Ministry of Labour, Human Resource Development & Training (HRDT Division)

Online New 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.
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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:

- Register on NELS
- Login
- Submit an application
- Create a profile (Save/open draft)
- Provide additional Information
- Cancel Application
- Cancel Work Permit
- Effect payment of fees
- Duplicate an application
- Make an appeal

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](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.

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.

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
3.0 Login

**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.
**Step 3:** Once you click on Submit, on the landing page click on **Apply for Permit** at the top.

**Step 4:** To apply for a **Work Permit**, choose **Work & Live, Work Permit** and then click on **Apply**.
4.0 Application for a Work Permit

Short Description:
You can prepare your application for an Individual (One) worker or multiple workers.

Context:
Choose Individual worker, when applying for one expatriate. For more than one expatriates, choose multiple workers. A company profile shall then be created and saved.

4.1 Application for Individual Worker

Step 1: Choose Individual worker and click on 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.

![Image showing prefilled passport details]

**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
4.1.1 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**.
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).
Step 5: Fill in the **Passport** details.

Step 6: Fill in **Qualification** details of expatriate. This is optional.
**Step 7:** Fill in **Particulars of Dependents.** If you have any accompanying dependents, choose **yes** and enter dependent details.

**Particulars of Dependents**

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td>Nom de Famille</td>
</tr>
<tr>
<td>First Name</td>
<td>Prénom</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Date de naissance</td>
</tr>
<tr>
<td>Relationship</td>
<td>Relation</td>
</tr>
<tr>
<td>Gender</td>
<td>Sexe</td>
</tr>
<tr>
<td>Passport Number</td>
<td>Numéro de passeport</td>
</tr>
<tr>
<td>Nationality</td>
<td>Nationalité</td>
</tr>
</tbody>
</table>

**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](image)
**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.
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.
Step 14: Upload Required Files for Applicant.

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

1. Passport size photograph
   - Please upload passport pictures with the following dimensions: either in HiRes (weight between 175-181 pixels, Width 120-157 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 or pin.

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.

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

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

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

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

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.

![Declarant Form]

4.1.2 Companies

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

![Company Form]

**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]

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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.
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]

4.1.3 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 ▲

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]
4.2 Application for Multiple Workers

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

**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

4.2.1 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.
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.
**Step 3:** On landing page, a list of all saved applications is displayed.

![Application List]

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

![Work Permit Details]
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**

![Login to portal](image1.png)

**Step 2:** Under Applications you will see your application has been **sent back** to you with status **Awaiting Additional Information** in yellow colour.

![Awaiting Additional Information](image2.png)

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

![Work Permit](image3.png)
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 Payments

![Payment Portal](image1)

**Step 2:** Select the application that you need to pay and then click on open button

![Select Application](image2)

**Step 3:** On landing page, click on option 1 to make e-payment else choose option 2 to download voucher for cash payment 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.

![Image showing Work Permit page with Duplicate button highlighted]

**Note:** All the details of the previous application shall be prefilled. However, you will have to upload all documents again.
10.0 Make an Appeal

Appeal can be made for application that has been rejected. Application is open for 21 days as from date of issuance of rejection letter. ONLY one appeal can be effected per application.

**Step 1:** Login on the Portal, go to **Your Area**, under **Applications tab** click on Applications.

**Step 2:** Under **Category**, click on the rejected application, the button **Appeal** in orange will be displayed.

**Step 3:** Click on **Appeal** button. Read the instruction notes and click on **Confirm**

![Image of the Portal interface showing the appeal process]

The Appeal button is to be used for Appeal purposes only and the possibility to make an appeal is available only once. For any application related queries, kindly send your request on: helpdesk-mahr@goa.gov.in

Please confirm whether you wish to go ahead with your request for Appeal.

**Confirm**

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Step 4: Input your appeal in the **comments box**, and the ‘Fill the Form’ will turn green. Click on **Send New Info** button.

Step 5: Click on **Confirm** button to submit your appeal to the Ministry.