Ministry of Labour and Industrial Relations

Online Work Permit Application through the National Electronic Licensing System (NELS) platform.

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.

Contents

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1.0 Introduction

This user manual has been designed to provide information on how companies, individuals or any other bodies can use the National Electronic Licensing System (NELS) platform for:

- Registration and Login
- Submit an application for a new work permit
- Submit an application for renewal of a work permit
- Create a profile (Save/open draft)
- Provide additional Information (your action is required)
- Cancel Application
- Cancel Work Permit
- Effect payment of fees
- Duplicate an application
- Grant Access an application
- Download electronic work permit

Please go through the manual thoroughly to avoid any issues.

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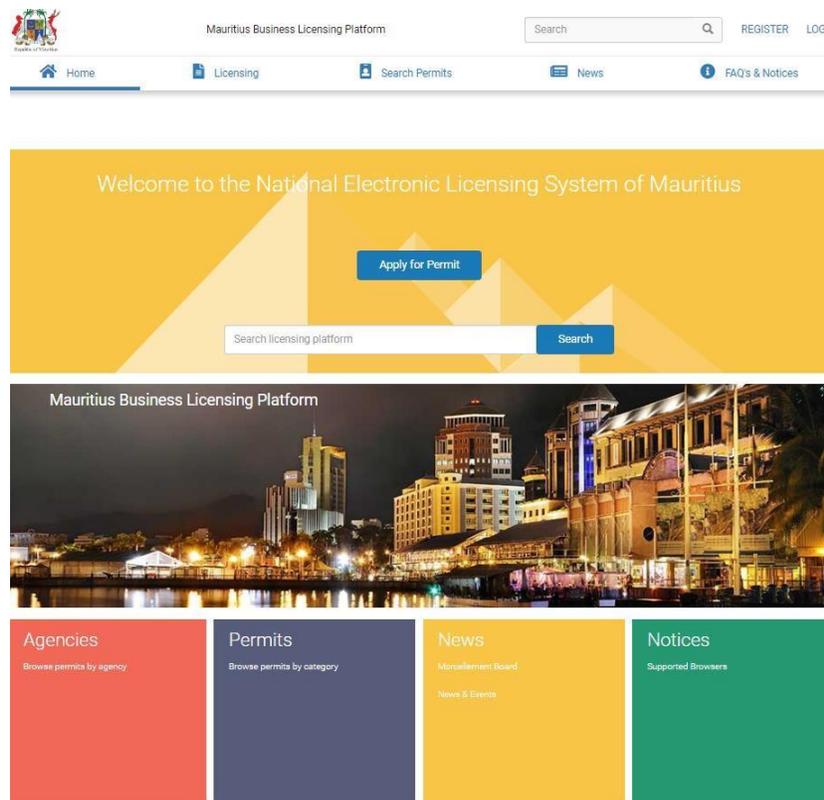
2.0 Register on NELS Platform

Short Description:
A web-based public portal handling all interactions with the business community, applicants, license and permit holders.

Context:
Registration on the NELS system is important, to enable an applicant to apply for a permit. Once registration is completed, application can be made any time on the business portal.

2.1 Registration

Step 1: Please visit URL https://business.edbmauritius.org

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Step 2: On the top hand right corner of the screen there is Register and Login button as highlighted in the image below.
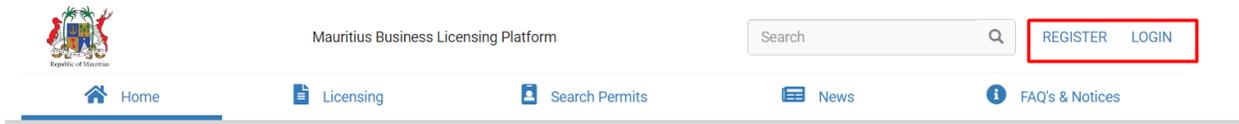
Step 3: Click on **Register** button in the next screen and fill in all the **required details** starting from choosing your Title in the form and click on the **Register** button at the end of the form.

Step 4: Once you click on **Register**, you will receive a verification email in your mailbox on the email id entered by you in the registration form. Click on **Activation link** to complete your registration.

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Step 5: In the next screen, you will be prompted to insert a **Confirmation Code** and **Password**. Click on **Request code** button. You will receive the confirmation code on the phone number you provided (code valid for 24 hours), and then click on **Next** to start using the e-licensing portal.

SMS Code

If you haven't received a confirmation code, request a new one below. Please confirm that the number you provided is correct.
Please insert the code here:

Confirmation Code	* Kindly click on Request Code	Mobile Number	
177737	Request Code	+230 12345678	Edit

Password

Create New Password

········

Confirm new Password

········

Next

Note:

- If applicant is already a registered user on the National Electronic Licensing System click on 'LOGIN' button directly on the portal.

- Applicant are advised to contact the Economic Development Board for any query pertaining to problem with regard to login and registration at:

  URL: https://edbmauritius.atlassian.net/servicedesk/customer/portal/13

  Email: nels@edbmauritius.org

  Phone : (230) 203 3800

2.1 Login on NELS Platform

Step 1: After successful registration, go to **Login Page** and enter your registered email details and click on **Login** button.

Step 2: Complete the **Additional Information** Section, and click on **submit** button.

After successful **Registration** and **Login** on the NELS Portal, you may submit your application for work permit, both for New and Renewal.

On the Welcome page on the NELS platform url: https://business.edbmauritius.org/ choose the below steps:

Welcome to the National Electronic Licensing System of Mauritius

Step 1

Apply for Permit

Search licensing platform   Search

Permits   Category

▶ **Construction and Land Development**
▶ **Education**
▶ **Environment**
▶ **Health**
▶ **Manufacturing**
▶ **Safety**
▶ **Schemes**
▼ **Work & Live**   Step 2

Occupation/Residence Permit
Legislation and useful information   APPLY

Premium Visa
Legislation and useful information   APPLY

Step 3
Work Permit
Legislation and useful information   APPLY

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3.0 Application for a New Work Permit

Application can be submitted either for a New work permit or for Renewal of an existing work permit.

Work Permit (WP)

Please select application type :

● New   Step 1

○ Renewal

Step 2 [Next]

Application can be submitted for an **Individual** (One) worker or **multiple** workers.

➢ Choose Individual worker, when applying for one expatriate.
➢ Choose multiple workers for more than one expatriates.

3.1 Application for Individual Worker

Step 1: Choose **Individual worker** and click on **Next.**

Work Permit (WP)

Do you wish to prepare an application for an individual or multiple persons?

● Individual Worker

○ Multiple Workers

[Next]

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Step 2: Upload Passport Details of Expatriate.
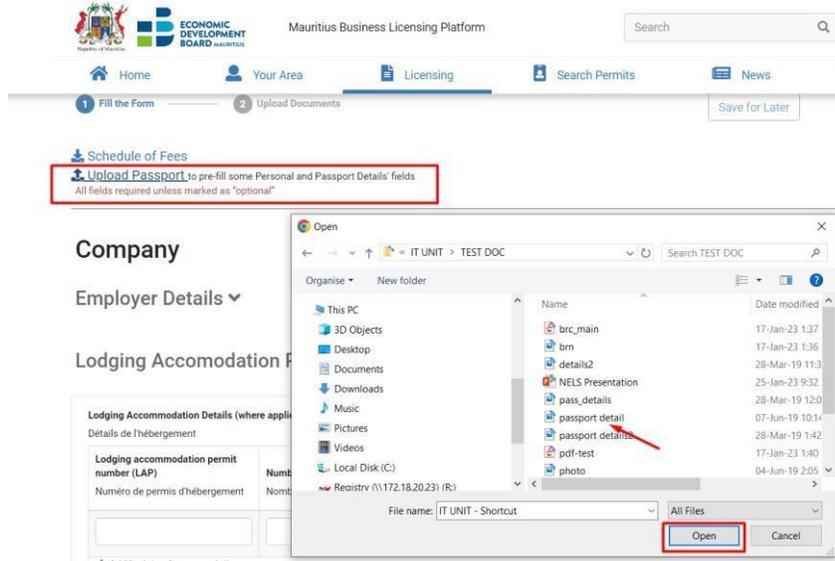
Step 3: On confirmation, you will observe, passport details have been **prefilled** in the **application form**.

Verify information displayed and make necessary amendments as required.

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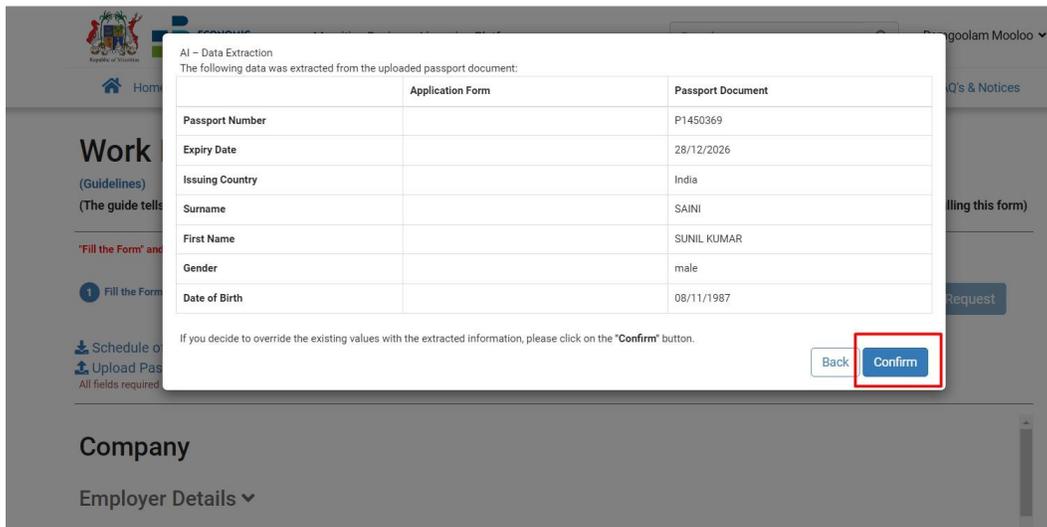
Step 4: Fill in all the required details. Optional fields are marked in **red**.

3 categories of employers can submit applications for work permit:

- Individual
- Company
- Others

3.0.1 Individual Employer

Step 1: If you are an individual employer and not a representative of a company or an association, choose **Individual** and fill in the **Employer** details.

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Step 2: Fill in **Lodging Accommodation Permit (LAP)** details. This section is optional.

Step 3: Fill in **Recruitment Agency** details.

Step 4: Fill in **Expatriate** details. Details of passport has already been prefilled if you have already uploaded passport details. You may wish to edit the information manually as required.

Note: Passport holders with only **one name**, either surname or first name, should be inserted in the **surname textbox** only (mandatory field).

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Step 5: Fill in the **Passport** details.

Step 6: Fill in **Qualification** details of expatriate. This is optional.

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Step 7: Fill in **Particulars of Dependents**. If you have any accompanying dependents, choose **yes** and enter dependent details.

Particulars of Dependents ∧

Do you have any accompanying dependents?
Avez-vous des personnes à charge qui vous accompagnent?

● Yes   ○ No

Dependent Details

Surname Nom de Famille	First Name Prénom	Date of Birth Date de naissance	Relationship Relation	Gender Sexe	Passport Number Numéro de passeport	Nationality Nationalité	
		Select a Date 📅		⌄		⌄	

➕ Add Dependent

Step 8: Fill in the **Profession/ Occupation** details. On click, you will be prompted to type the **job title** and then click on **search.** A list will be provided; you have to choose the appropriate job title as per the Remuneration Order.

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Note: If the job title you are looking for, is **not** in the list choose **other** and type the job title in the search box and click ok.

Step 9: Complete all the required information.

Step 10: Enter the number of year of working experience in relation to profession/occupation applied for and fill in past **Employment** details.

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Step 11: After filling up all the mandatory field, you will notice the '**Fill the Form'** at the top is now **green.** You may wish to save your application for later by clicking on the save for later button.

Note: The '**Fill the Form'** option will turn green only if you have successfully inserted information in all required fields.

Step 12: Click on '**Upload Documents'** and upload your documents as applicable to your **sector of activity**. Consult the guideline available at the Ministry's website for more information.

Once all required documents are uploaded, the option **upload documents** will turn **green** automatically and then the button to **Place Request** will be enabled.

Step 13: Upload required Files for **Company.** Choose **browse files** to upload document. Optional fields are marked in **red**.

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Step 14: Upload Required Files for **Applicant.**

Upload Required Files For Applicant (Please refer to the guidelines above)

1. Passport sized photograph
ⓘ 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 files here or browse files 📁

2. 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.

Drag files here or browse files 📁

📄 passport detail   🗑
Uploaded at 27/09/2023 14:52:41 - 579kB in 1.108s

3. Where applicable, certified copy of academic and professional qualifications and details of work experience should be submitted in either French or English. (Optional)

Drag files here or browse files 📁

4. Job profile (where applicable) of each employee. (Optional)

Drag files here or browse files 📁

5. A provisional health clearance obtainable from the Ministry of Health & Quality of Life (Annex III)

Drag files here or browse files 📁

6. Documentary evidence from the employer certifying that the expatriate will earn a monthly salary of more than Rs 50,000 or a copy of Contract of Employment duly vetted by the Labour Division of the Ministry of Labour, Human Resource Development and Training in respect of expatriates earning Rs 50,000 or less per month.

Drag files here or browse files 📁

7. For professionals having dependents : in case of spouse, the marriage certificate should be submitted and for children less than 18 years old, the birth certificate must be submitted (for Residence Permit Application). (Optional)

Drag files here or browse files 📁

8. Additional documents for specific professions. (Optional)
                                                                 ⚠ More info

Drag files here or browse files 📁

9. Other Documents (Optional)

Drag files here or browse files 📁

Step 15: After having uploaded all the required document the '**Upload Document'** option turns **green.**

"Fill the Form" and "Upload Documents" icons need to turn green to allow submission

✅ Fill the Form ——— ✅ Upload Documents   Save for Later   **Place Request**

⬇ Schedule of Fees
⬆ Upload Passport to pre-fill some Personal and Passport Details' fields
All fields required unless marked as "optional"

Step 16: The **Place Request** is now enabled. Click on the **Place Request** to submit your application to the Ministry.

Note: Place Request button will be enabled **only** if both '**fill the form'** and '**upload document'** are green.

Step 17: Complete the **Declarant** detail and then **Submit**. You will be required to submit a declaration form. This form is **prefilled** with the details you provided during **registration** on the NELS platform.

3.0.2 Companies

Step 1: If you are a company, choose company and fill up the required information.

Step 2: Input your **Company Business Registration Number (BRN)** and then click on **refresh** button. Once you **click** on refresh button , some information from **Corporate and Business Registration Department** (CBRD) will be **automatically populated**.

Step 3: Information as per your company registration at the **CBRD** is automatically prefilled. Verify your information and complete missing details.

Note: In case, there is any discrepancy in company name or any other prefilled detail, contact the Corporate Business Registration Department (**CBRD**) for amendment.

Step 4: **Click** on the **drop down list** button to view all the economic activities for which your company has been registered for with the CBRD. **Choose** the corresponding **economic activity** for which the expatriate will be working in.

Note: Make sure to choose the **refresh** button next to your **BRN** so as to enable the **economic activities** to be **displayed** in the drop down **list**. If refresh button is **not** clicked (step 2), the drop down **list** will be **empty**.

Step 5: Continue to fill the required information until the 'Fill the Form' becomes green. Optional fields are marked in **red**.

Step 6: Once the **fill the form** is **green**, proceed with **uploading** of required **documents**.

Note: Upload all necessary documents pertaining to your sector of economic activity. Consult the guideline of the Ministry for further information.

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Step 7: Once the **upload document** is **green**, click on the **Place Request** to submit your application to the Ministry.

Note: Place Request button will be enabled **only** if both '**fill the form'** and '**upload document'** are green.

Step 8: Complete the **Declarant** detail form and then **Submit**. This form is **prefilled** with the details you provided during **registration** on the NELS platform.

[Note: For detail steps refer to page 11 to 18]

3.0.3 Other Employer

Step 1: If you are an organization other than Companies, such as associations or religious bodies, choose this option to apply.

Company

Employer Details ∧

○ Individual ○ Company ◉ Others

Step 2: Fill in all the required details. Optional fields are marked in **red**.

Step 3: Input **Economic sector**. Sector of activity has to be typed manually.

Step 4: Continue to fill all the required information until '**fill the form'** is **green**.

Step 5: Once **fill the form** is **green**, proceed to **upload** required **documents** until **upload document** is **green**.

Step 6: **Place** your **request** and fill **declarant form**

Step 7: Submit application

[Note: For detail steps refer to page 11 to 18]

3.2 Application for Multiple Workers

Step 1: Application for more than one expatriate, choose **Multiple workers** and click on **Next.**

Work Permit (WP)

Do you wish to prepare an application for an individual or multiple persons?

○ Individual Worker

◉ Multiple Workers

Next

Step 2: Fill the form with required details of your company. Optional fields are marked in **red**.

Step 3: Complete the '**fill the form'** until becomes **green.**

Step 4: Click on '**upload documents'** to upload all required documents.

Step 5: Once **both** 'fill the form' and 'upload document' are **green**, the **Add Worker** button is **enabled.**

"Fill the Form" and "Upload Documents" icons need to turn green to allow submission

✓ Fill the Form   ✓ Upload Documents   Save for Later   Add Worker

Step 6: It is recommended to **save** your application for later at this stage. A draft profile of your company has been created. You have completed with filling up **details** for your **company**.

Note: You may at any time use the draft profile to add details for more expatriates and submit your application without the need to reenter details of company.

Step 7: Click on **Add Worker** button to input details of the expatriate.

Step 8: Fill all required details for **expatriate.** Once the **fill the form** is **green**, proceed with **uploading** of required **documents**.

Step 9: Upload all required documents

Note: Upload all necessary documents pertaining to your sector of economic activity. Consult the guideline of the Ministry for further information.

Step 10: Once the **upload document** is **green**, click on the **Place Request** to submit your application to the Ministry.
Note: Place Request button will be enabled **only** if both '**fill the form'** and '**upload document'** are green.
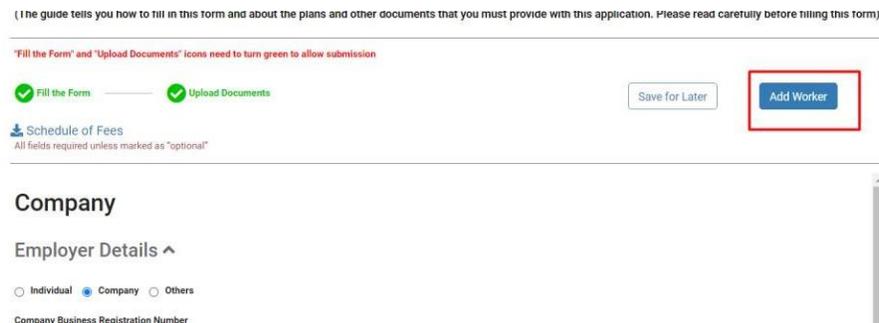
Step 11: Fill **Declarant form** and **Submit** application

[Note: For detail steps refer to page 11 to 18]

3.0.4 Adding another worker

Step 1: Open **Draft** from your dashboard and **Open** the saved company profile.

Step 2: Click on **Add Worker.**

Step 3: Fill all required expatriate details and submit your application.

Note:

- Each time you add a worker you have to place request for application to be submitted.
- You may also save the application partly filled for later submission.
- You may edit the details of a draft profile.

4.0 Application for Renewal of Work Permit

To submit an application for Renewal of work permit, choose below steps:

Work Permit (WP)

Please select application type :

○ New

● Renewal Step 1

Step2 Next

For renewal of work permit, you will require the **previous** work permit that was issued by this Ministry either Electronically (on NELS) or Manually (at the counter).

If your previous permit was issued on the NELS Platform, input your previous permit number in the format **MOL-WP-2023-1234** at **step 2**.

At **step 3**, the expiry date of the previous work permit is required.

Note: In general, work permit **validity** end date should be **one day prior** to the **start date** and period approved. E.g. the Start Date is **01 June 2023**, the permit will end on **31 May 2024** if approved for one year.

ⓘ Choose this option ONLY if previous application was done on NELS. Last Work Permit Number should be of format MOL-WP-2023-XXXX
● Electronically (On NELS) Step 1

ⓘ Choose Manually if the previous application was submitted at Counter. Last Work Permit Number should be of format WP:2023/XXXX
○ Manually

Step 2
Please enter your Work Permit Number :

| MOL-WP-2023-12345 |

Step 3
Expiry Date of Permit

| 06/02/2024 | ✕ 📅 |

Step 4
Employer Identification Number (BRN/NIC/Registration Number)

| C1234566 |

Residence Permit Details

Step 5 UID

| S1335656356 |

Step 6 Previous Residence Permit Number

| BRR2152456 |

Step 7 Next

If your previous work permit was **NOT** issued on NELS, choose the second option '**Manually**' as in below at **step 1**.

The previous work permit No. should be input in the format: **2023 / 1234** at **step 2**.

Work Permit (WP)

Previous application was done:

ℹ Choose this option ONLY if previous application was done on NELS. Last Work Permit Number should be of format MOL-WP-2023-XXXX
○ Electronically (On NELS)

ℹ Choose Manually if the previous application was submitted at Counter. Last Work Permit Number should be of format WP:2023/XXXX
● Manually   Step 1

> NOTE 1: To apply for renewal, you will require a scanned copy of the most recent work permit.
>
> NOTE 2: Multiple Manual Renewals
>   Submit the first manual renewal for the company on the NELS Platform.
>   Go to Your Area -> List of Applications -> Identify the company profile to be replicated -> Click on Renew another worker for same company.

Please enter your last work permit number: (Click here for more information on how to identify your work permit number.)

WP NO:	2023	/	1234	Step 2

Residence Permit Details

UID		Previous Residence Permit Number
S123456789 Step 3		BR12345 Step 4

Step 5   Next

Note: **No separate application for Residence Permit** must be submitted at the work permit counter. By submitting an online application for Work Permit, you are also sending an application to the Passport and Immigration Office for the purpose of Residence Permit.

[Note: refer to page 5 – 18 for detail steps to fill the form and submit the application]

5.0 Save / Open Draft Application
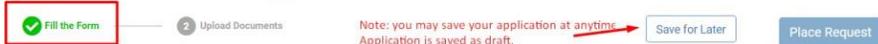
5.1 Save Application as Draft

You may **save** your application as **draft** at any time by choosing '**Save for Later'**.

5.2 Open a Saved application

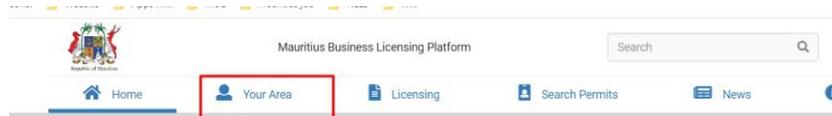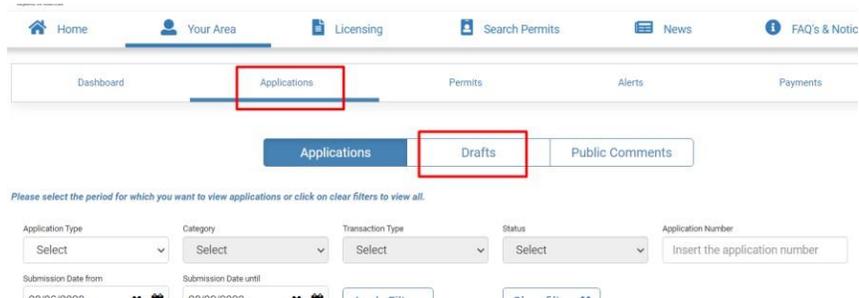**Step 1**: From your main page, select **Your Area.**

Step 2: Select **Applications** and then **Drafts.**

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**Step 3**: On landing page, a list of all saved applications is displayed.

Step 4: Click on **Work Permit** and then **Open**. You can also delete the saved application by choosing the **delete** button.

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6.0 Additional Information Required

After your application has been assessed at the Ministry level and if discrepancies have been noted, clarifications shall be requested for further processing. You will receive an email notification, requesting to amend required information.

Step 1: Login on the portal and go to **Your Area** click on **Applications**
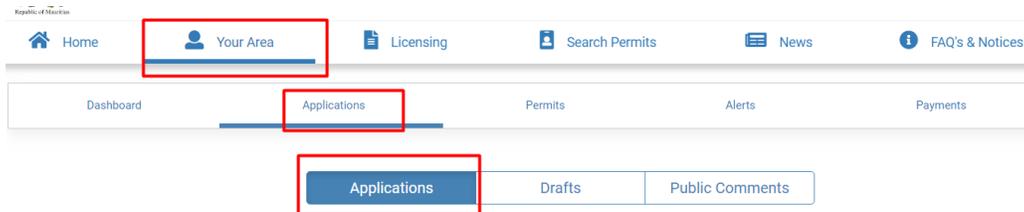
Step 2: Under Applications you will see your application has been **sent back** to you with status **Awaiting Additional Information** in yellow colour.

Step 3: Click on **Work Permit** and click on **Your action is required** button in the yellow box.

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Step 4: Your application will be opened. Notes for **amendments** that are required will be displayed on top under Registry Officer's Comment

Step 5: Amend your application accordingly and then click on **Send new info** button.

Note: 'Fill the Form' and 'Upload Document' should be green so that '**send new info**' button is enabled.

7.0 Set Aside Application / Cancel Application / Cancel Work Permit

You are requested to strictly comply with the time delay stated in the email for submission of Additional information. Failure to do so, will automatically set aside your application.
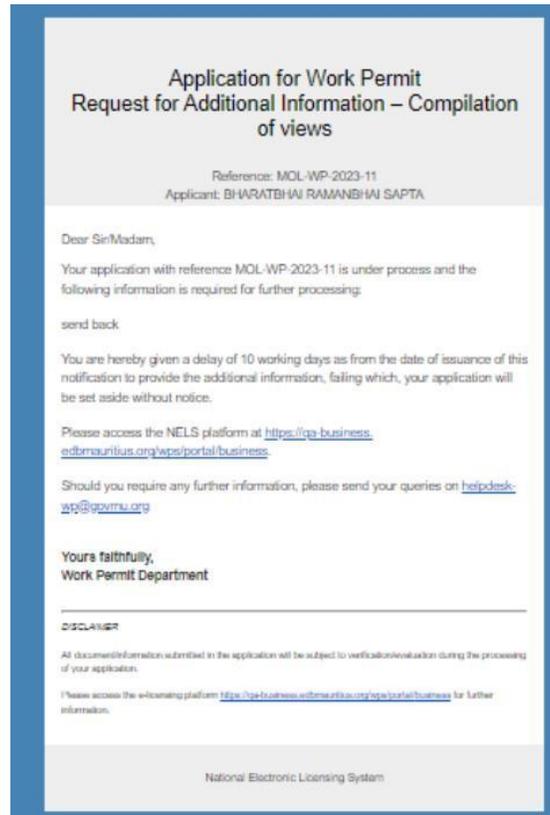
Note: If you wish to **CANCEL** an **application** or a **Work permit**, contact your scheduling officer.

8.0 Effect Payment

Payment can be effected both **manually** and **online**. For manual payment, print your voucher and make payment at the cash counter on **8th Floor Victoria House, Port Louis**.

Step 1: Login on portal, go to **Your Area**, click on **Work Permit Payments**
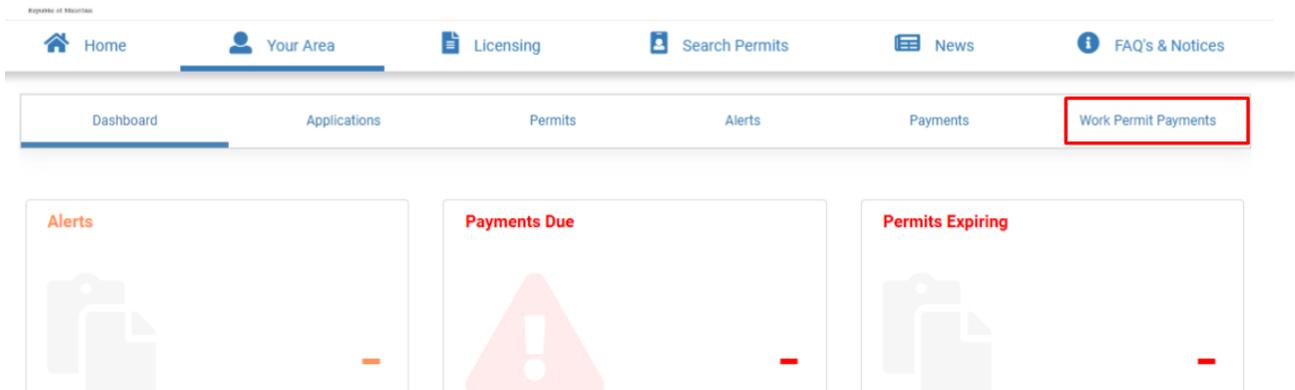
Step 2: Select the application that you need to **pay** and then click on **Pay selected** button
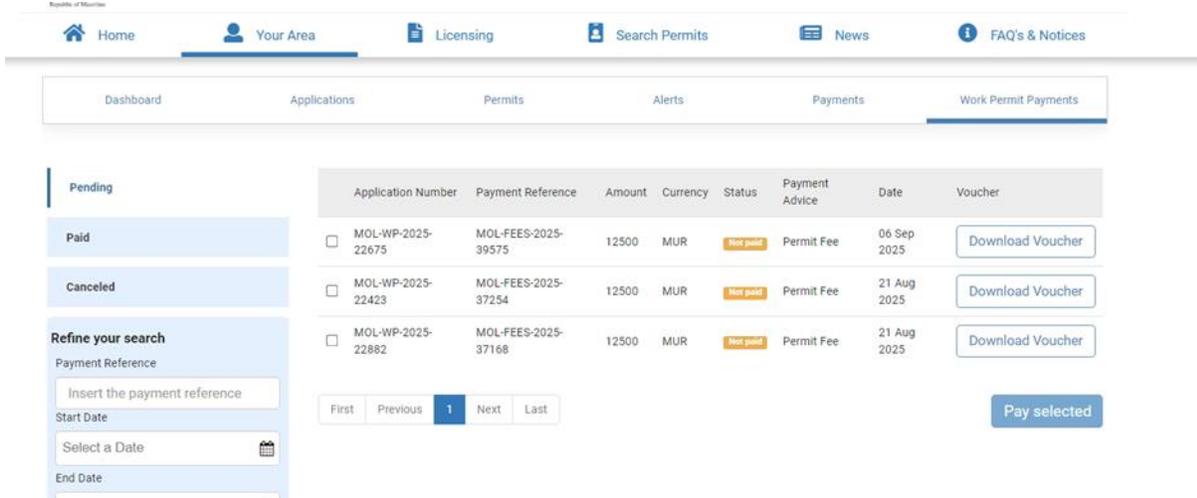
Step 3: On landing page, follow the process to make the **e-payment** else you can also download voucher to effect payment by **cash** or by **bank cheque**.

9.0 Duplicate Application

If your application has been set aside / rejected or for any other purpose, you need to submit a fresh application.

Step 1: Login on portal, under **Your Area,** click on **Work Permit** and then choose **Duplicate** button.
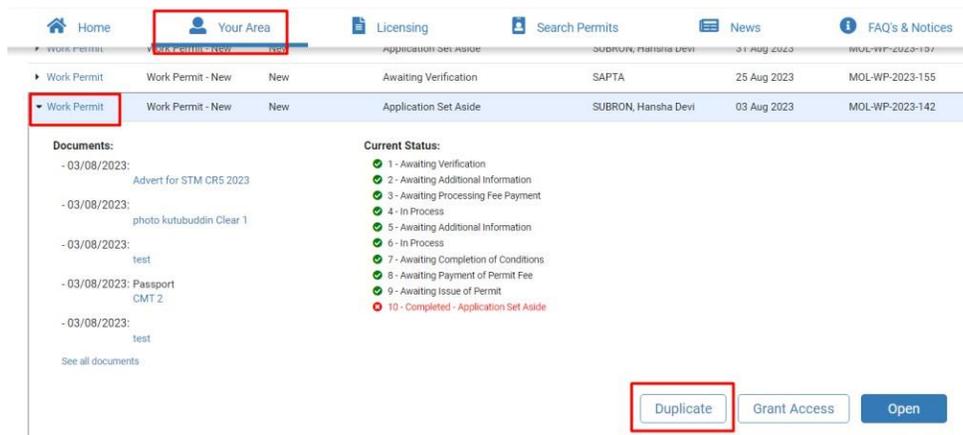
Note: All the details of the previous application shall be prefilled. However, you will have to **upload all documents** again.

10.0 Grant Access an application

You have the option to grant access to your application to another person. This can be useful if you'd like someone else to view the status of your application or if you need to transfer ownership.

Step 1: Logging into your account on the portal. Once logged in, navigate to the **Your Area** and then **Applications** section.

Choose **Work Permit** in the application type box.

Ensure **Submission Date** is blank and click on search.

From the search results, expand the application by clicking the arrow next to the application number.

Step 2: Click on the button Grant Access as below

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Step 3: Click the '+' sign and add the new E-mail Address you wish to grant access.

Step 4: Add the new email address and assign it the role of **"Owner"** to update the registered user details.

Confirm the change by clicking the tick icon next to the email address.

Note: After logging in to the new account, the application will be available there. You can make any necessary corrections, upload documents, and submit the updated information directly from the new account.

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11.0 Download Electronic Work Permits

Once your work permit has been issued by the Ministry, you will receive a notification via email.

Step 1: Log in to the portal and navigate to the **Your Area** section. Click on **Permits**.

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Step 2: You will find the work permit as below. **Select** the permit and click on **Open** button:

Step 3: The application details will be displayed.

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Work Permit

Permit number: MOL-WP-2025-14819
Issue date: 12/06/2025

Issuing Agency: Ministry of Labour and Industrial Relations
Permit Status: Active

Employer/Company Details ^

Surname
Tolaram

First Name
Anup

Postal Address
12 Queen Mary, Royal Road Floreal

Applicant Details ^

Title
Mrs.

Surname
PENUMALA

FirstName
Padhama

Nationality
Indian

Profession/Occupation Details ^

Job Title / Occupation
Housekeeper(Household Employee)

Job Grade
Not Applicable

Step 4: Scroll down completely, you will find pdf files that you can download as shown in the below picture. Click on the permit file for download.

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Profession/Occupation Details ⌃

Job Title / Occupation

Housekeeper(Household Employee)

Job Grade

Not Applicable

Passport Details ⌃

Passport Number

XXXXXXXXX

Date of Issue

2025-03-03

Date of Expiry

2035-03-02

Issuing Country

Mauritian

📄 WORK_PERMIT_PAYMENT_RECEIPT_2025XXXXXX

📄 PAYMENT_VOUCHER_PERMIT_FEE_AP

📄 WORK_PERMIT_PAYMENT_RECEIPT_2025-5XXX

📄 2025-09-08-10-15-53-WPXXXXXXXXXXXXXXXX ⟵