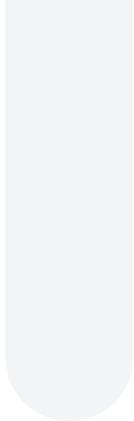




**MINISTRY OF INDUSTRIAL DEVELOPMENT,  
SMEs AND COOPERATIVES (SMEs DIVISION)**



# **CUSTOMER CHARTER**



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# ABOUT

## 1.0 The Ministry and SMEs Division

The Ministry of Industrial Development, SMEs and Cooperatives comprises three main Divisions, namely the Industrial Development Division, the SMEs Division and the Cooperatives Division. The main activities of the SMEs Division revolve around formulation, implementation and monitoring of policies pertaining to Micro, Small and Medium Enterprises.

The SMEs Division acts as a facilitator and catalyst in the promotion, development and growth of a competitive and innovative SME sector by creating the appropriate framework through mentoring, coaching and provision of adequate business development support and incentives.

According to SME Act 2017, SMEs are categorised on the basis of their annual turnover as follows:

Entreprise	Annual Turnover
Micro	Not more than Rs 10 million
Small	More than Rs 10 million but not more than Rs 30 million
Medium	More than Rs 30 million but not more than Rs 100 million
Mid-Market	More than Rs 100 million but not more than Rs 250 million

SMEs represent 99% of all businesses in Mauritius. With a contribution of about 36% to the country's GVA and representing 48% of total employment, SMEs constitute a major pillar of the economy. SMEs are being called upon to assume a more impactful role in the economy not only as an enabler but as a key driver of inclusive and balanced growth.

## 1.1 Our Vision

A transformative SME sector crafted on innovation, opportunities and inclusiveness geared towards sustainability.

## 1.2 Our Mission

- Provide the appropriate technical, professional and managerial support to businesses to enhance economic growth and sustainable development.
- Act as facilitator and catalyst in the promotion, development and growth of a competitive and innovative SME sector by creating the appropriate framework through mentoring, coaching and provision of adequate business development support and incentives.

## 1.3 Strategic Direction

- Enhance the technology base of SMEs leading to innovative processes, enterprise productivity and competitiveness both locally and internationally.
- Facilitate SME development by fostering the right eco-system, appropriate institutional support framework and an enabling business environment.
- Inculcate entrepreneurial skills and up-skilling for enhanced technical and innovative capabilities to increase productivity, efficiency and profitability.
- Harmonise and streamline administrative processes for better compliance and reporting by SMEs.

## 1.4 Strategic Objectives

- Providing a conducive environment to facilitate the creation of new SMEs whilst enhancing growth and competitiveness of existing ones.
- Facilitating market access to SMEs.
- Increasing economic growth and job creation through enhancement of SME competitiveness.
- Facilitating the development of professionalism in the operation of local entrepreneurs to enable them to adopt sustainable business practice and meeting global challenges.

## 1.5 Our Core Values

- Trust – Building confidence and commitment between internal and external stakeholders
- Teamwork – Achieving synergy through sharing of information and teambuilding
- Transparency – Adopting professional ethics, good governance principles and integrity
- Timeliness – Effective and efficient delivery of services
- Transformation – Innovative and quality-driven services

## 1.6 Our Quality Statement

- Committed to provide quality service to our customers by continuously improving our systems and procedures and by creating the necessary climate for sustainable development.
- Ensuring smooth and seamless service delivery to our customers based on total quality management.

# Strategic Units of the SMEs Division

## 2.1 Administration

Providing necessary administrative support in meeting the goals and objectives of SMEs by facilitating, designing and formulating appropriate strategic policies and ensuring timely and effective implementation of programmes and projects as well as monitoring and evaluation thereof.

## 2.2 Technical

Assist in policy making and the development of the SME sector through provision of technical support on budget formulation, implementation of projects and other SME-related matters.

## 2.3 SME Registration Unit

The SME Registration Unit was set up in January 2018 following the proclamation of the SME Act 2017. The main services of the Unit comprise, inter-alia, the following:

- issuance/renewal of Registration Certificate as SMEs;
- provision of support and information to facilitate obtention of any registration, permit, licence, authorisation or other clearance which an SME may require.

At the SME Registration Unit, SMEs obtain the following services through:

- the provision of information and/or guidelines for the setting up of new businesses, consolidation and development of existing ones.
- attending to queries received within three(3) working days.
- processing applications for registration / requests for amendment to certificate within 15 days from the date of its receipt or the date of receipt of any information or document sought.

## ● Why do **SMEs** register with the **SME Registration Unit?**

Registration is free of charge and SMEs issued with a registration certificate may benefit from:

- Various loan facilities from DBM Ltd and other Commercial banks
- Duty free on double-space cabin vehicle for SMEs engaged in furniture-making, light engineering and manufacturing of footwear
- Exemption of Land Conversion Tax for relocation, expansion or the setting up of an industrial enterprise.
- Tax holiday for new companies
- Margin of preference for supply of Goods and services to public bodies
- Benefit from Schemes/Grants offered by SME Mauritius Ltd

# ● How to register your business as SME?

For Online Registration of SMEs, please go to the link:

<http://online.smemu.org/>

You may also apply by filling an application form available on the Website [enterbusiness.govmu.org](http://enterbusiness.govmu.org) and submit the following documents:

## **For individual**

- Business Registration Card
- National Identity Card
- Exemption Certificate or Trade Fee from CBRD\*/any other fee or license

## **For Company/partnership**

- Business Registration Card
- National Identity Card/s of shareholders
- Extract of file or Particulars of Company/partnership
- Exemption Certificate or Trade Fee from CBRD\*/ any other fee or license
- Financial Statements for last 2 years for existing company/partnership

## **For Cooperative Society**

- Business Registration Card
- National Identity Card/s of the President & Secretary
- Certificate of Cooperative Society
- Exemption Certificate or Trade Fee from CBRD\*/ any other fee or license
- Financial Statements for last 2 years for existing cooperative society

\* CBRD -Corporate Business Registration Department

## 2.4 Human Resource

Managing policies and issues pertaining to human resources and employment relations including human resource planning and development, recruitment, promotion, benefits, allowances, retirement, training, performance appraisal and matters relating to safety and health of officers.

## 2.5 Finance

Managing the finance of the SMEs Division, including the preparation of the annual budget as well as advising on the judicious use of funds and timely processing of bills/claims.

## 2.6 Procurement and Supply

Planning and procurement of goods and services in accordance with the Public Procurement Act and Regulations, management of warehouse for store items and ensuring that tenders and quotations are prepared, examined and awarded within time schedule.

### 3.0 SME Mauritius Ltd

SME Mauritius Ltd is a private company, solely owned by the Government of Mauritius and was incorporated in July 2017. SME Mauritius Ltd empowers SMEs to emerge and grow by implementing support programs that enhance their competitiveness and resilience.

SME Mauritius Ltd aims at developing entrepreneurship at the national level and supports a business friendly and inclusive SME eco-system.

Its main activities revolve around the following themes:

- Advisory and Support
- Schemes targeting internal capability improvement
- Training to enhance knowledge, skills and managerial capabilities
- Networking opportunities aimed at developing inter-SME linkages
- Incubation and co-working infrastructure
- Common facilities and thematic laboratories
- Conducting awareness campaigns on entrepreneurship
- Research relating to SME matters and the SME eco-system
- Coordination of stakeholder initiatives relating to SMEs
- SME fairs and marketing events

The detailed services and activities of the SME Mauritius Ltd can be accessed through the following link: [\*\*smemu.com\*\*](http://smemu.com)

### 4.0 Implementation of the 10-Year Master Plan for the SME Sector

In March 2017, the Ministry came up with a 10-Year Master Plan for the SME Sector with 86 key recommendations having as objective to meet the following targets by 2026:

- raising SMEs contribution to GDP from 40% to 52%;
- raising SMEs share of total national employment from 55% to 64%
- increasing contribution of SMEs to exports from less than 3% to about 18%.

Continuous monitoring of the implementation of the 10-Year Master Plan is ensured at the level of the Ministry.

## Contact address for more information on SMEs:

### Ministry of Industrial Development, SMEs and Cooperatives (SMEs Division)

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Office of Deputy Permanent Secretary	405 3105	213 9169
Assistant Permanent Secretary	405 3108/405 3149	
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Human Resource Section Manager, Human Resources	405 3113/405 3114	214 1487
Finance Section Manager, Financial Operations	405 3115/405 3131	213 9159
Procurement and Supply Section Procurement and Supply Officer	405 3116/405 3144	214 4154
Registry, Officer-in-Charge	405 3120	213 9176



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