



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

- 1.0 Introduction.....3
- 2.0 Register on NELS Platform4
 - 2.1 Registration4
 - 2.1 Login on NELS Platform7
- 3.0 Application for a New Work Permit9
 - 3.1 Application for Individual Worker9
 - 3.2 Application for Multiple Workers 22
- 4.0 Application for Renewal of Work Permit..... 24
- 5.0 Save / Open Draft Application 26
 - 5.1 Save Application as Draft..... 26
 - 5.2 Open a Saved application 26
- 6.0 Additional Information Required..... 28
- 7.0 Set Aside Application / Cancel Application / Cancel Work Permit 30
- 8.0 Effect Payment 31
- 9.0 Duplicate Application 32
- 10.0 Grant Access an application..... 33
- 11.0 Download Electronic Work Permits 35

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.

2.0 Register on NELS Platform

Short Description:

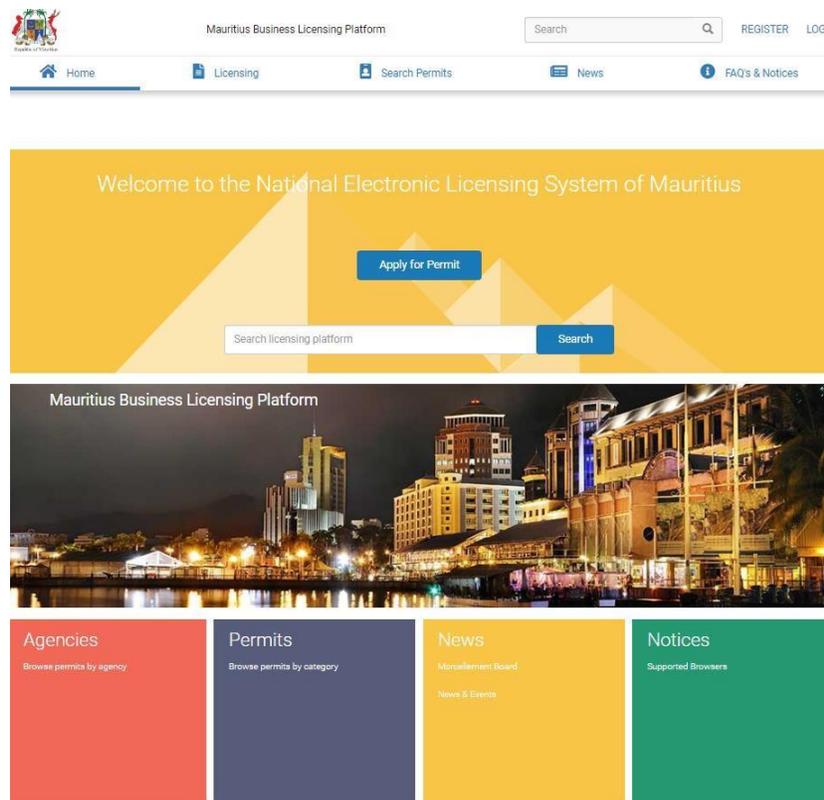
A web-based public portal handling all interactions with the business community, applicants, license and permit holders.

Context:

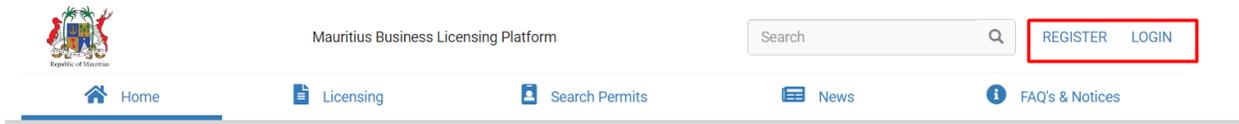
Registration on the NELS system is important, to enable an applicant to apply for a permit. Once registration is completed, application can be made any time on the business portal.

2.1 Registration

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



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.

Title
Mr.

First Name

Last Name

Gender
Male

Email

Mobile Number

Invalid phone number.

I'm not a robot  reCAPTCHA
Privacy - Terms

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.

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	
<input type="text" value="177737"/>	<input type="button" value="Request Code"/>	<input type="text" value="+230 52345678"/>	<input type="button" value="Edit"/>

Password

Create New Password
<input type="password" value="....."/>
Confirm new Password
<input type="password" value="....."/>

<input type="button" value="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.

LOGIN AS...

User (e-mail address)

email@govmu.org

Password

.....

[Forgot Password?](#)

[Not Registered yet? Register here.](#)

Cancel

LOGIN →

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

Additional Information

User Type (If you are a GBL Company please select User Type Individual)

Local Company	▼
Select User Type	
Individual	
Local Company	
Global Company	

Address

Rose Belle

BRN

C06058329

How do you want to receive notification from the system?

SMS

Email

Disclaimer

We take great care to protect the confidentiality of any personal data which you may provide to us while applying for a certificate or permit. We may however share such information with other government organizations in Mauritius, in accordance with local laws and regulations, for the purpose of processing your application. We provide you with the ability to delete your application on this system before submission. Once you have submitted your application, we may not be able to delete your information. Should you opt-in to use our system, kindly indicate your consent below.

I consent

Cancel

Submit

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:



Permits Category

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

Occupation/Residence Permit
Legislation and useful information

Premium Visa
Legislation and useful information

Work Permit
Legislation and useful information

APPLY

APPLY

APPLY Step 3

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)

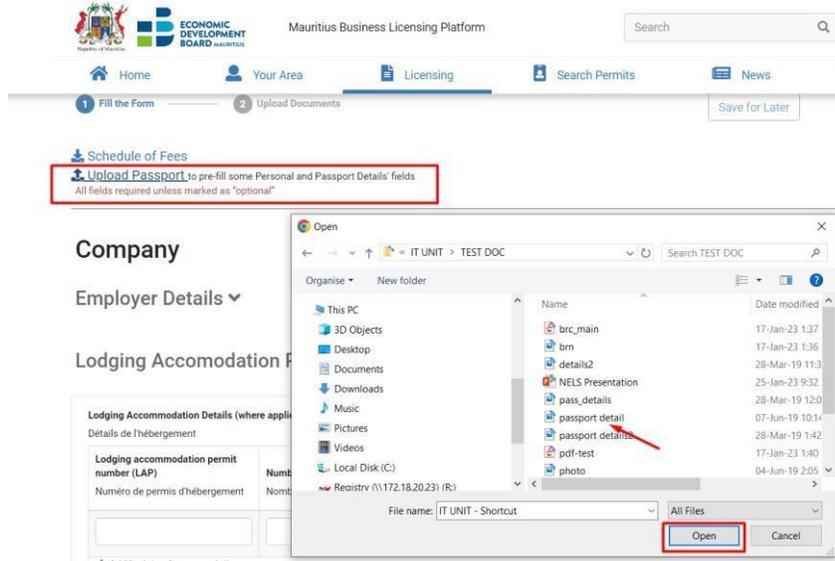
Do you wish to prepare an application for an individual or multiple persons?

Individual Worker

Multiple Workers

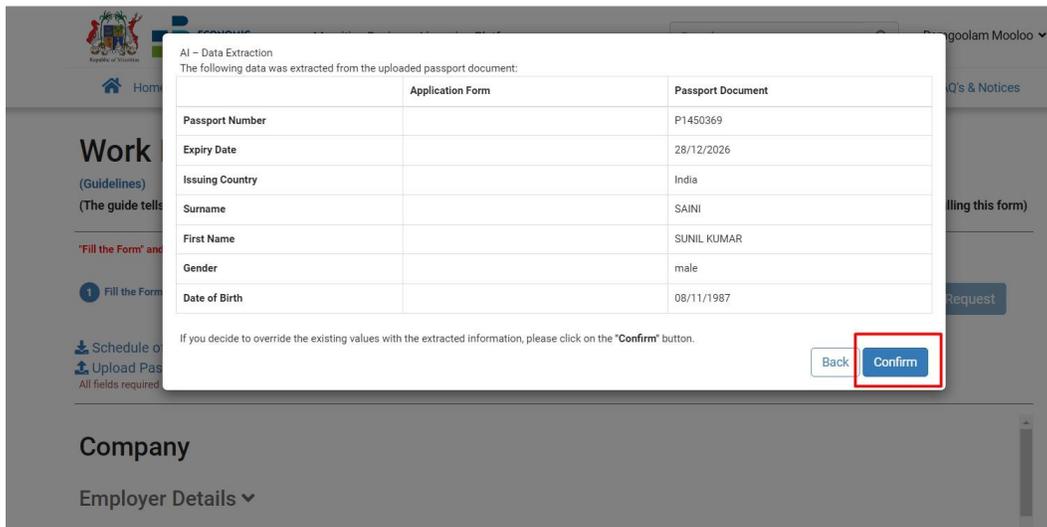
Next

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.



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.

[Schedule of Fees](#)
[Upload Passport](#) to pre-fill some Personal and Passport Details' fields
All fields required unless marked as "optional"

Company

Employer Details ^

Individual Company Others

Choose which identification value you would like to enter
Choisissez l'identification que vous souhaitez saisir

NID Passport

ID Number
Numéro d'identification
R1234545678995
ID No is invalid.

Click to retrieve name automatically
Name has been retrieved automatically

Title
Titre
Mrs.

Surname Nom de Famille	First Name Prénom
Test	Swatee

Email Address
L'adresse e-mail
swatee1301@govmu.org

Telephone Number
Numéro de téléphone
+230 4050146

Sector of Activity
Secteur d'activités
Textiles

Fax (Optional)
Numéro de fax
+230 optional

Mobile Number
Numéro de portable
+230 12345678

Date of Incorporation / Registration (Optional) optional

Trade Licence Number (where applicable) (Optional) optional

Number of local workers registered with NPF (Optional) ←

Nombre de travailleurs locaux enregistrés auprès de la NPF

Number of foreign workers in employment (Optional) ←

Nombre de travailleurs étrangers en emploi

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

Lodging Accommodation Permit (LAP) details ^

Lodging Accommodation Details (where applicable) (Optional) ←

Détails de l'hébergement

Lodging accommodation permit number (LAP) Numéro de permis d'hébergement	Number of lodgers (Male) Nombre de locataires (Homme)	Number of lodgers (Female) Nombre de locataires (Femme)	Date of Issue Date d'émission	Date of Expiry Date d'expiration
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select a Date	Select a Date

+ Add Lodging Accommodation

Step 3: Fill in Recruitment Agency details.

Recruitment Agency Details ^

Has a recruitment agency been involved in the process?
Une agence de recrutement a-t-elle été impliquée dans le processus?

Yes No

Recruitment by
Recrutement par

Employer Others

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).

Worker

Personal Details ^

Title

Titre

Mr.

Surname (As per passport)
Nom de Famille: SAINI

First Name (As per passport) (Optional)
Prénom: SUNIL KUMAR

Marital Status
Etat Civil: Single (Célibataire) Married (Marié) Other (Autre)

Please specify
Veuillez préciser: [Empty field]

Maiden Name (If Any) (Optional)
Nom de jeune fille (si applicable): [Empty field]

Gender
Sexe: Male (Masculin) Female (Féminin)

Date of Birth
Date de naissance: 08/11/1987

Place of Birth
Lieu de naissance: india

Nationality
Nationalité: Bangladeshi

Country
Pays: Bangladesh

E-mail Address (Optional)
Adresse e-mail: [Empty field]

Telephone (Optional)
Numéro de téléphone: +000 111222333

Fax (Optional)
Numéro de fax: +000 111222333

Step 5: Fill in the Passport details.

Passport Details ^

Passport Number
Numéro de passeport: P1450369

Date of Issue
Date d'émission: 02/03/2023

Date of Expiry
Date d'expiration: 28/12/2026

Issuing Country
Pays émetteur: India

Reference Number for Provisional Health Clearance
Numéro de référence de l'attestation sanitaire provisoire: 123

Previous Passport Details (where applicable) (Optional)
Détails du passeport précédent

Passport Number	Issuing Country	Date of Issue	Date of Expiry
Numéro de passeport	Pays émetteur	Date d'émission	Date d'expiration
[Empty]	[Empty]	Select a Date	Select a Date

Permanent address in country of residence
Adresse permanente dans le pays de résidence: Rose Belle

Address of intended place of residence in Mauritius
Adresse du lieu de résidence prévu à l'île Maurice: Mauritius

Telephone number of place of residence in Mauritius
(Optional)
Numéro de téléphone du lieu de résidence à l'île Maurice: +230 [Empty]

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

Qualifications ^

Professional/academic qualifications (Optional)

Qualifications professionnelles/universitaires

[Empty text area for qualifications]

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
<input type="text"/>	<input type="text"/>	Select a Date	<input type="text"/>	<input type="text" value="v"/>	<input type="text"/>	<input type="text" value="v"/>
+ 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.

Job Title List

The Job Title/Occupation should be as per the Remuneration Order mentioned on Contract of Employment.

Search Other

If your search did not match any records. Please click on Other.

consultant

Job Title / Occupation

- Travel Consultants and Clerks, NEC
- Travel Consultant
- Senior Consultant
- Sales Consultant / Advisor **← Choose job title from list**
- Russian Communications Consultant
- Pre-Planning Consultant
- Oracle ERP Cloud Consultant
- IT Consultant
- Hotel and Restaurant Consultant
- Golf Consultant

First Previous 1 2 3 Next Last

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.

Job Title List ×

❗ The Job Title/Occupation should be as per the Remuneration Order mentioned on Contract of Employment.

Search Other

i Your search did not match any records. Please enter manually.

talker| OK

First Previous Next Last

Step 9: Complete all the required information.

Profession/Occupation Details ^

i The Job Title/Occupation should be as per the Remuneration Order mentioned on Contract of Employment.

Job Title / Occupation
Titre du poste / Profession
Sales Consultant / Advisor Q

Duration of intended employment
Durée de l'emploi prévu
 Years Months Others

Intended place of employment
Lieu de travail prévu
test

Basic monthly salary (MUR)
Salairé mensuel de base (MUR)
 Less than and up to Rs 50,000 More than Rs 50,000

Job Grade
Grade du poste
Not Applicable

Please specify duration
Veuillez spécifier la durée
2

District
Quartier
Port-Louis

Intended date of arrival in Mauritius (in relation to the present application)
Date d'arrivée prévue à Maurice
29/11/2023 ✕ 📅

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

Employment Details ^

Work Experience
Nombre total d'expérience de travail
Years (Optional)
Années
Months (Optional)
Mois

Employment History (Optional)
Expérience professionnelle

Employer Employeur	Profession/Occupation Occupation	From De	To A	Country Pays
<input type="text"/>	<input type="text"/>	Select a Date 📅	Select a Date 📅	<input type="text"/>

[+ Add Employment History](#)

 **We're listening!** If you have any complaints or concerns, just call our Complaint Desk at 86003.

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**.

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

1. Copies of press advertisement and outcome of selection exercise. Advertisements in newspapers should be of at least A6 size. (Optional)

Drag files here or [browse files](#)

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

Drag files here or [browse files](#)

3. Latest CSG Receipt with list of local workers registered with NPF. Latest 3 months CSG Receipt to be uploaded. (Optional)

Drag files here or [browse files](#)

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

Drag files here or [browse files](#)

5. Turnover figures of the company for the last 3 years. (Optional)

Drag files here or [browse files](#)

6. Authorisation letter from employer/sponsor.

Drag files here or [browse files](#)

7. National Identity Card

Drag files here or [browse files](#)

Missing required documents.

8. NIC / Passport number of registered user

Drag files here or [browse files](#)

9. Additional documents for specific professions. (Optional) [More info](#)

Drag files here or [browse files](#)

10. Other Documents (Optional)

Drag files here or [browse files](#)

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.

Declaration

Declarant's Details:	
Name of employer	dgfzsg fahzdH
Authorised Representative	kjdsagfjstH:skjgjsfjkfkd
Designation (Occupation)	Director
Contact Details	+230 12345678

The employer undertakes that, in respect of the employment of the non-citizen –

- a. the wages and conditions of employment of the non-citizen shall not be less favourable than those prescribed under the laws of Mauritius;
- b. the non-citizen shall be accommodated in accordance with the Occupational Safety and Health Act and the Occupational Safety and Health (Employees Lodging Accommodation) Regulations 2011, and any other applicable legislation;
- c. necessary arrangements shall be made for the non-citizen to leave Mauritius on the expiry or cancellation of his work permit or for any cause whatsoever;
- d. the non-citizen shall be provided with
 - i. an air ticket to Mauritius; and
 - ii. an air ticket and relevant expenses associated with his repatriation to his home country on the expiry or cancellation of the work permit or for any cause whatsoever, unless it is evidenced that there has been a breach of contract of employment on the part of the non-citizen.

I hereby declare that all the information in this application and the documents submitted are correct, true and complete. I understand that I shall commit an offence if I knowingly give any false information.

All information supplied in this application and any other information which may be provided at a later stage may be shared by and with Government departments or other relevant authorities for the processing of this application subject to the provisions of the Data Protection Act and any other applicable legislation.

Declaration Date: 27/09/2023 I Agree to the above

[Back](#) [Submit](#)

3.0.2 Companies

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

Company

Employer Details ^

Individual Company Others

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**.

Company Business Registration Number
Numéro d'enregistrement de l'activité

 Please click on the refresh button to populate Company's details

C12345677 

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

The screenshot shows a registration form with the following fields and values:

- Company Name:** Nom de l'entreprise, Test BEAUTY & SPA LIMITED
- Company Address:** Adresse de l'entreprise, ROYAL ROAD ,, ROSE BELLE, MAURITIUS
- Email Address:** L'adresse e-mail, email@gmail.com
- Telephone Number:** Numéro de téléphone, +230 12345678
- Mobile Number:** Numéro de portable, +230 12345678
- Fax (Optional):** Numéro de fax, +230

Red boxes highlight the labels for Company Name, Company Address, Email Address, Telephone Number, and Mobile Number.

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.

The screenshot shows a drop-down menu titled "Economic / Industrial Activity as per BRN" with the following options:

- 551041 - Tourist residences
- Select Economic Activity
- 791201 - Tour operator activities
- 931191 - Operation of other sports facilities
- 931131 - Fitness centres e.g Health Club , Gym , Wellness , spa .etc
- 960911 - Activities of massage salons, sauna bath and the like
- 477212 - Sale of traditional/ayurvedic only (Retail sale of pharmaceutical goods in stores)
- 551041 - Tourist residences
- 960221 - Beauty parlour
- 561031 - Victualler, selling cooked food on and off premises
- 854991 - Training Institution / (Education) n.e.c.

A red box highlights the drop-down arrow on the right side of the menu.

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.

 We're listening! If you have any complaints or concerns, just call our Complaint Desk at 86003.

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



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.

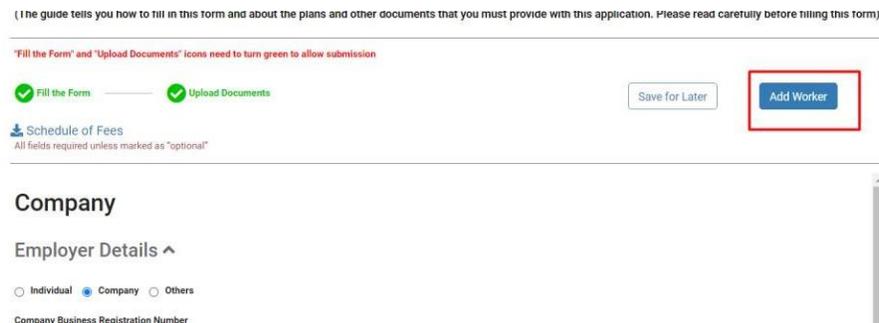
Step 11: Fill **Declarant form** and **Submit** application

[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**.



(The guide tells you how to fill in this form and about the plans and other documents that you must provide with this application. Please read carefully before filling this form)

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

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

📄 Schedule of Fees
All fields required unless marked as "optional"

Company

Employer Details ^

Individual Company Others

Company Business Registration Number

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**

Step 2 [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 : **Step 3** Expiry Date of Permit

MOL-WP-2023-12345 06/02/2024

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

C1234566

Residence Permit Details

Step 5 UID **Step 6** Previous Residence Permit Number

S1335656356 BRR2152456j

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:

- 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)
- 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

S123456789

Step 3

Previous Residence Permit Number

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

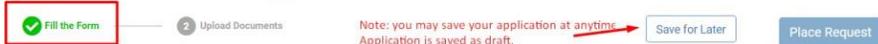
You may **save** your application as **draft** at any time by choosing **'Save for Later'**.

Work Permit - Company - New

(Guidelines)

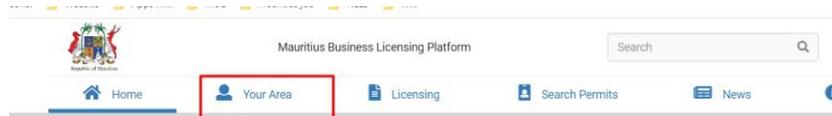
(The guide tells you how to fill in this form and about the plans and other documents that you must provide with this application. Please read carefully before filling this form)

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

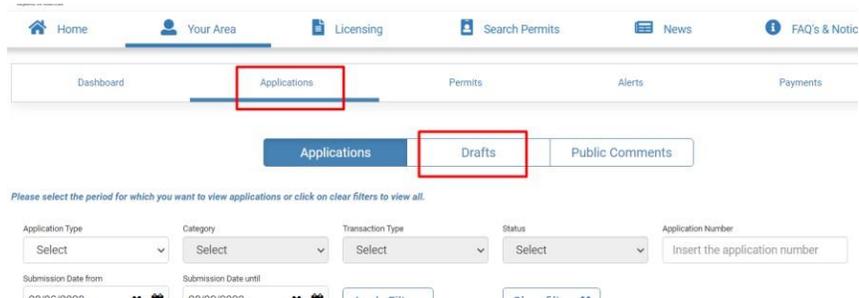


5.2 Open a Saved application

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



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



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

The screenshot shows a web interface with three tabs: 'Applications', 'Drafts' (selected), and 'Public Comments'. Below the tabs is a filter section titled 'Filter your applications' with four date-based filters: 'Application Type' (a dropdown menu), 'Creation Date from', 'Creation Date until', 'Last Modified Date from', and 'Last Modified Date until' (each with a calendar icon). An 'Apply Filters' button is to the right. Below the filters is a table with columns: 'Application Type', 'Applicant', 'Created', and 'Last Modified'. The table contains three rows, all for 'Work Permit' applications. The first row is highlighted with a blue background and has a red arrow pointing to the 'Work Permit' text. Below the table is a pagination bar with buttons for 'First', 'Previous', '1' (selected), 'Next', and 'Last'.

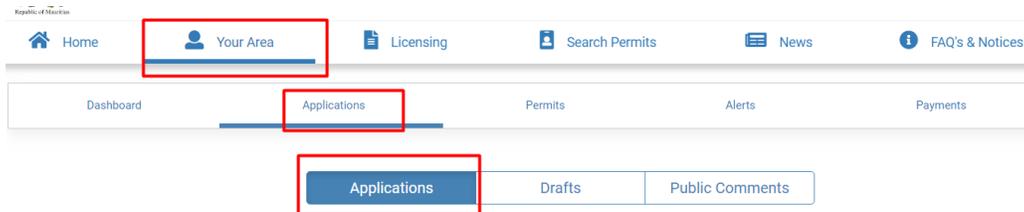
Step 4: Click on **Work Permit** and then **Open**. You can also delete the saved application by choosing the **delete** button.

The screenshot shows the details of a 'Work Permit' application. The top part is a table with columns: 'Application Type', 'Applicant', 'Created', and 'Last Modified'. The 'Work Permit' row is highlighted with a blue background and has a red box around the 'Work Permit' text. Below the table is a section titled 'List of Applicants:' with the text 'No Applicants to be displayed'. Below that is a section titled 'Documents:' with a list of documents: '- 28/09/2023: test', '- 28/09/2023: pdf-testnew', '- 28/09/2023: brc_main', '- 28/09/2023: Business Registration Card brc_main', and '- 28/09/2023: pdf-test'. At the bottom right of the page are two buttons: 'Delete' and 'Open' (highlighted with a red box).

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.

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number
Work Permit	Work Permit - New	New	Awaiting Additional Information	TIGER, Sher Khan	28 Sep 2023	MOL-WP-2023-229
Work Permit	Work Permit - New	New	In Process	SUBRON, Hansha Devi	25 Sep 2023	MOL-WP-2023-203

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

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number
Work Permit	Work Permit - New	New	Awaiting Additional Information	TIGER, Sher Khan	28 Sep 2023	MOL-WP-2023-229

Documents:

- 28/09/2023: Passport photo4
- 28/09/2023: pass_details
- 28/09/2023: test
- 28/09/2023: test
- 28/09/2023: test

Current Status:

- 1 - Pending Verification
- 2 - Awaiting Additional Information
- 3 - Awaiting Processing Fee Payment
- 4 - In Process
- 5 - Awaiting Additional Information
- 6 - In Process
- 7 - Awaiting Completion of Conditions
- 8 - Awaiting Payment of Permit Fee
- 9 - Awaiting Issue of Permit
- 10 - Completed

Your action is required

Duplicate Grant Access Open

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

Work Permit - Company - New

Applicant Name: TIGER, Sher Khan
Submission date: 28/09/2023

Application number: MOL-WP-2023-229
Effective Date: -

Application Status: Awaiting Additional Information

Registry officer's Comment: Test

Invalid Documents:

Latest CSG Receipt with list of local workers registered with NPF.

🔴 Latest 3 months CSG Receipt to be uploaded.

: Wrong

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

.....

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

🟢 Fill the Form 🟢 Upload Documents

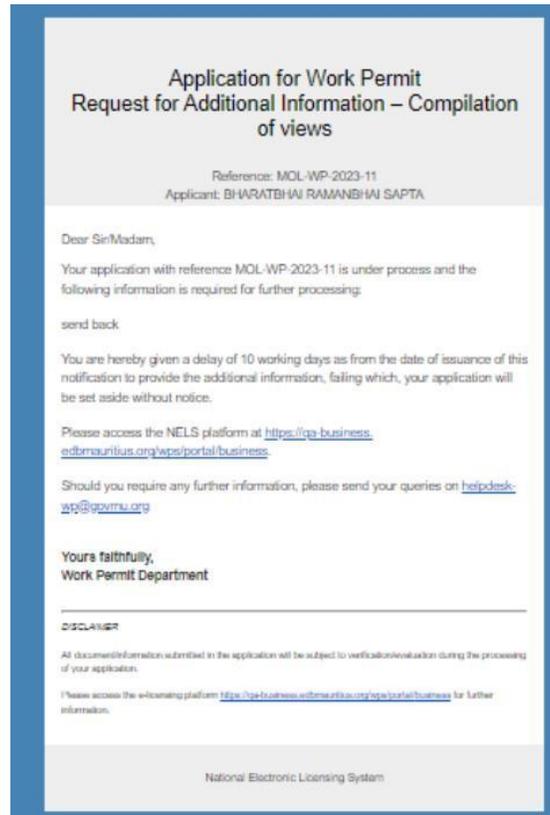
📄 Schedule of Fees
All fields required unless marked as "optional"

Send New Info

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.

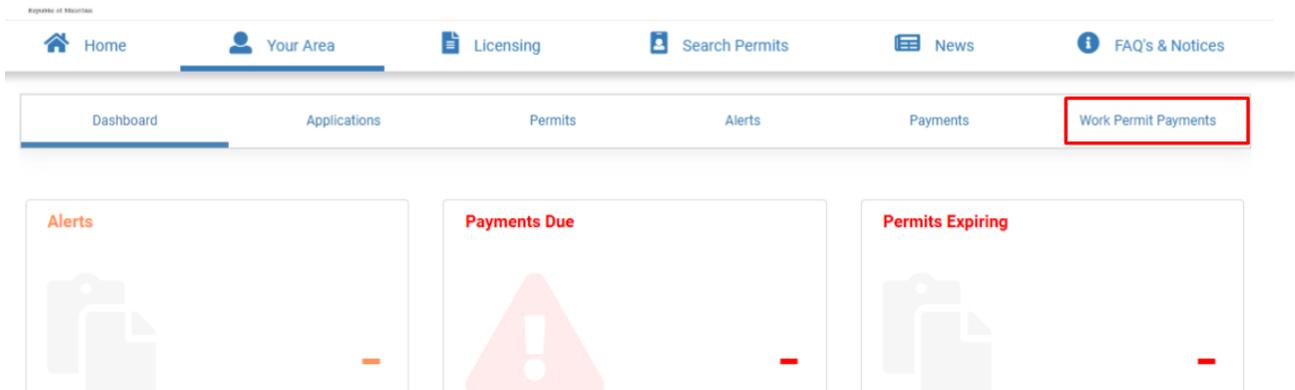


Note: If you wish to **CANCEL** an **application** or a **Work permit**, contact your scheduling officer.

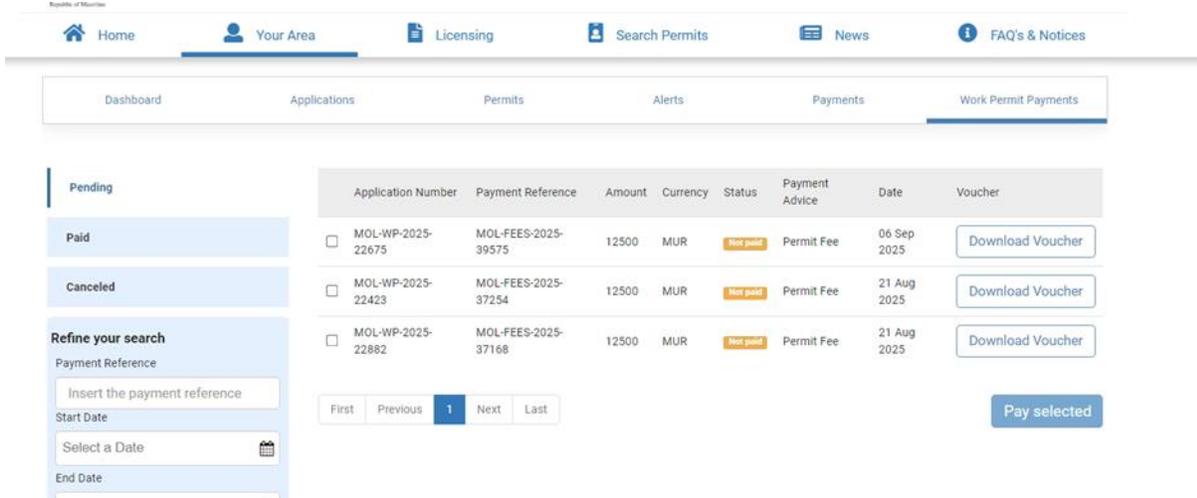
8.0 Effect Payment

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

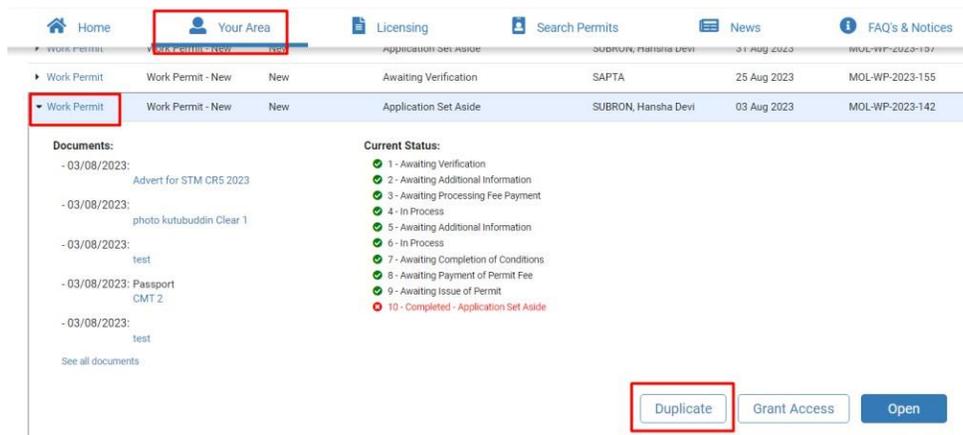


Step 3: On landing page, follow the process to make the e-payment else you can also download voucher to effect payment by cash or by bank cheque.

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.

The screenshot shows the portal's navigation bar with 'Your Area' and 'Applications' highlighted. Below is a search filter section with the following fields: Application Type (Work Permit), Category (Select), Transaction Type (Select), Status (Select), and Application Number (Insert the application number). Submission Date filters are set to 'Select a Date' and '27/02/2026'. A 'Search' button is present. Below the filters is a table with the following data:

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number	Employer Name
Work Permit	Work Permit	New	Application Set Aside	SWA	10 Mar 2023	MOL-WP-2023-137	XXXXXXXXXX
Work Permit	Work Permit	New	Application Set Aside	TESTING	10 Mar 2023	MOL-WP-2023-136	XXXXXXXXXX

At the bottom, there is a pagination control showing '1' as the current page.

Step 2: Click on the button Grant Access as below



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

Grant Access to Application

Application Number: MOL-WP-2023-136



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.

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.

Profession/Occupation Details ^

Job Title / Occupation

Housekeeper(Household Employee)

Job Grade

Not Applicable

Passport Details ^

Passport Number

XXXXXXXXXX

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-XXXX](#)

 [2025-09-08-10-15-53-WPXXXXXXXXXXXXXX](#) 