



USER MANUAL

**Online Application for Certificate of Exemption through the
National Electronic Licensing System (NELS) platform.**

Ministry of Labour and Industrial Relations

A step-by-step guide for the online Portal Users

Disclaimer: Please note that the information provided in this user manual is for informational purposes only. The processes described herein are subject to change without prior notice, as part of continuous development program to enhance application's features and functionality.

1.0 Introduction

Application for a Certificate of Exemption can be submitted online to the Ministry of Labour and Industrial Relations (Employment Division) through the National Electronic Licensing System (NELS) platform.

This user manual has been designed to provide assistance on how companies, or any other bodies can:

- Submit an application for category type New
- Submit an application for category type Renewal
- Save and Open draft Application
- Query Status of your Application
- Respond to additional Information required
- Cancel an Application
- Revoke/ Cancel a Certificate of Exemption
- Duplicate an application
- Grant Access to an application
- Download an Electronic Certificate of Exemption

Please go through the manual thoroughly to avoid any issues.

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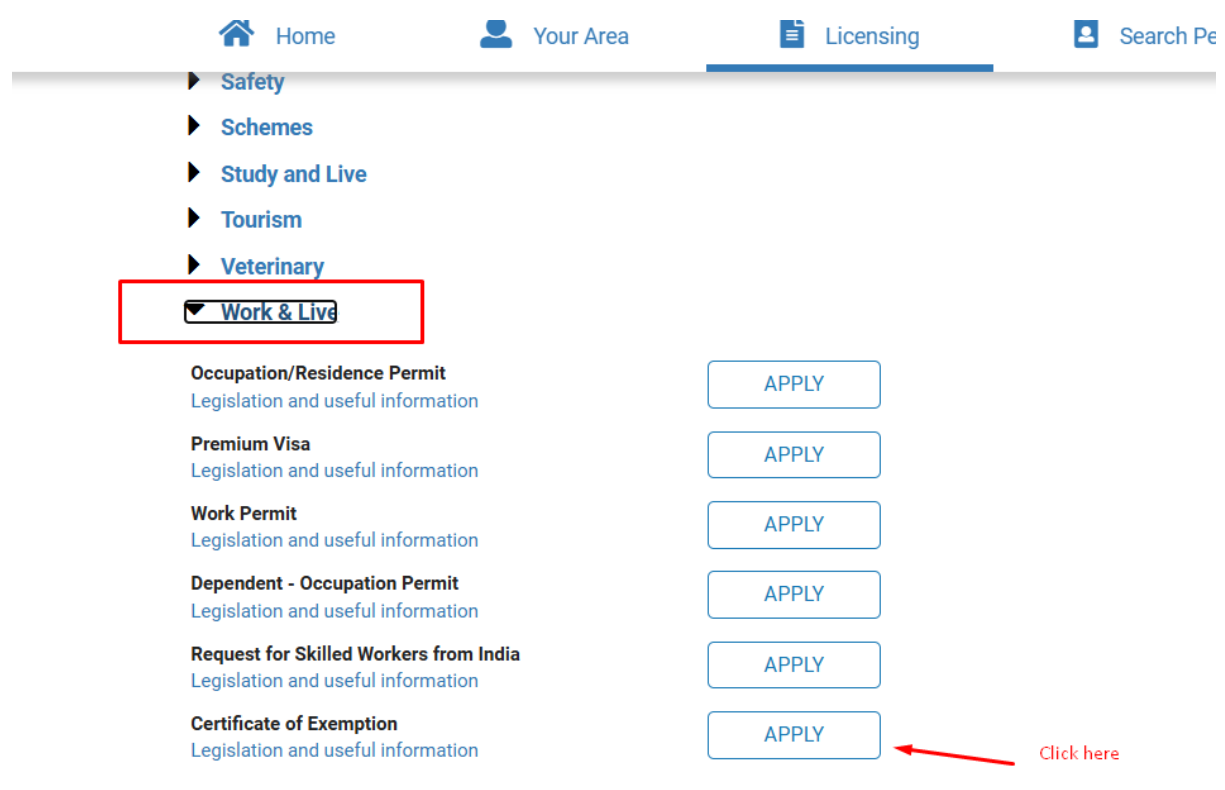
2.0 Application for a Certificate of Exemption

A Certificate of Exemption (COE) is issued to employers, Ministries departments and organisations employing non-citizens who are exempted from a Work Permit. Applications can be submitted either for a **New Worker** or for the **Renewal** of an existing Certificate of Exemption.

Steps to submit an application for Certificate of Exemption:

Step 1: Login on NELS portal (business.edbmauritius.org) with your credential

Step 2: Under Work and Live choose Certificate of Exemption



3.0 Application for a New Certificate of Exemption

Steps to apply for a **New** Certificate of Exemption:

Step 1: Select **New Application**

Step 2: Then click on **Continue** to proceed.

The screenshot shows the 'Certificate of Exemption' application page. At the top, the 'Licensing' tab is selected and highlighted with a red box. Below the title, the instruction 'Select application type:' is followed by three options: 'New Application' (highlighted with a red box and labeled 'Step1'), 'Renewal – Electronically (on NELS)', and 'Renewal – Manually'. The 'New Application' option includes the subtext 'Apply for a Certificate of Exemption for a new worker.' At the bottom, a large blue 'Continue →' button is highlighted with a red box and labeled 'Step2'.

Step 3: On the landing page. Fill in forms under **Employer details** and **Worker Details**.

The screenshot shows the 'Application for Certificate of Exemption (CoE)' form on the Mauritius Business Licensing Platform. The form has two tabs: 'Employer Details' and 'Worker Details', both highlighted with red boxes and arrows pointing to them with the text 'Click to Input Employer details' and 'Click to Input Worker Details' respectively. The 'Employer Details' section includes a dropdown for 'Please select type of organisation *' with options 'Company' and 'Others', and a 'mail *' field. The bottom section contains three phone number fields: 'Telephone Number *', 'Mobile Number *', and 'Fax', each with a '+230' dropdown and a 'Phone number' input field.

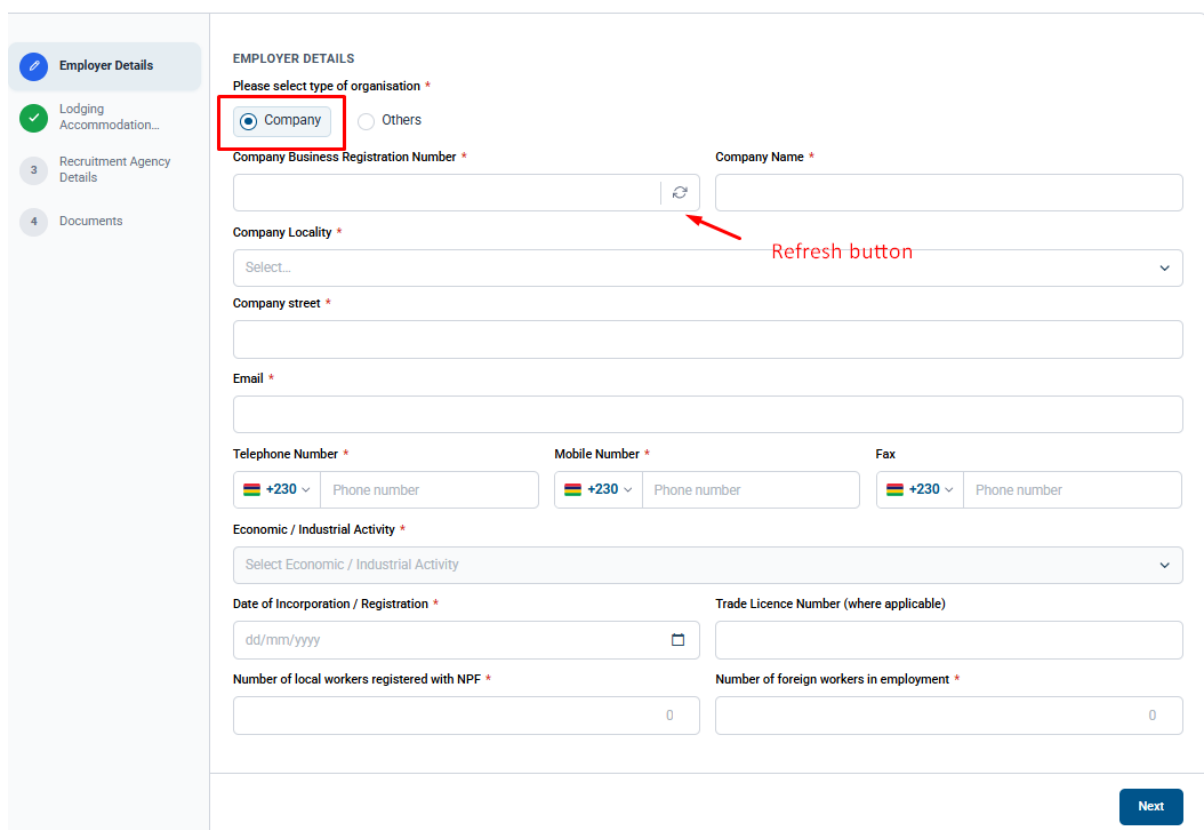
3.1 Fill the Form – Employer Details

3.1.1 Employer Type: Company

For applications submitted on behalf of a company, select **Company** under the **Type of Organisation** field.

Step1: Enter your Business Registration Number (BRN) and select the **Refresh** button to pre-fill your details registered with the Corporate and Business Registration Department (CBRD).

Step 2: Registered company details from the CBRD will be displayed on the form. Review the information for accuracy and complete any missing fields.



The screenshot shows the 'EMPLOYER DETAILS' form. On the left is a sidebar with steps: 1. Employer Details (active), 2. Lodging Accommodation..., 3. Recruitment Agency Details, and 4. Documents. The main form area is titled 'EMPLOYER DETAILS' and contains the following fields and controls:

- 'Please select type of organisation *': Radio buttons for 'Company' (selected and highlighted with a red box) and 'Others'.
- 'Company Business Registration Number *': A text input field with a 'Refresh' button (circular arrow icon) to its right. A red arrow points to this button with the label 'Refresh button'.
- 'Company Name *': A text input field.
- 'Company Locality *': A dropdown menu with 'Select...' as the placeholder.
- 'Company street *': A text input field.
- 'Email *': A text input field.
- Telephone, Mobile, and Fax numbers: Each has a dropdown for country code (default '+230') and a 'Phone number' text input field.
- 'Economic / Industrial Activity *': A dropdown menu with 'Select Economic / Industrial Activity' as the placeholder.
- 'Date of Incorporation / Registration *': A date picker with 'dd/mm/yyyy' format.
- 'Trade Licence Number (where applicable)': A text input field.
- 'Number of local workers registered with NPF *': A text input field with '0' as the placeholder.
- 'Number of foreign workers in employment *': A text input field with '0' as the placeholder.

A blue 'Next' button is located at the bottom right of the form.

Step 3: Once refreshed, a list of registered business activities will be retrieved from the CBRD. Under **Economic / Industrial Activity**, select the specific activity the expatriate will be engaged in.

The screenshot shows the 'Licensing Platform' interface. The 'Company' tab is selected under the 'Licensing' section. The form contains several fields, some marked with a red asterisk (*) indicating they are mandatory. A red arrow points to a refresh icon next to the 'Company Business Registration Number' field. The 'Economic / Industrial Activity' field is highlighted with a red rectangle, and its dropdown menu is open, showing a list of activities. The activities listed are: Accommodation and food service activities, Activities of extra territorial organisations and bodies, Activities of households as employers, undifferentiated goods and services producing activities of households for own use, Administrative and support service activities, Agriculture, forestry and fishing, and Arts, entertainment and recreation.

Company Business Registration Number * C08083800 

Company Name *

Company Locality * Select...

Company street *

Email *

Telephone Number * +230 Phone nur **Mobile Number *** +230 Phone nur **Fax** +230 Phone nur

Economic / Industrial Activity *

Select Economic / Industrial Activity

- Accommodation and food service activities
- Activities of extra territorial organisations and bodies
- Activities of households as employers, undifferentiated goods and services producing activities of households for own use
- Administrative and support service activities
- Agriculture, forestry and fishing
- Arts, entertainment and recreation

Note: Fields marked with a red asterisk (*) are mandatory and must be completed to submit the application.

3.1.2 Employer Type: Others

For applications submitted on behalf of a public sector entity, select **Others** under **Type of Organisation**.

Step 1: To the question, “Are you applying on behalf of a government / parastatal body?”, Select **Yes or No as applicable**. If **Yes**, choose your ministry from the dropdown menu.

Step 2: If your specific government entity is not in the dropdown list, select **Other Government Body**. If you are applying on behalf of a parastatal entity, select **Parastatal Body**.

The screenshot displays the 'EMPLOYER DETAILS' form. On the left, a navigation panel lists 'Employer Details' (active), 'Lodging Accommodation...', 'Recruitment Agency Details', and 'Documents'. The main form area has the title 'EMPLOYER DETAILS' and a prompt 'Please select type of organisation *'. Two radio buttons are present: 'Company' and 'Others', with 'Others' selected. Below this is the question 'Are you applying on behalf of a government / parastatal body? *' with 'Yes' and 'No' radio buttons; 'Yes' is selected. A red arrow points to the 'Yes' button. Under the 'Ministry *' label, a dropdown menu is open, showing options: 'Other Government Body', 'Security and National Solidarity', 'Ministry of Tertiary Education, Science and Research', 'Ministry of Tourism', 'Ministry of Youth and Sports', 'Other Government Body' (highlighted with a red box and a checkmark), and 'Parastatal Body'. Another red arrow points to the 'Others' radio button. To the right of the ministry dropdown is the 'Institution Name *' field. Below the ministry dropdown are fields for 'Date of Incorporation / Registration' (dd/mm/yyyy), 'Trade Licence Number (where applicable)', 'Number of local workers registered with NPF' (0), and 'Number of foreign workers in employment' (0). At the bottom right is a 'Next' button.

Step 3: Once all required information for the organisation has been completed you can move between Form sections, use the **Next** and **Back** buttons at the bottom of the page, or select a specific section directly from the left navigation panel.

Step 4: All the sections must be completed as in below screenshot and then choose the next button to fill in the other section.

The screenshot shows the 'Employer Details' form. On the left sidebar, 'Employer Details' is highlighted with a red box and a green checkmark, labeled with a red '1'. The form fields are annotated with red numbers: 'Please select type of organisation' has 'Others' selected (2); 'Are you applying on behalf of a government / parastatal body?' has 'Yes' selected (3); 'Ministry' is 'Other Government Body' (4); 'Institution Name' is 'xvbnm' (4); 'Email' is 'mail@gmail.com' (5); 'Telephone Number' is '+230 4050100' (6); 'Mobile Number' is '+230 57123456' (6); 'Fax' is '+230' (6); 'Economic / Industrial Activity' is 'Activities of extra territorial organisations and bodies' (7); 'Date of Incorporation / Registration' is '01/09/2026' (8); 'Trade Licence Number' is empty (8); 'Number of local workers registered with NPF' is '2' (9); 'Number of foreign workers in employment' is '1' (9); and the 'Next' button is highlighted with a red box and labeled with a red '10'.

Step 5: Fill Lodging Accommodation Permit (LAP) details if applicable.

The screenshot shows the 'Lodging Accommodation Permit (LAP) Details' form. On the left sidebar, 'Lodging Accommodation...' is highlighted with a red box and a green checkmark, labeled with a red '1'. The table has columns: 'LAP NUMBER', 'NO. OF LODGERS (MALE)', 'NO. OF LODGERS (FEMALE)', 'DATE OF ISSUE', and 'DATE OF EXPIRY'. The first row has values: '12', '2', '1', '01/09/2...', and '25/09/2...'. Below the table is a '+ Add Lodging Accommodation' button labeled with a red '3'. The 'Back' and 'Next' buttons are at the bottom right, with 'Next' highlighted by a red box and labeled with a red '4'.

Step 6: Fill Recruitment Agency details if applicable

The screenshot shows the 'Recruitment Agency Details' form. On the left sidebar, 'Recruitment Agency Details' is highlighted with a red box and a green checkmark, labeled with a red '1'. The form fields are annotated with red numbers: 'Has a recruitment agency been involved in the process?' has 'No' selected (2); 'Recruitment by' has 'Others' selected (3); 'Please specify' is 'xvbnm' (3); and the 'Next' button is highlighted with a red box and labeled with a red '4'.

Step 7: Upload Documents

Please fill in all required fields marked with an asterisk (*)

Save Draft Place Request

Employer Details Worker Details

Click save draft if you will upload at later stage

Employer Details

Lodging Accommodation...

Recruitment Agency Details

Documents 1

A copy of the Lodging Accommodation Permit (LAP)/Place of Accommodation Letter. Optional

Drag here or [browse](#) 2

PDF, JPG, JPEG, PNG - Max 10.0 MB - Up to 5 files

Click on browse to upload your document

Particulars of Recruiting Agent, Local and Overseas, where applicable. Optional

Drag here or [browse](#)

PDF, JPG, JPEG, PNG - Max 10.0 MB - Up to 5 files

Authorisation letter from employer/sponsor. Required

For government body, upload memorandum from parent ministry

Grant access 10/09/2026, 14:31

Drag here or [browse](#)

PDF, JPG, JPEG, PNG - Max 10.0 MB - Up to 5 files

Field mark as required is mandatory

Recruitment Licence Status Optional

Drag here or [browse](#)

PDF, JPG, JPEG, PNG - Max 10.0 MB - Up to 5 files

Certificate of Registration Optional

Drag here or [browse](#)

PDF, JPG, JPEG, PNG - Max 10.0 MB - Up to 5 files

National Identity Card (registered user) Required

Grant access

Note: To complete all sections (indicated by a green checkmark), you must fill in every required field marked with an asterisk (*) and upload all documents labelled as "Required."

3.2 Fill the Form – Worker Details

In this section information and documents pertaining to the non-citizen worker must be provided.

Step1: Fill in **Personal Details** of the worker.

PERSONAL DETAILS

Copy of relevant parts of passport showing name, date of birth, place and date of issue of passport, photo, passport number and movement of the foreign employee (data page). The Passport should be valid for at least six months.

Required AI

career
10/09/2026, 13:01

Drag here or [browse](#)
PDF, JPG, JPEG, PNG - Max 10.0 MB - Up to 5 files

Title *
Miss

Surname (As per passport) * **First Name (As per passport)**
EXPAT

Marital Status * **Maiden Name (If Any)**
Married

Gender *
Female

Place of Birth * **Date of Birth ***
Belgium 10/09/1980

Nationality * **Country ***
Belgian Belgium

Email Address

Telephone Number **Fax**
+230 Phone number +230 Phone number

NOTE: Expatriate whose passports display only a single name, enter this name in the **Surname** field, as it is a mandatory requirement.

Step 2: Fill in **Passport details** of the worker.

PASSPORT DETAILS

Passport Number * **Reference Number for Provisional Health Clearance**
12345678

Date of Issue * **Date of Expiry ***
03/08/2026 12/11/2026

Issuing Country * **Place of Issue ***
Afghanistan test

PREVIOUS PASSPORT DETAILS

PASSPORT NUMBER	ISSUING COUNTRY	DATE OF ISSUE	DATE OF EXPIRY
—	—	—	—

Permanent Address in Country of Residence *
Ireland

Address of intended place of residence in Mauritius * **Locality ***
Marie Jeannie Port Louis

Telephone Number
+230 Phone number

[Back](#) [Next](#)

Step 3: Fill in any Qualifications of the worker.

Worker details
Complete and submit worker information

✓ Personal Details

✓ Passport Details

✓ **Qualifications**

✓ Dependents

✓ Occupation

✓ Employment

⚠ Documents

QUALIFICATIONS

Professional/academic qualifications

Back Next

Step 4: Fill in the Dependents section. If the worker is accompanied by dependents, select Yes and enter their details. Otherwise, select No.

Worker details
Complete and submit worker information

✓ Personal Details

✓ Passport Details

✓ Qualifications

✓ **Dependents**

✓ Occupation

✓ Employment

⚠ Documents

PARTICULARS OF DEPENDENTS

Do you have any accompanying dependents? *

☒ Yes ☐ No

DEPENDENT DETAILS

SURNAME	FIRST NAME	DATE OF BIRTH	RELATIONSHIP	GENDER	PASSPORT NUMBER	NATIONALITY
—	—	—	—	—	—	—

+ Add Dependent

Back Next

Step 5: Complete the Occupation details. Click the job title field, type the title, and click Search. Select the appropriate job title from the list, ensuring it aligns with the relevant Remuneration Order and matches the job title on the employment contract (if applicable).

✓ Personal Details

✓ Passport Details

✓ Qualifications

✓ Dependents

✓ **Occupation**

✓ Employment

⚠ Documents

Please complete the following fields:
Job Title / Occupation

PROFESSION / OCCUPATION DETAILS

Job Title / Occupation *

Job Grade *

mechan

Trainer, Fabrication Mechanique

Trainer, Automobile Mechanic

Textile Mechanic

Terminal Operator, Mechanical

Telephone and Telegraph Mechanic

Telephone and Telegraph Installer-Mechanic

Grade 1

Basic Monthly Salary (MUR) *

Intended Date of Arrival in Mauritius (in relation to the present application)

More than Rs 50,000

dd/mm/yyyy

District *

Pamplemousses

Back Next

Step 6: Specify the number of years of relevant professional experience associated with the chosen occupation and fill out the worker's previous employment history under **Employment**.

Worker details
Complete and submit worker information

✓ Personal Details

✓ Passport Details

✓ Qualifications

✓ Dependents

✓ Occupation

✓ Employment

⚠ Documents

EMPLOYMENT DETAILS

Work Experience (Years) Work Experience (Months)

EMPLOYMENT HISTORY

EMPLOYER	PROFESSION / OCCUPATION	FROM	TO	COUNTRY	
EPZ	masson	01/07/...	11/09/...	Albania	✕

+ Add Employment History

Back

Next

Step 7: Upload all required documents for the worker, including a passport-sized photograph. You can crop and resize the photo directly on the platform before submitting.

✓ Qualifications

✓ Dependents

✓ Occupation

✓ Employment

✎ Documents

Passport sized photograph Required

Please upload passport pictures with the following dimensions range - either in Pixel (Height between 170-181 pixels, Width 132-151 pixels) or in mm (Height between 45-50 mm, Width between 35-40 mm). The photograph should be taken against a light background and without any staple on it.

Drag here or [browse](#)

JPG, JPEG, PNG - Max 10.0 MB - Up to 5 files

Crop Image



Crop size

Cancel

Skip crop

Use cropped image

JPG, JPEG, PNG - Max 10.0 MB - Up to 5 files

For professionals having dependents : In case of spouse, the marriage certificate should be

Note: Upon fully completing all required fields marked with an asterisk (*) and uploading all mandatory documents, all section indicators across the **Employer** and **Worker** tabs will display in **green**, enabling application submission.

Step 8: Select **Place Request** to submit the completed application.

Application for Certificate of Exemption (CoE)

Please fill in all required fields marked with an asterisk (*)

Save Draft Place Request

Employer Details Worker Details

Worker details
Complete and submit worker information

Personal Details
Passport Details

A provisional health clearance obtainable from the Ministry of Health & Wellness (Annex III)

Optional

Drag here or [browse](#)
PDF, JPG, JPEG, PNG - Max 10.0 MB - Up to 5 files

Note: Select **Save Draft** (located beside the Place Request button) to save your current progress and resume the application at a later time.

Step 9: After clicking **Place Request**, a pop-up window displaying a summary of the application details will appear. Perform a final verification of all information before completing your submission.

Step 10: Review the applicant details on the summary pop-up. If all information is correct, scroll down and click **Next** to proceed.

Licensing Platform

Home Your Area Licensing Search Permits News FAQ's & Notices

PLEASE ENSURE THAT ALL INFORMATION IS ACCURATE AND VERIFIED.
Any wrong information may result in delay for processing or cancellation of the application.

Applicant details

APPLICANT NAME
Miss EXPAT

DATE OF BIRTH
10/09/1980

NATIONALITY
Belgian

JOB POSITION
mechan

Passport details

PASSPORT NUMBER
12345678

COUNTRY OF ISSUE
Afghanistan

DATE OF ISSUE
03/08/2026

View Passport

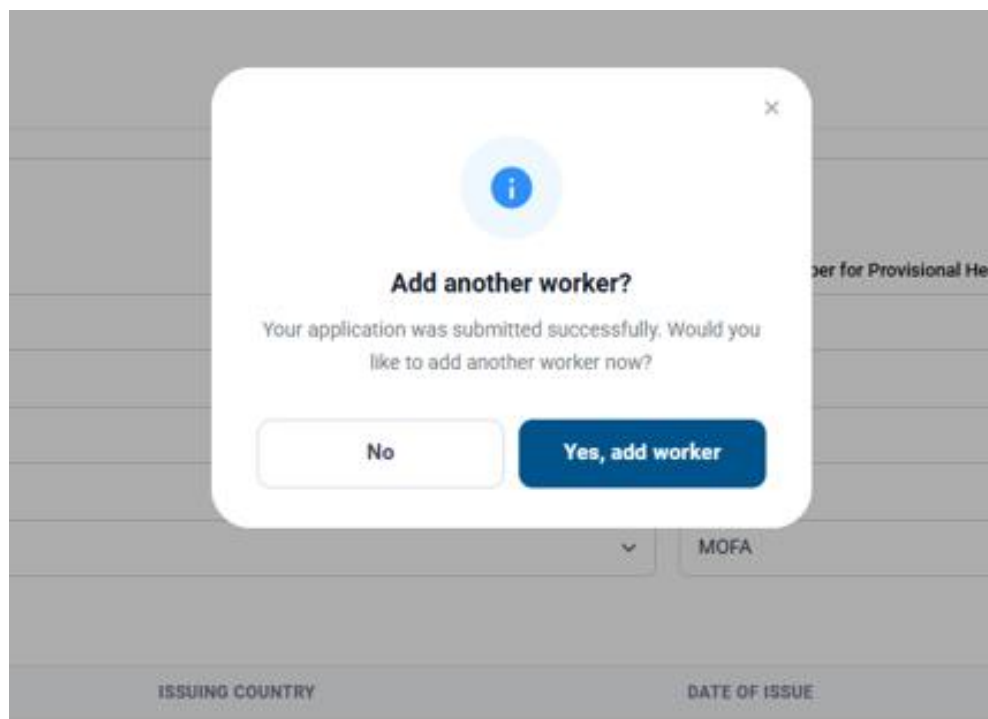
Next

Cancel Confirm submit

Step 11: Enter your **Designation (Occupation)** and **Telephone number**. Check the box to accept the confirmation statement, then click **Confirm submit** to finalize your application submission.

Step 12: Upon submitting, a pop-up prompt will appear inquiring whether additional workers need to be included in the batch:

- **If adding additional workers:** Select **Yes**, complete only the new worker's details, click **Place Request**, and repeat as necessary.
- **If no further workers remain:** Select **No** to finalize and conclude the entire bulk application submission.



4.0 Application for a Renewal of a Certificate of Exemption

Before applying for a renewal, you must have the worker's previous Certificate of Exemption details ready. Depending on how the original application was processed—either **Manually** or **Electronically (via NELS)**—select the appropriate option on the screen to proceed.

4.1 Renewal – Previous application was done Electronically (on NELS)

Option A: Renewing an Electronic Application (NELS)

- **Permit Number:** Type in the previous permit number (MOL-COE-YYYY-XXX).
- **Expiry Date of Permit:** Select the expiry date using the calendar picker.
- **Employer Identification:**
 - ✓ *For Companies & Parastatals:* Enter your BRN or Registration Number.
 - ✓ *For Government Bodies:* Leave this field blank.
- **Proceed:** Click **Continue** to launch the renewal form.

Certificate of Exemption

Select application type:

- ☒ **New Application**
Apply for a Certificate of Exemption for a new worker.
- ☐ **Renewal – Electronically (on NELS)**
Choose this option ONLY if previous application was done on NELS. Last COE Number should be of format MOL-COE-20XX-XXXX
- ☐ **Renewal – Manually**
Choose Manually if the previous application was submitted at Counter. Last COE Number should be of format CERT NO:20XX/EXXXXX
To apply for renewal, you will require a scanned copy of the most recent Certificate of Exemption.

Enter the existing permit details:

Permit Number * Expiry Date of Permit *

Employer Identification Number (BRN / Registration Number)

Continue →

4.2 Renewal – Previous application was done Manually

Step 1: Provide the Permit number from the previous hard-copy Certificate of Exemption. Input the issuing year in the first field and the certificate reference number in the second field (e.g., enter **2025** and **1468** for Certificate No: 2025/E1468).

Step 2: Select **Continue** to load the manual renewal form.

1. Enter the previous Certificate Number in the format **YYYY/EXXXX** (e.g., 2025/E1468). Type the year in the left text box (e.g., **2025**) and the permit number in the right text box (e.g., **1468**).
2. Click **Continue** to open the application for renewal.

The screenshot shows the 'Certificate of Exemption' application form. Under 'Select application type:', three options are listed: 'New Application', 'Renewal – Electronically (on NELS)', and 'Renewal – Manually'. The 'Renewal – Manually' option is highlighted with a red box. Below this, the 'Enter the existing permit details:' section shows two input fields: 'CERT NO:' with '2025' and a second field with '1468'. Red arrows point to these fields with labels 'year' and 'COE Number' respectively. A 'Continue' button is at the bottom, also highlighted with a red box.

Certificate of Exemption

Select application type:

- New Application**
Apply for a Certificate of Exemption for a new worker.
- Renewal – Electronically (on NELS)**
Choose this option ONLY if previous application was done on NELS. Last COE Number should be of format MOL-COE-20XX-XXXX
- Renewal – Manually**
Choose Manually if the previous application was submitted at Counter. Last COE Number should be of format CERT NO:20XX/EXXXX
To apply for renewal, you will require a scanned copy of the most recent Certificate of Exemption.

Enter the existing permit details:

year → CERT NO: 2025 / E 1468 → **COE Number**

Year is required.
Certificate number is required.

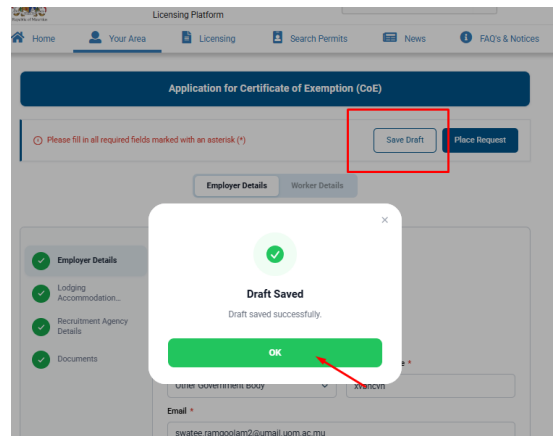
Continue →

Step 3: On the landing page, complete all required information and upload supporting documents under both the **Employer Details** and **Worker Details** sections (refer to **Section 3.0: Application for a New Certificate of Exemption** for detailed guidance). Once all sections are complete, you can submit the application or add more workers.

5.0 Save / Open Draft Application

5.1 Save an Application for Certificate of Exemption as Draft

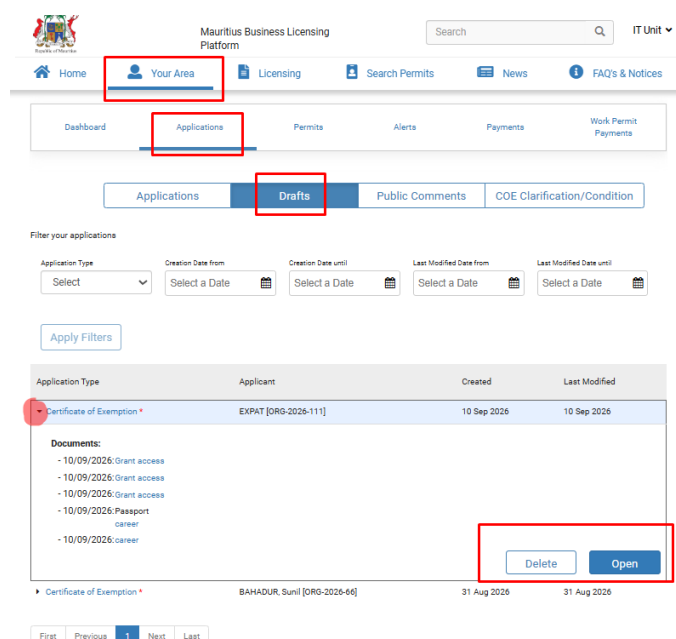
To preserve your partly filled application and resume the application later, select **Save Draft** at any time prior to submission.



5.2 Open a Draft Application for Certificate of Exemption

To open a Saved Draft Application:

- **Step 1:** Click **Your Area** in the top navigation bar.
- **Step 2:** Go to **Applications** → **Drafts**.
- **Step 3:** Select your saved draft and click **Open** to resume where you left off.
- **Step 4:** If you no longer need a saved draft, you can remove it by clicking the **Delete** button next to the Open button.



6.0 Tracking status of your Application

To track the status of your application for Certificate of Exemption, follow the steps below:

Step 1: Navigation: Go to **Your Area** → **Applications**.

Step 2: Filter Setup:

- *Application Type:* Select **Certificate of Exemption**.
- *Date Range:* Enter **From** and **Until** dates, or click **Clear all** to view all applications.

Step 3: Execute Search: Click **Apply Filters**.

Step 4: View Status: Locate your application in the list below to view its current status (e.g., *Under Review*, *Clarification Requested*, or *Approved*).

The screenshot displays the Mauritius Business Licensing Platform interface. At the top, the header includes the Republic of Mauritius logo, the platform name, and a search bar. The navigation menu features 'Home', 'Your Area' (highlighted with a red box and 'step1'), 'Licensing', 'Search Permits', 'News', and 'FAQ's & Nc'. Below this, a sub-menu shows 'Dashboard', 'Applications' (highlighted with a red box and 'step2'), 'Permits', 'Alerts', 'Payments', and 'Work Permit Paym'. A third level of navigation includes 'Applications' (highlighted with a red box and 'step3'), 'Drafts', 'Public Comments', and 'COE Clarification/Condition'. Two informational messages are present: 'Please choose appropriate Application Type and click Search button for data to load' and 'Click on COE Clarification/Condition tab to view all actions/clarifications/conditions required for Certificate of Exemption'. The filter section contains 'Application Type' (set to 'Certificate of Exempt' with 'step5'), 'Category' (set to 'Select'), 'Transaction Type' (set to 'Select'), 'Status' (set to 'Select'), and 'Application Number' (with a placeholder 'Insert the application number'). Below these are 'Submission Date from' (11/06/2026) and 'Submission Date until' (11/09/2026) fields, both with 'step6' labels. A 'Search' button (highlighted with a red box and 'step7') and a 'Clear all' button (highlighted with a red box and 'step4') are also shown. The results table has columns: Application Type, Category, Transaction Type, Status, Applicant, Submission Date, and Application Nu. The first row shows 'Certificate of Exemption' under Application Type, 'Certificate of Exemption' under Category, 'New' under Transaction Type, 'Awaiting Additional Information' under Status (highlighted in yellow), 'BAHADUR, Sunil' under Applicant, '28 Aug 2026' under Submission Date, and 'MOL-COE-2026' under Application Nu. At the bottom, a pagination bar shows 'First', 'Previous', '1' (selected), 'Next', and 'Last'.

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Nu
Certificate of Exemption	Certificate of Exemption	New	Awaiting Additional Information	BAHADUR, Sunil	28 Aug 2026	MOL-COE-2026

7.0 Granting Access to another Person

You can grant access to your Certificate of Exemption application to other registered users on the portal in two ways:

- **Change Application Ownership:** Transfers full ownership to another user, updating the registered user and authorized representative details on the application.
- **Grant Follow-up Access:** Keeps the current owner unchanged while allowing another user to track and monitor the application status. (Refer to Section 6.0 for instructions on tracking your application).

Step 1: From the main menu, navigate to **Your Area** → **Applications**.

Step 2: Specify a date range using the submission date fields (**From / Until**), or click **Clear all** to enlarge the search window.

Step 3: Select **Certificate of Exemption** from the **Application Type** drop-down menu and click **Search**.

Step 4: From the list of submitted applications, click on the application you wish to share to expand its details.

Step 5: Click the **Grant Access** button to initiate the access delegation process.

The screenshot shows the user interface of the application portal. Red boxes and numbers 1 through 7 indicate the steps for granting access:

1. Click on the **Your Area** menu item in the top navigation bar.
2. Click on the **Applications** sub-menu item.
3. Click on the **Applications** button in the secondary navigation bar.
4. Select **Certificate of Exempt** from the **Application Type** dropdown menu.
5. Click the **Search** button.
6. Click on the application entry for **Certificate of Exemption** in the results table.
7. Click the **Grant Access** button at the bottom right of the application details.

The interface includes a top navigation bar with links like Home, Your Area, Licensing, Search Permits, News, and FAQs & Notices. Below this is a secondary navigation bar with links like Dashboard, Applications, Permits, Alerts, Payments, and Work Permit Payments. The main content area contains a search filter section with dropdowns for Application Type, Category, Transaction Type, and Status, along with date range fields and a Search button. Below the search filters is a table of application results. The selected application details are shown below the table, including a list of documents and a current status section.

Step 6: Enter the **E-mail Address** of the new user to whom you want to grant access to. Ensure the email address is registered on the platform and typed correctly to prevent unauthorised access.

Step 7: If you wish to transfer primary ownership, select the radio button under the **Owner** column next to their email.

Step 8: Click the checkmark (✓) to complete the grant access process. After returning to the main screen, sign in with the new account to confirm the application is visible.

Grant Access to Application

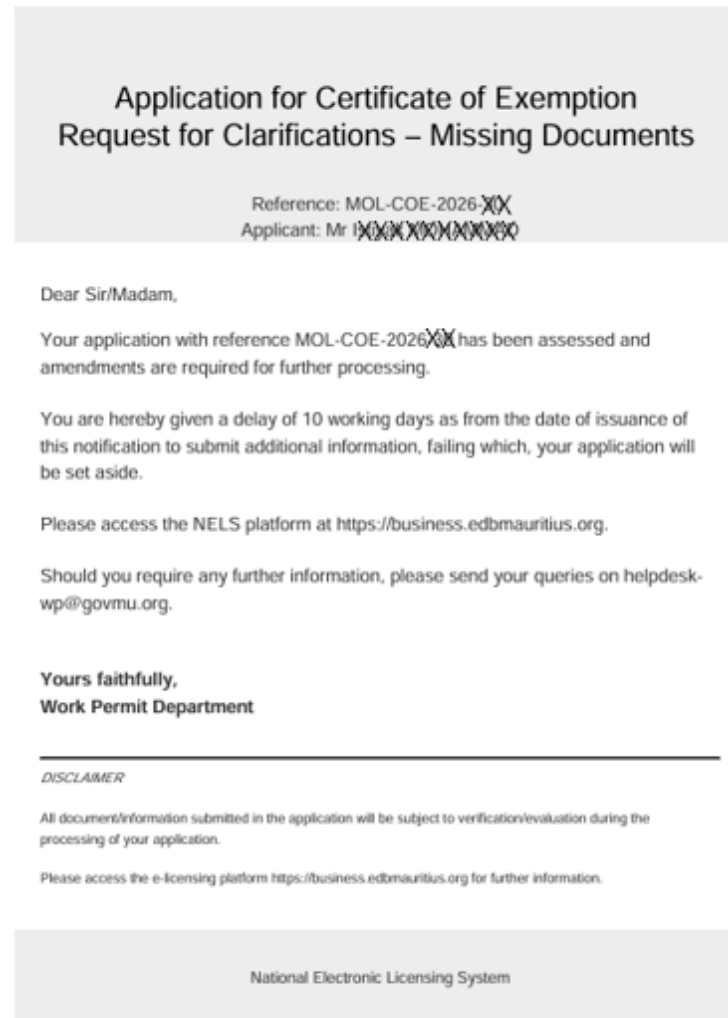
Application Number: MOL-COE-2026-113

Email address	Owner
itunitempment@gmail.com	☒
add email here email@gmail.com	☐ Choose to set as owner ☒ Tick to confirm
Back	

Note: To verify that ownership was successfully transferred, log into the new account; the Grant Access button will now be visible under the application.

8.0 Additional Information Required

During the verification and processing stage of your application, you may receive an email notification stating that amendments are required for further processing.



Applicants are required to **strictly** adhere to the **deadline** indicated in the email for providing additional information. Non-compliance with the stated timeframe will cause the application status to be automatically **Set Aside**.

8.1 Procedure to Provide Additional Information

You can only modify your application or submit supplementary documents if its current status is either **“Awaiting Additional Information”** or **“Awaiting Completion of Conditions”**.

Steps to provide Additional Information:

1. Navigate to **Your Area** tab and choose **Applications** from the main menu.
2. Select **COE Clarification/Condition** to proceed.

The screenshot shows the 'Your Area' dashboard with the following elements:

- Top navigation bar: Home, **Your Area** (highlighted), Licensing, Search Permits, News, FAQ's & Notices.
- Sub-navigation bar: Dashboard, **Applications** (highlighted), Permits, Alerts, Payments, Work Permit Payments.
- Tab bar: Applications, Drafts, Public Comments, **COE Clarification/Condition** (highlighted).
- Instructions: "Please choose appropriate Application Type and click Search button for data to load" and "Click on COE Clarification/Condition tab to view all actions/clarifications/conditions required for Certificate of Exemption".
- Filters: Application Type, Category, Transaction Type, Status, Application Number, Submission Date From, Submission Date until, Search, Clear all.

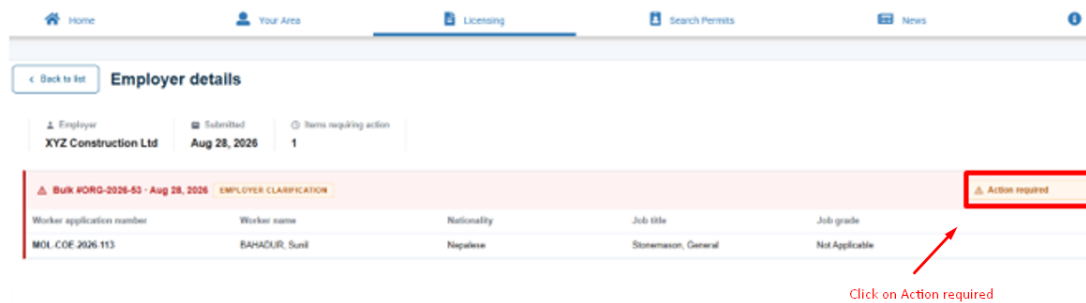
3. The **Clarifications/Conditions** screen will open. Click on **“Clarifications needed”** tab to display a list of all your COE applications which required an amendment.

NOTE: You may use the filter option to query for specific application.

The screenshot shows the 'Clarifications/Conditions' screen with the following elements:

- Header: Home, Your Area, Licensing, Search Permits, News, FAQ's & Notices.
- Section: **Clarifications/Conditions** (Expand an employer to view the applications requiring action).
- Filters: Transaction type, Application number, Job title, Job grade, Employer name.
- Buttons: Apply filters, Clear all.
- Summary cards: Employers (1), **Clarifications needed (1)** (highlighted), Assessment of views (0), Completion pending (0).
- Table: EMPLOYER, ACTION REQUIRED. Row 1: XYZ Construction Ltd, 1, >.

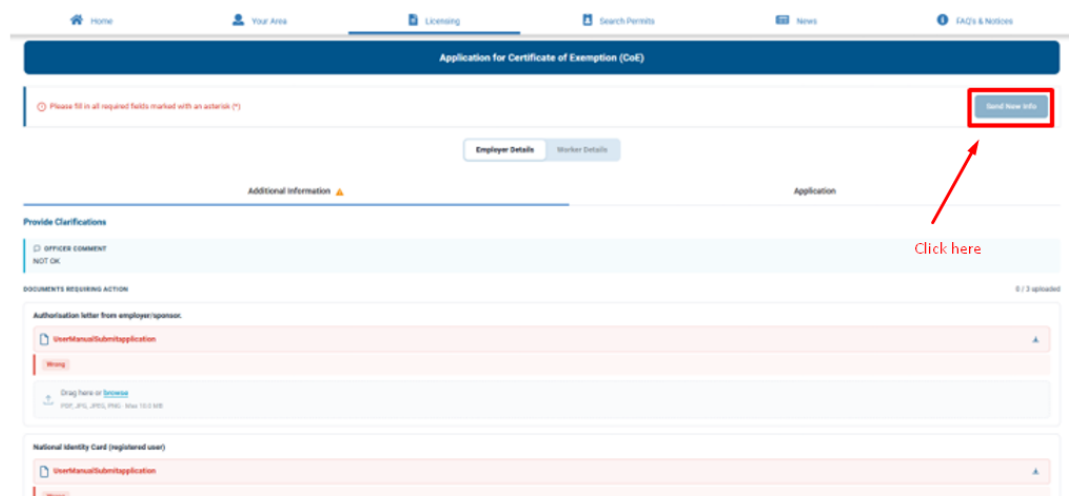
4. Applications requiring additional information will display a yellow **Action required** tag. Click this button to open the form and update your details.



The screenshot shows the 'Employer details' page. At the top, there's a navigation bar with 'Home', 'Your Area', 'Licensing', 'Search Permits', and 'News'. Below this, a 'Back to list' button is visible. The main content area has a header 'Employer details' and a sub-header 'XYZ Construction Ltd'. A table lists applications, with one highlighted in red and labeled 'Action required'. The table has columns for 'Worker application number', 'Worker name', 'Nationality', 'Job title', and 'Job grade'. The highlighted row shows 'M01.COE.2026.113', 'BAHADUR, Sunil', 'Nepalese', 'Stonemason, General', and 'Not Applicable'. A red arrow points to the 'Action required' tag with the text 'Click on Action required'.

Worker application number	Worker name	Nationality	Job title	Job grade
M01.COE.2026.113	BAHADUR, Sunil	Nepalese	Stonemason, General	Not Applicable

5. Read the instructions provided at the top of the page, update your application accordingly, and click **Send New Info** to resubmit.



The screenshot shows the 'Application for Certificate of Exemption (CoE)' page. At the top, there's a navigation bar with 'Home', 'Your Area', 'Licensing', 'Search Permits', and 'News'. Below this, a 'Send New Info' button is highlighted with a red box and a red arrow pointing to it with the text 'Click here'. The main content area has a header 'Application for Certificate of Exemption (CoE)' and a sub-header 'Please fill in all required fields marked with an asterisk (*)'. There are tabs for 'Employer Details' and 'Worker Details'. The 'Additional Information' section is expanded, showing 'Provide Clarifications' and 'DOCUMENTS REQUIRING ACTION'. The 'Provide Clarifications' section shows 'OFFICER COMMENT NOT OK'. The 'DOCUMENTS REQUIRING ACTION' section shows two items: 'Authorisation letter from employer/sponsor' and 'National Identity Card (registered user)', both with a 'Wrong' status and a 'UserManualSubmApplication' link.

9.0 Electronic Certificate of Exemption

Once your application has been approved, a Certificate of Exemption (COE) will be issued electronically with a QR Code. An email notification will be set to the registered user and owner of the application.

The Certificate of Exemption is available to download from the NELS portal by the registered user/owner only.

Issuance of Certificate of Exemption

Reference: MOL-COE-2026-XX
Applicant: Mr XXXX XXXX XXXX (Passport No XXXX XXXX)

Dear Sir/Madam,

The certificate under reference MOL-COE-2026-XX in respect of abovenamed, on behalf of XXXX XXXX XXXX has been issued electronically.

You are hereby requested to click on the link below to download the certificate.
(<https://business.edbmauritius.org>)

Should you require any further information or assistance, please send your queries on helpdesk-wp@govmu.org.

Yours faithfully,
Ministry of Labour and Industrial Relations
(Employment Division)
405 0100

DISCLAIMER

All document/information submitted in the application will be subject to verification/evaluation during the processing of your application.

Please access the e-licensing platform <https://business.edbmauritius.org> for further information.

National Electronic Licensing System

9.1 Procedure to download Certificate of Exemption

Steps to download the Certificate of Exemption:

1. On the main dashboard, select **Your Area**.
2. Open the **Permits** tab.
3. Filter the results by selecting **Certificate of Exemption** under **Application Type** and clicking **Apply Filters**.
4. Review the list showing permit statuses, issue dates, and expiry dates to locate your application.
5. Choose the application and click **Open** to view its details.

The screenshot shows a web interface with a top navigation bar and a main content area. The top bar has links for Home, Your Area (highlighted with a red box and number 1), Licensing, Search Permits, News, and FAQ's & Notices. Below this is a sub-navigation bar with Dashboard, Applications, Permits (highlighted with a red box and number 2), Alerts, Payments, and Work Permit Payments. The main area is titled 'Filter your permits' and contains several filter fields: Permit Type (set to Certificate of Exemption, highlighted with a red box and number 3), Applicant (Insert the applicant name), Status (Select), Permit Number (Insert the permit number), Issued Date from (Select a Date), Issued Date until (Select a Date), Expiration Date from (Select a Date), and Expiration Date until (Select a Date). An 'Apply Filters' button (highlighted with a red box and number 4) is to the right. Below the filters is a table with columns: Permit Type, Applicant, Status, Issued Date, Expiring Date, Issuing Agency, and Permit #. The first row is highlighted with a red box and number 5, showing 'Certificate of Exemption', 'XXXXXXXXXX', 'Active', '13 Aug 2026', '12 Aug 2029 (1075 days)', 'Ministry of Labour and Industrial Relations', and 'XXXXXXXXXX'. At the bottom left are pagination links (First, Previous, Next, Last), and at the bottom right is an 'Open' button (highlighted with a red box and number 6).

6. Once the application opens, scroll to the bottom of the page and click the PDF file link to open your Certificate of Exemption.

The screenshot shows the details of a specific application. It has a top navigation bar with Home, Your Area (active), Licensing, Search Permits, News, and FAQ's & Notices. The main content area is divided into sections: Applicant Details (TITLE: Mr, SURNAME: XXXXX, FIRST NAME: XXX, NATIONALITY: Malagasy), Profession/Occupation Details (JOB TITLE / OCCUPATION: Fisherman, JOB GRADE: Not Applicable), and Passport Details (PASSPORT NUMBER: XXXXX, DATE OF ISSUE: 28/05/2026, DATE OF EXPIRY: 27/05/2031, ISSUING COUNTRY: Madagascar). At the bottom, there is a red box containing a PDF icon, a timestamp '2026-08-13 14:05:56-030', and a redacted file name 'XXXXXXXXXX'. A red arrow points to this box with the text 'Click here download the COE'.

10.0 COE Application Set Aside/ Duplicate/ Cancelled

10.1 Set Aside Application

Applicants must strictly comply with the submission deadline indicated in the email notification. Failure to respond within this period will result in the application being **set aside** automatically.

To proceed after an application is set aside, a new/fresh application must be submitted. You may use the duplicate feature facility in section 10.2 for better convenience. However, this is applicable to type NEW only.

**Application for Certificate of Exemption
Request for Clarifications – Missing Documents**

Reference: MOL-COE-202XXXX
Applicant: Mr XXXXXXXX

Dear Sir/Madam,

Your application with reference MOL-COE-202XXXX has been assessed and amendments are required for further processing.

You are hereby given a delay of 10 working days as from the date of issuance of this notification to submit additional information, failing which, your application will be set aside.

Please access the NELS platform at <https://business.edbmauritius.org>.

Should you require any further information, please send your queries on helpdesk-wp@govmu.org.

**Yours faithfully,
Work Permit Department**

DISCLAIMER

All document/information submitted in the application will be subject to verification/evaluation during the processing of your application.

Please access the e-licensing platform <https://business.edbmauritius.org> for further information.

National Electronic Licensing System

10.2 Duplicate Application

Use the **Duplicate** feature to copy details from an existing application on your NELS account to a new application.

Key steps and considerations:

- **Pre-filled Data:** Core **Employer** information will populate automatically.
- **Required Inputs:** You must re-upload company documents, enter new worker details, and attach all required worker documents.
- **Limitation:** The Duplicate feature applies strictly to **New** Certificate of Exemption applications and cannot be used for Renewal of applications.

Steps:

1. Go to Your Area > Applications.
2. Adjust the submission date range or click Clear all to broaden your search.
3. Select **Certificate of Exemption** under Application Type and click Search.
4. Click your application in the list to expand it, then select Duplicate.

The screenshot displays the NELS application interface with numbered steps 1 through 8. Step 1 points to the 'Your Area' menu. Step 2 points to the 'Applications' sub-menu. Step 3 points to the 'Applications' tab in the sub-menu. Step 4 points to the 'Clear all' button. Step 5 points to the 'Application Type' dropdown menu. Step 6 points to the 'Search' button. Step 7 points to the 'Certificate of Exemption' application in the list, with a red arrow and text 'Click on arrow to expand'. Step 8 points to the 'Duplicate' button at the bottom of the application details.

Application Type: Certificate of Exemption

Category: Select

Transaction Type: Select

Status: Select

Application Number: Insert the application number

Submission Date from: Select a Date

Submission Date until: Select a Date

Search

Clear all

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number
Certificate of Exemption	Certificate of Exemption	New	Awaiting Additional Information	XXXXXXXX	28 Aug 2026	MDL-COE-XXXX

Documents:

- 01/09/2026: UserManualSubmitApplication
- 01/09/2026: UserManualSubmitApplication
- 01/09/2026: UserManualSubmitApplication
- 28/08/2026: Passport photosample
- 27/08/2026: UserManualSubmitApplication

See all documents

Current Status:

- 1 - Awaiting Verification
- 2 - In Process
- 3 - Awaiting Additional Information
- 4 - In Progress
- 5 - Awaiting Additional Information
- 6 - In Process
- 7 - Awaiting Completion of Conditions
- 8 - Awaiting Issuance of Permit
- 9 - Completed

Duplicate Grant Access Open

10.3 Cancel an Application or a Certificate of Exemption

To cancel an application which is still in process or to Cancel a Certificate of exemption which has been issued already, submit a request through one of the following methods:

1. **Email:** Send your request to employment@govmu.org or workpermitregistry@govmu.org
2. **In Person:** Submit your request manually at the **Work Permit Counter** (10th Floor, Victoria House, Port Louis)