	Confidential (NFP and NMC)	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.	
On-going resolution	Public	The obstacle report has been reviewed and validated by the NFP. The obstacle has been communicated to the relevant agencies.	
Solved	Public	The obstacle has been removed by the relevant agencies.	
On-going resolution (Special Case)	Public	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.	

Online Updates Increase Transparency

FEEDBACK	<p>30/09/2015 Ongoing resolution <14d Request for info (Response received) - Public Details</p> <p>Message sent by the NFP on 30/09/2015 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. Relying on your usual collaboration. Thanks and Best Regards, The National Focal Point.</p> <p>Response from the competent agency on 30/09/2015 Import permits validity is three months which is sufficient for importation from Australia. A ship takes 14-18 days from Australia to reach Mauritius. Trans-shipment is not allowed for food materials. A 3 months validity of permit is essential to have a regular flow of products in Mauritius. If this period is extended, importers will have the tendency to gather import permits and import in bulk.No importers have complained to this office so far.Sanitary condition is dynamic and may change at any time, therefore a long validity is not advisable.</p>
	<p>06/11/2015 Ongoing resolution 14-60d Request for info (Response received) - Public Details</p> <p>Message sent by the NFP on 06/11/2015 Dear Sir, Following the National Monitoring Committee meeting, we would be grateful if you could provide additional information on the procedures, documents required and time taken for the approval of import permits for meat. Best Regards, The National Focal Point</p> <p>Response from the competent agency on 06/11/2015 It takes one week to process an import permit for regular importers.As a matter of fact the import committee ,chaired by the DPS of the ministry,sits once weekly.The validity of the permit is 3 month as from the date of issue.</p>
	<p>16/11/2015 Ongoing resolution 14-60d Request for info (Response received) - Public Details</p> <p>Message sent by the NFP on 16/11/2015 Dear Agency, Thank you for your response. The operator has further reported that even if the permit is issued within one week, approval may take up to 10 days as the signature of the Chief Veterinary Officer is required. We would kindly request your comments on this issue. Best Regards, The National Focal Point</p> <p>Response from the competent agency on 17/11/2015 Yes he is right ,the committee sits once a week,after the recommendation of the committee the approval of the perm sec is awaited,then the permit is printed and signed.However the validity of the permit is 3 months and it starts on the day the permit is issued.Regular importers normally can apply in advance.</p>

Obstacle : Delay in Obtaining Import Permit for Meat



Obstacles Analysis



View Obstacles Reported by Other Users

- Click on Obstacles Analysis → View the Reports

The screenshot shows the 'TRADE OBSTACLES ALERT' website. The header includes the Mauritian coat of arms and the text 'TRADE OBSTACLES ALERT IDENTIFYING AND TACKLING OBSTACLES TO TRADE - MAURITIUS'. A green navigation bar contains links: ABOUT, REPORT AN OBSTACLE, OBSTACLES ANALYSIS, REFERENCE MATERIALS, CONTENT MANAGEMENT, and MY ACCOUNT. The 'OBSTACLES ANALYSIS' link is active, and a dropdown menu is open showing 'View the reports' and 'Statistics'. The breadcrumb trail reads 'HOME > VIEW THE REPORTS'. The main heading on the page is 'View the reports'.

Notify the same obstacle

FEEDBACK	» 26	16/09/2015	Importing	Mauritius	Other	Informal or unusually high payment	Foodstuffs, beverages and tobacco	21/09/2015	0	Ongoing resolution 14-60d
	» 23	03/09/2015	Exporting	Mauritius	Government institution	Administrative burden	Chemical products	21/09/2015	0	Ongoing resolution 14-60d
	» 22	20/08/2015	Importing	Mauritius	Government institution	Regulatory problem	Foodstuffs, beverages and tobacco	21/09/2015	0	Ongoing resolution 14-60d
	» 21	20/08/2015	Importing	Mauritius	Government institution	Delay or time related problem	Live animals and animal products	30/09/2015	0	Ongoing resolution 14-60d
	» 19	07/08/2015	Importing	Mauritius	Government institution	Delay or time related problem	Miscellaneous manufactory	30/09/2015	0	Solved
	» 18	06/08/2015	Importing	Mauritius	Government institution	Informal or unusually high payment	Textiles and other apparel articles	21/09/2015	0	Ongoing resolution 14-60d
<p>The fee of MUR 500 payable to customs for ruling on HS codes classification is considered unfair.</p> <p>Notify the same obstacle</p>										VIEW »
Showing 1 to 10 of 10 entries										← Previous 1 Next →

Other Useful Resources

ABOUT ▾ REPORT AN OBSTACLE ▾ OBSTACLES ANALYSIS ▾ REFERENCE MATERIALS ▾ MY ACCOUNT ▾

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

JOIN THE TRADE OBSTACLES ALERT MECHANISM

READ MORE

Report an obstacle
Report the obstacles you face when exporting or importing your products and let the responsible authorities find a solution.

Set up your alerts
Get timely updates on the problems faced by other trade operators in the markets and product categories you are interested in.

View the reports
See the obstacle reports submitted to date and understand what the main concerns are for trade operators.

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 8.10. In the afternoon, we learn that the vesse... [read more](#)

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 ... [read more](#)

Thank you!

www.tradeobstacles.org/mauritius

