



## 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:

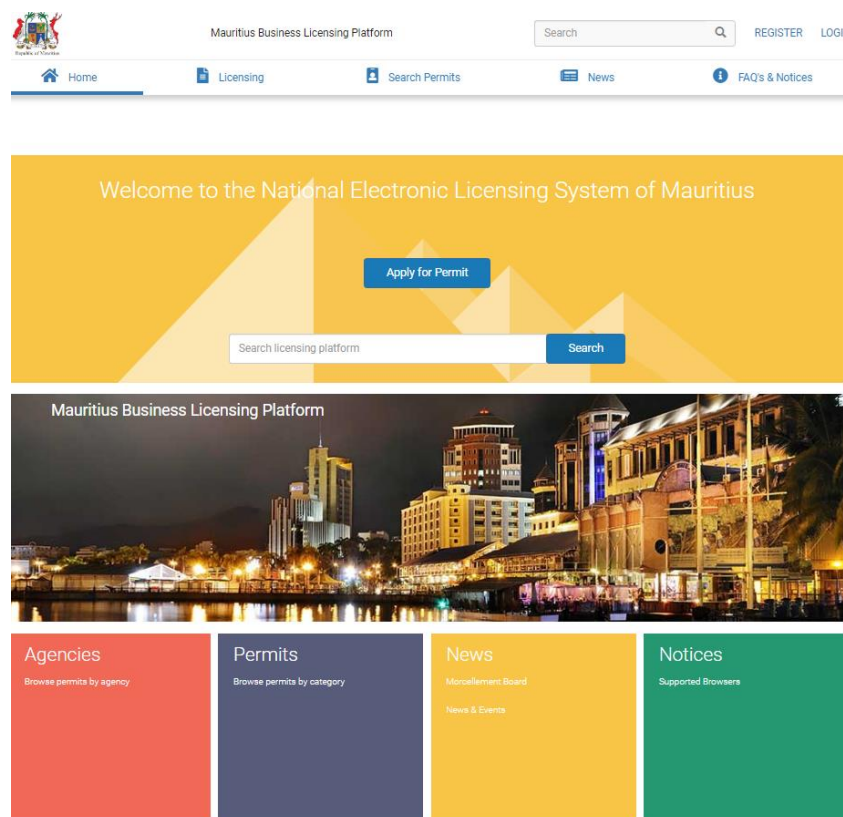
A web-based public portal handling all interactions with the business community, applicants, license and permit holders.

### Context:

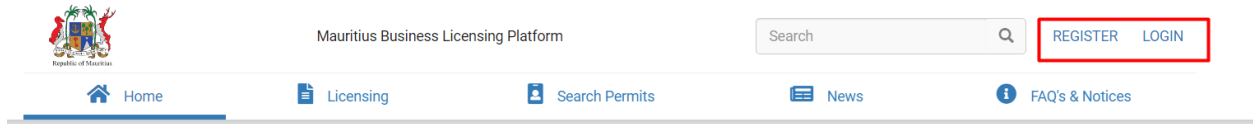
Registration on the NELS system is important, to enable an applicant to apply for a permit. Once registration is completed, application can be made any time on the business portal.

## 2.1 Registration

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



**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.

The image shows a registration form with the following fields: 'Title' (dropdown menu with 'Mr.' selected), 'First Name' (text input with 'First name' placeholder), 'Last Name' (text input with 'Last name' placeholder), 'Gender' (dropdown menu with 'Male' selected), 'Email' (text input with 'email@govmu.org' placeholder), and 'Mobile Number' (two text inputs with '+000' and '111222333' placeholders). Below the mobile number fields is a red error message: 'Invalid phone number.' At the bottom left is a CAPTCHA widget with a green checkmark and the text 'I'm not a robot'. At the bottom right are two buttons: 'Cancel' and 'Register', with the 'Register' button highlighted by a red box.

**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"/>	+230 <input type="text" value="12945678"/>	<input type="button" value="Edit"/>

### Password

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

### 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://edbmauriti.us.atlassian.net/servicedesk/customer/portal/13>

**Email:** [nels@edbmauriti.us](mailto:nels@edbmauriti.us)

**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.

## LOGIN AS...

User (e-mail address)

Password

[Forgot Password?](#)

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

**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

BRN

How do you want to receive notification from the system?

SMS

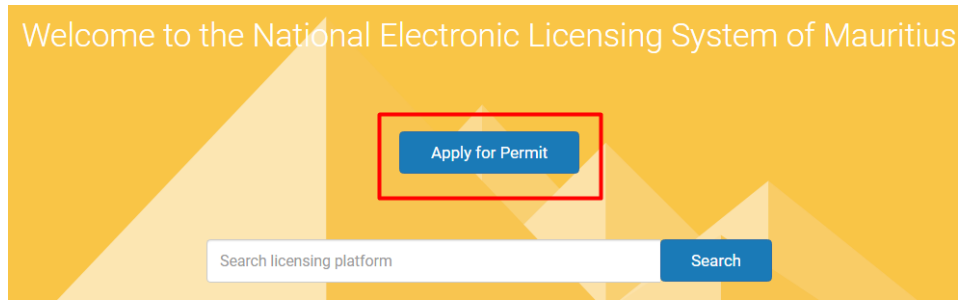
Email

Disclaimer

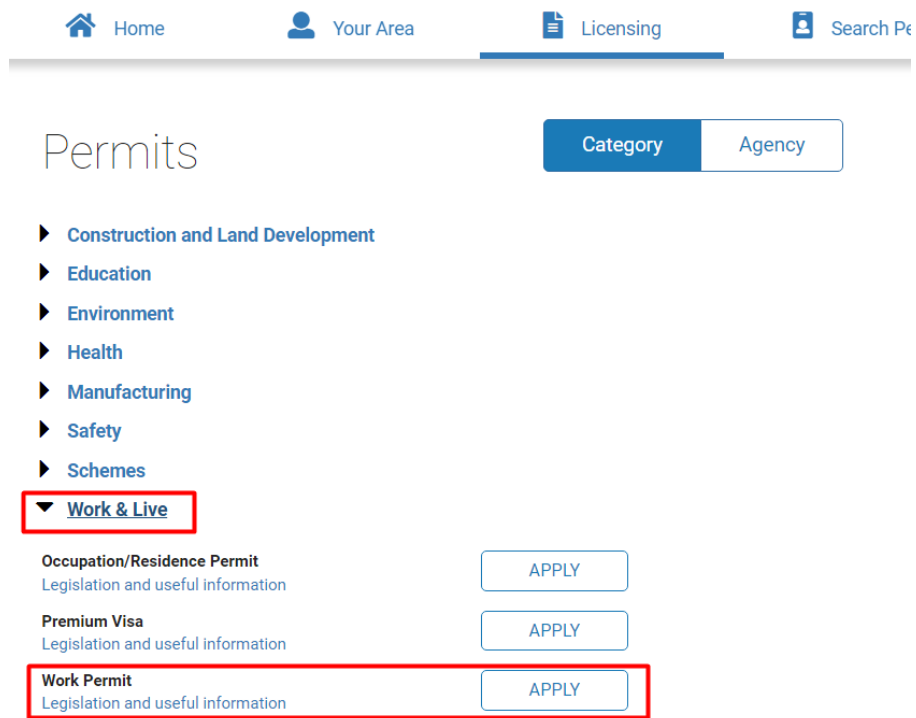
We take great care to protect the confidentiality of any personal data which you may provide to us while applying for a certificate or permit. We may however share such information with other government organizations in Mauritius, in accordance with local laws and regulations, for the purpose of processing 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

**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**.

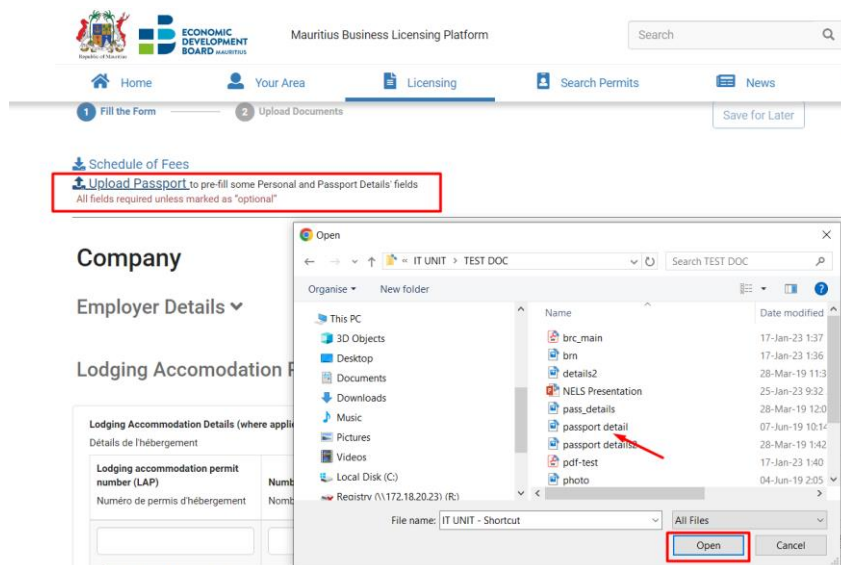
### Work Permit (WP)

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

- Individual Worker
- Multiple Workers



**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.

AI - Data Extraction  
The following data was extracted from the uploaded passport document:

	Application Form	Passport Document
Passport Number		P1450369
Expiry Date		28/12/2026
Issuing Country		India
Surname		SAINI
First Name		SUNIL KUMAR
Gender		male
Date of Birth		08/11/1987

If you decide to override the existing values with the extracted information, please click on the "Confirm" button.

[Back](#) [Confirm](#)

**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.

[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  *Click to retrieve name automatically*  
ID No is invalid. *Name has been retrieved automatically*

**Title**  
Titre  
Mrs.

Surname	First Name
Nom de Famille Test	Prénom Swatee

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

**Telephone Number**  
Numéro de téléphone  
+230 4050146

**Sector of Activity**  
Secteur d'activités  
Textiles

**Date of Incorporation / Registration (Optional)** *optional*  
Date d'incorporation / enregistrement  
06/03/2023


**Trade Licence Number (where applicable) (Optional)** *optional*  
Numéro de licence commerciale

**Number of local workers registered with NPF (Optional)** *optional*  
Nombre de travailleurs locaux enregistrés auprès de la NPF



**Number of foreign workers in employment (Optional)** *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





**Surname (As per passport)**  
Nom de Famille:

**First Name (As per passport) (Optional)**  
Prénom:

**Marital Status**  
Etat Civil:  Single  Married  Other  
Célibataire Marié Autre

**Please specify**  
Veuillez préciser:

**Maiden Name (If Any) (Optional)**  
Nom de jeune fille (si applicable):

**Gender**  
Sexe:  Male  Female  
Masculin Féminin

**Date of Birth**  
Date de naissance:

**Place of Birth**  
Lieu de naissance:

**Nationality**  
Nationalité:

**Country**  
Pays:

**E-mail Address (Optional)**  
Adresse e-mail:

**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:

**Date of Issue**  
Date d'émission:

**Date of Expiry**  
Date d'expiration:

**Issuing Country**  
Pays émetteur:

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

**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
<input type="text"/>	<input type="text"/>	Select a Date	Select a Date

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

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

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

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

Qualifications ^

**Professional/academic qualifications (Optional)**  
Qualifications professionnelles/universitaires

**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"/>	<input type="text"/>	<input type="text"/>
<a href="#">+ Add Dependent</a>						

**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



**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. (Optional)  
Latest 3 months CSG Receipt to be uploaded.  
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	dgfszy fshzdh
Authorised Representative	kjdsagffsfh;skjgsfjkfd
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 (Employers 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](#)


#### 4.1.2 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 form with the following fields and their 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

**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" (Secteur d'activités). The menu is open, showing a list of activities. The selected activity is "551041 - Tourist residences".

- 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.

**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 ^

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]**

## 4.2 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]**

#### 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**.

(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.

## 5.0 Save / Open Draft Application

### 5.1 Save Application as Draft

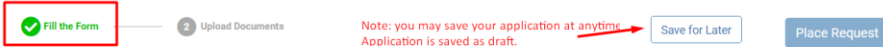
You may **save** your application as **draft** at any time by choosing '**Save for Later**'.

#### Work Permit - Company - New

(Guidelines)

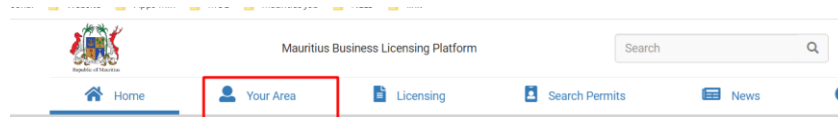
(The guide tells you how to fill in this form and about the plans and other documents that you must provide with this application. Please read carefully before filling this form)

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

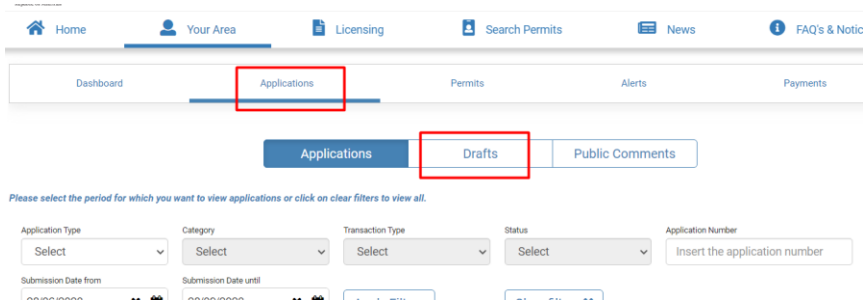


### 5.2 Open a Saved application

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



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



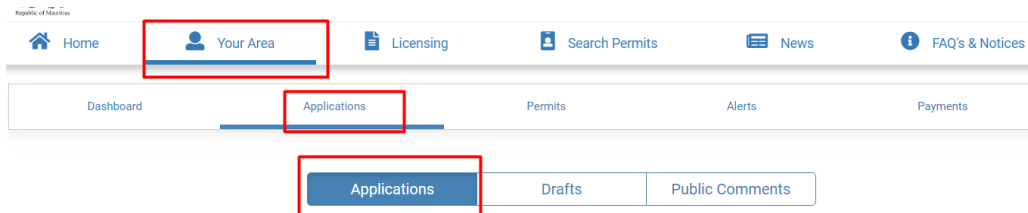




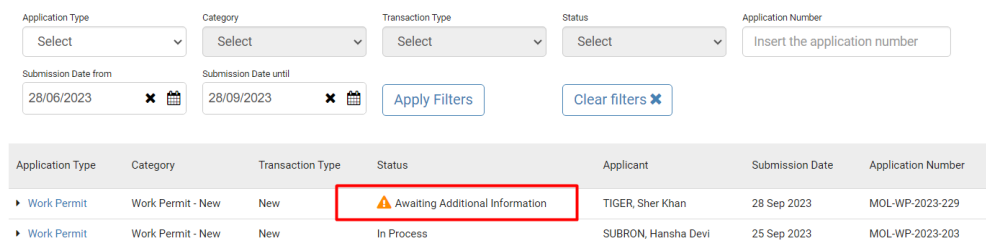
## 6.0 Additional Information Required

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.

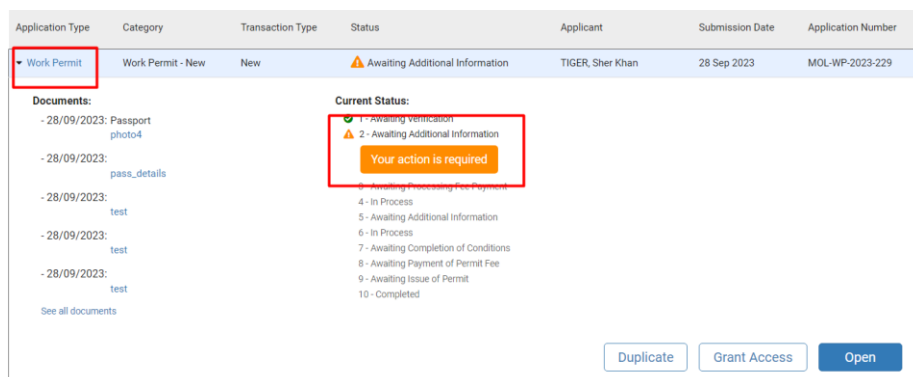
**Step 1: Login** on the portal and go to **Your Area** click on **Applications**



**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.



**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.

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

🟢 Fill the Form      🟢 Upload Documents

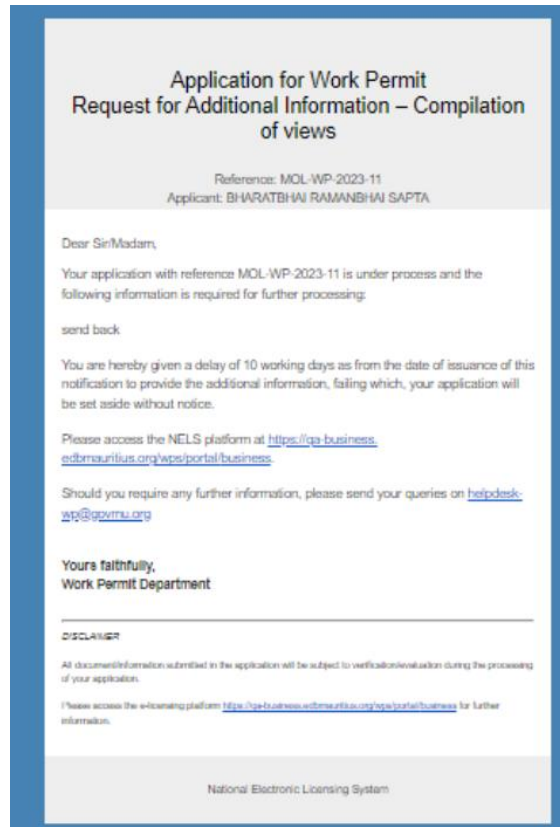
📄 Schedule of Fees  
All fields required unless marked as "optional"

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 **8<sup>th</sup> Floor Victoria House, Port Louis**.

**Step 1: Login on portal, go to Your Area, click on Payments**

Navigation: Home, **Your Area**, Licensing, Search Permits, News, FAQ's & Notices

Sub-navigation: Dashboard, Applications, Permits, Alerts, **Payments**

Filter your payments

Reference:  Status:  Start Date:  End Date:

Application Number	Payment Reference	Amount	Currency	Status	Date
MOL-WP-2023-229	MOL-FEES-2023-101	700	MUR	<b>Not paid</b>	28 Sep 2023
MOL-WP-2023-203	MOL-FEES-2023-98	700	MUR	Paid	25 Sep 2023
MOL-WP-2023-202	MOL-FEES-2023-97	700	MUR	Paid	25 Sep 2023

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

Application Number	Payment Reference	Amount	Currency	Status	Date
MOL-WP-2023-229	MOL-FEES-2023-101	700	MUR	Not paid	28 Sep 2023
MOL-WP-2023-203	MOL-FEES-2023-98	700	MUR	Paid	25 Sep 2023
MOL-WP-2023-202	MOL-FEES-2023-97	700	MUR	Paid	25 Sep 2023
MOL-WP-2023-204	MOL-FEES-2023-96	700	MUR	Paid	25 Sep 2023

First Previous **1** Next Last

**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.**

Navigation: Dashboard, Applications, Permits, Alerts, Payments

### Application - Work Permit

**Applicant:** TIGER, Sher Khan  
**Number:** MOL-WP-2023-229 **Type:** Work Permit

### Payment

**Payment Advice:** Processing Fee **Date:** 28 Sep 2023  
**Payment Reference:** MOL-FEES-2023-101 **Total Amount:** 700 MUR  
**Payment Comment:** **Status:** Not paid

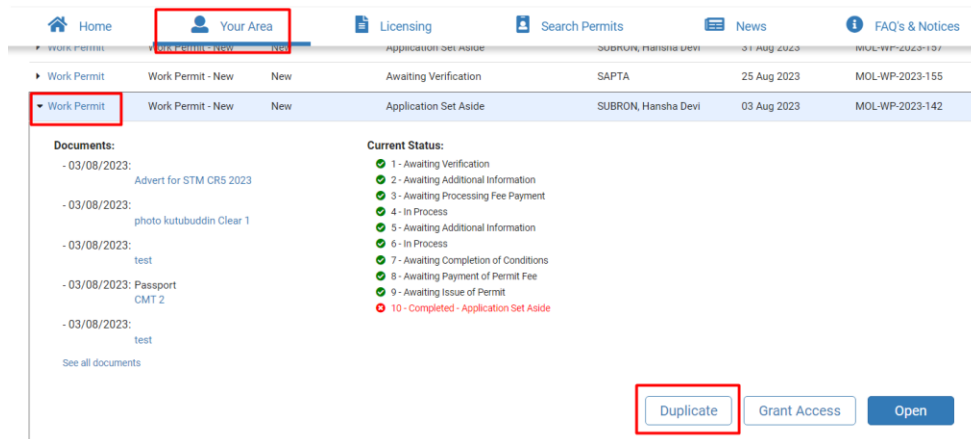
### Payment Options

Option 1 - [Click here to pay by Credit Card](#)  
Option 2 - [Download the voucher for other payment methods HERE](#)

## 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.



The screenshot displays the user interface of a portal. At the top, there is a navigation bar with links for Home, Your Area (highlighted with a red box), Licensing, Search Permits, News, and FAQ's & Notices. Below this, a table lists applications. The second row is selected, showing 'Work Permit - New' with status 'Application Set Aside' and application number 'MOL-WP-2023-142'. Below the table, there are two columns: 'Documents' and 'Current Status'. The 'Current Status' column shows a list of steps from 1 to 10, with step 10 marked as 'Completed - Application Set Aside' in red. At the bottom right, there are three buttons: 'Duplicate' (highlighted with a red box), 'Grant Access', and 'Open'.

**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.

The screenshot shows the Mauritius Business Licensing Platform interface. The user is logged in as 'Chitto' and is in the 'Your Area' section. The 'Applications' tab is selected, showing a list of applications. The application 'Work Permit - New' by 'SINAT, John' is highlighted, and its status is 'Rejected'. The 'Current Status' section shows a list of steps, with step 10 'Completed - Application Rejected' highlighted in red. An orange 'Appeal' button is visible next to this status. The 'Documents' section lists several passport-related documents.

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number
Work Permit	Work Permit - New	New	In Process	BELLE, Jessica	25 Sep 2023	MOL-WP-2023-200
Work Permit	Work Permit - New	New	Rejected	SINAT, John	25 Sep 2023	MOL-WP-2023-199

**Current Status:**

- 1 - Awaiting 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 Issuance of Permit
- 10 - Completed - Application Rejected

**Documents:**

- 25/09/2023: passport
- 25/09/2023: passport\_detail
- 25/09/2023: pdf-test
- 25/09/2023: pdf-test
- 25/09/2023: pdf-test

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

The dialog box is titled 'Confirm?' and contains the following text:

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-wp@govmu.org](mailto:helpdesk-wp@govmu.org)

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

Buttons: **Confirm** (highlighted in red), Close

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

**Work Permit - Company - New**

Applicant Name: SINAT, John      Application number: MOL-WP-2023-199  
Submission date: 25/09/2023      Effective Date: 23/08/2023      Application Status: Rejected

\*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"

**Appeal** ^

**Comments**

Test ing appeal.  
Find attached new uploaded documents in other document.  
Consider my appeal.

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

**Confirm?** ×

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Please make sure you have provided the requested information.  
Are you sure you want to submit your updated application?

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