

STRATEGIC OVERVIEW

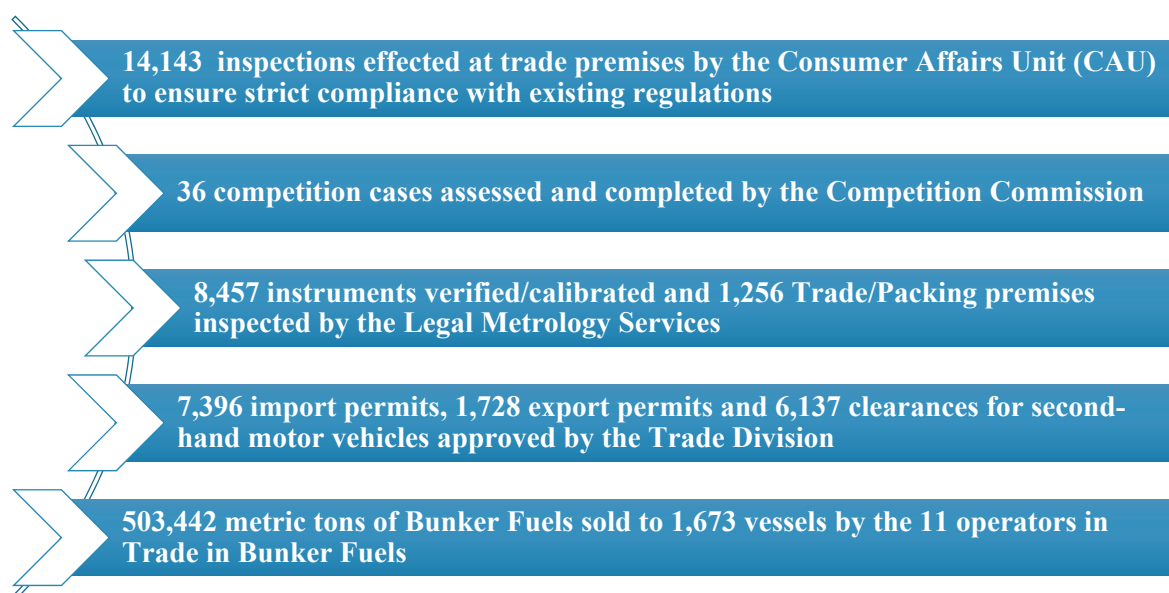
I. Mission Statement

- To provide the right framework for trade facilitation and promote healthy competition
- To ensure consumer protection and continuity in the supply of essential commodities

II. Current Situation & Challenges

- The impact of the COVID-19 pandemic on the commodities market has resulted in a distortion in consumption patterns and prices of some products.
- Currently, 27 products are under price control in Mauritius, of which 9 under the Maximum Price (fixed price) regime, 17 under the Maximum Mark-Up regime, and 1 under the Maximum Recommended Retail Price regime.
- A draft Consumer Protection Bill is currently under preparation to provide a modern Consumer Protection Framework which will enhance protection of consumers and enforcement of their rights.

Key Data from July 2020 to April 2021



- The Fixed Penalty Notice came into force since 1 November 2020 allowing the officers of the Consumer Affairs Unit to issue fixed penalty notices to defaulters.
- With the Mer Rouge Oil Storage (MOST) project now fully operational, the stock level of Mogas has increased from 3 to 30 days and that of Gas Oil from 10 to 27 days.

Key Challenges

- Adapting to new trends in consumer habits due to the advent of the COVID-19 pandemic including effectively monitoring evolution of prices and preventing abusive trade practices
- Protection of consumers in the wake of the rapid development of e-Commerce

III. Strategic Direction 2021-2024

Strategic Direction	Enabler
Ensure more effective consumer protection	<ul style="list-style-type: none"> Introduction of new Consumer Protection Bill that will address e-commerce issues Re-establish the Price Surveillance System
Promote and protect competition in markets	<ul style="list-style-type: none"> Investigate and remedy restrictive business practices Amend existing legislation to enhance detection and enforcement against anti-competitive practices
Ensure security of supply of essential commodities	<ul style="list-style-type: none"> Construct storage tanks to increase storage capacity for LPG and Jet A-1
Increase trade in bunker fuel	<ul style="list-style-type: none"> Attract private investment in bunker storage to increase the number of operators in bunker sales business

IV. Key Deliverables & Key Performance Indicators

Outcome							
Effective protection of consumer interests and improved consumer satisfaction							
Outcome Indicator				Actual 2020/21 (Prov.)	Target 2021/22	Target 2022/23	Target 2023/24
Percentage of complaints resolved within two months				80%	85%	88%	90%
Delivery Unit	Main Service	Key Performance Indicator	Actual 2020/21 (Prov.)	Target 2021/22	Target 2022/23	Target 2023/24	
MCCP/CAU	Ensure effective consumer protection	Number of trade premises inspected	17,000	12,000	12,500	13,000	
Competition Commission	Promote and protect competition in markets	Number of competition cases assessed and completed	55	59	63	67	

V. Human Resource & Gender Distribution

Staff in Post	Number	Male	Female
Top Management (Salary \geq Rs 100,000)	1	100%	-
Middle Management (Rs 40,000 \leq Salary < Rs 100,000)	34	53%	47%
Support (Salary < Rs 40,000)	117	45%	55%
Overall	152	47%	53%

CISD Figures – May 2021

FINANCIAL RESOURCES

Summary by Economic Categories

Rs 000

Code	Economic Categories	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
VOTE 17-2: TOTAL EXPENDITURE		136,200	177,000	154,500	155,400
Recurrent Expenditure		135,400	172,490	153,600	154,500
20	Allowance to Minister	2,400	-	-	-
21	Compensation of Employees	84,585	86,925	90,625	91,525
22	Goods and Services	21,355	20,995	20,905	20,905
26	Grants	27,060	64,570	42,070	42,070
Capital Expenditure		800	4,510	900	900
26	Grants	300	300	300	300
31	Acquisition of Non-Financial Assets	500	4,210	600	600

Summary by Sub-Heads

Rs 000

Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
Sub-Head 17-201: General	12,225	12,500	13,800	13,900
Sub-Head 17-202: Commerce and Trade Development	89,300	132,400	109,100	109,700
Sub-Head 17-203: Consumer Protection and Market Surveillance	34,675	32,100	31,600	31,800
TOTAL	136,200	177,000	154,500	155,400

Sub-Head 17-201: General

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
Recurrent Expenditure		12,225	12,500	13,800	13,900
20	Allowance to Minister	2,400	-	-	-
20100	Annual Allowance	2,400	-	-	-
21	Compensation of Employees	6,805	11,655	12,955	13,055
21110	Personal Emoluments	6,010	10,965	12,265	12,365
.001	Basic Salary	3,085	7,575	8,715	8,785
.002	Salary Compensation	90	275	275	275
.004	Allowances	1,275	1,000	1,000	1,000
.005	Extra Assistance	1,080	1,050	1,050	1,050
.006	Cash in lieu of leave	-	440	500	525
.009	End-of-year Bonus	480	625	725	730
21111	Other Staff Costs	765	655	655	655
.002	Travelling and Transport	660	600	600	600
.100	Overtime	100	50	50	50
.200	Staff Welfare	5	5	5	5
21210	Social Contributions	30	35	35	35

VOTE 17-2: Commerce and Consumer Protection - continued

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
22	Goods and Services	3,020	845	845	845
22010	Cost of Utilities	150	250	250	250
22020	Fuel and Oil	40	25	25	25
22030	Rent	2,330	-	-	- ^{f(1)}
22040	Office Equipment and Furniture	100	50	50	50
22050	Office Expenses	40	25	25	25
22060	Maintenance	50	96	96	96
22070	Cleaning Services	-	40	40	40
22090	Security	-	14	14	14
22100	Publications and Stationery	50	75	75	75
22900	Other Goods and Services	260	270	270	270
TOTAL		12,225	12,500	13,800	13,900

Sub-Head 17-202: Commerce and Trade Development

Recurrent Expenditure		88,700	129,790	108,400	109,000
21	Compensation of Employees	48,630	46,730	47,840	48,440
21110	Personal Emoluments	42,795	41,280	42,375	42,975
.001	Basic Salary	37,095	33,480	34,375	34,825
.002	Salary Compensation	1,500	2,000	2,000	2,000
.004	Allowances	1,000	900	900	900
.006	Cash in lieu of leave	-	2,000	2,100	2,200
.009	End-of-year Bonus	3,200	2,900	3,000	3,050
21111	Other Staff Costs	5,220	4,850	4,850	4,850
.002	Travelling and Transport	4,770	4,450	4,450	4,450
.100	Overtime	400	350	350	350
.200	Staff Welfare	50	50	50	50
21210	Social Contributions	615	600	615	615
22	Goods and Services	13,010	18,490	18,490	18,490
22010	Cost of Utilities	1,820	1,875	1,875	1,875
22020	Fuel and Oil	250	200	200	200
22030	Rent	8,675	14,300	14,300	14,300
22040	Office Equipment and Furniture	175	100	100	100
22050	Office Expenses	200	240	240	240
22060	Maintenance	325	340	340	340
22070	Cleaning Services	125	100	100	100
22090	Security	250	440	440	440
22100	Publications and Stationery	530	315	315	315
22120	Fees	205	175	175	175
22170	Travelling within the Republic	30	30	30	30
22900	Other Goods and Services	425	375	375	375
26	Grants	27,060	64,570	42,070	42,070
26210	Contribution to International Organisations				
.119	Contribution to Organisation Internationale de Metrologie Legale	60	70	70	70
26313	Extra-Budgetary Units				
.008	Competition Commission	27,000	64,500	42,000	42,000
	<i>of which</i>				
	<i>Refund of COMESA Merger Filing Fees</i>	-	22,500	-	-

f(1) Provision now centralised under Sub-Head 17-202: Commerce and Trade Development

VOTE 17-2: Commerce and Consumer Protection - continued

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
Capital Expenditure		600	2,610	700	700
26	Grants	300	300	300	300
26323	Extra-Budgetary Units				
.008	Competition Commission	300	300	300	300
31	Acquisition of Non-Financial Assets	300	2,310	400	400
31122	Other Machinery & Equipment				
.802	Acquisition of IT Equipment	-	560	100	100
.804	Acquisition of Laboratory Equipment	300	1,750	300	300
TOTAL		89,300	132,400	109,100	109,700

Sub-Head 17-203: Consumer Protection and Market Surveillance

Recurrent Expenditure		34,475	30,200	31,400	31,600
21	Compensation of Employees	29,150	28,540	29,830	30,030
21110	Personal Emoluments	24,215	24,475	25,765	25,965
.001	Basic Salary	21,090	19,775	20,865	21,005
.002	Salary Compensation	720	1,000	1,000	1,000
.004	Allowances	600	800	800	800
.006	Cash in lieu of leave	-	1,200	1,300	1,330
.009	End-of-year Bonus	1,805	1,700	1,800	1,830
21111	Other Staff Costs	4,670	3,770	3,770	3,770
.002	Travelling and Transport	4,600	3,700	3,700	3,700
.100	Overtime	50	50	50	50
.200	Staff Welfare	20	20	20	20
21210	Social Contributions	265	295	295	295
22	Goods and Services	5,325	1,660	1,570	1,570
22010	Cost of Utilities	630	335	335	335
22030	Rent	3,015	-	-	- ^{f(1)}
22040	Office Equipment and Furniture	165	25	25	25
22050	Office Expenses	65	60	60	60
22060	Maintenance	265	425	335	335
22070	Cleaning Services	125	-	-	-
22100	Publications and Stationery	130	80	80	80
22120	Fees	620	420	420	420
22900	Other Goods and Services	310	315	315	315
Capital Expenditure		200	1,900	200	200
31	Acquisition of Non-Financial Assets	200	1,900	200	200
31122	Other Machinery and Equipment				
.802	Acquisition of IT Equipment	-	1,700	-	-
31132	Intangible Fixed Assets				
.801	Acquisition of Software	200	200	200	200
TOTAL		34,675	32,100	31,600	31,800

f(1) Provision now centralised under Sub-Head 17-202: Commerce and Trade Development

VOTE 17-2: Commerce and Consumer Protection - continued

HUMAN RESOURCES

SN	Position Titles	Funded	
		2020/21	2021/22
Vote 17-2: Commerce and Consumer Protection		168	168
Sub-Head 17-201: General		14	14
1	Minister	1	-
2	Permanent Secretary	1	1
3	Manager, Financial Operations	1	1
4	Assistant Manager, Financial Operations	1	1
5	Principal Financial Operations Officer	1	1
6	Financial Officer/Senior Financial Officer	1	1
7	Assistant Financial Officer	1	1
8	Procurement and Supply Officer/Senior Procurement and Supply Officer	1	1
9	Assistant Manager, Internal Control	1	-
10	Manager, Human Resources	-	1
11	Human Resource Executive	-	1
12	Management Support Officer	1	1
13	Confidential Secretary	2	2
14	Office Auxiliary/Senior Office Auxiliary	1	1
15	Driver	1	1
Sub-Head 17-202: Commerce and Trade Development		103	103
	Fair Trading Practices		
1	Deputy Permanent Secretary	1	1
2	Assistant Permanent Secretary	2	2
3	Analyst/Senior Analyst	2	2
4	Office Management Executive	1	1
5	Office Management Assistant	5	6
6	Office Supervisor	1	1
7	Management Support Officer	14	14
8	Confidential Secretary	1	1
9	Word Processing Operator	3	3
10	Receptionist/Telephone Operator	1	1
11	Head Office Auxiliary	1	1
12	Office Auxiliary/Senior Office Auxiliary	3	3
13	Driver	2	2
	Compliance to Import & Export Trade Legislations		
14	Director of Trade	1	-
15	Principal Analyst (Trade)	-	1
16	Senior Analyst (Trade)	2	1
17	Analyst (Trade)	4	4
18	Senior Commercial Officer	-	-
19	Commercial Officer	1	1
20	Assistant Commercial Officer	1	1
21	Office Management Assistant	1	1
22	Management Support Officer	14	14
23	Word Processing Operator	1	1

VOTE 17-2: Commerce and Consumer Protection - continued

SN	Position Titles	Funded	
		2020/21	2021/22
24	Office Auxiliary/Senior Office Auxiliary	2	2
	Legal Metrology Services		
25	Director, Legal Metrology Services	1	1
26	Deputy Director, Legal Metrology Services	1	1
27	Legal Metrologist	2	2
28	Legal Metrology Officer	7	7
29	Senior Technical Officer (Legal Metrology)	1	1
30	Technical Officer (Legal Metrology) (Personal)	3	3
31	Office Management Executive	1	1
32	Management Support Officer	5	5
33	Confidential Secretary	1	1
34	Word Processing Operator	1	1
35	Receptionist/Telephone Operator	1	1
36	Senior Laboratory Auxiliary	1	1
37	Laboratory Auxiliary	5	5
38	Heavy Vehicle/Mechanical Driver	2	2
39	Driver	2	2
40	Office Auxiliary/Senior Office Auxiliary	2	2
41	Helper	2	2
42	General Worker	1	1
Sub-Head 17-203: Consumer Protection and Market Surveillance		51	51
1	Head, Consumer Affairs Unit	1	1
2	Principal Consumer Affairs Officer	1	1
3	Senior Consumer Affairs Officer	4	4
4	Consumer Affairs Officer	27	27
5	Assistant Permanent Secretary	1	1
6	Office Management Executive	1	1
7	Office Management Assistant	1	1
8	Management Support Officer	4	4
9	Word Processing Operator	1	1
10	Receptionist/Telephone Operator	1	1
11	Office Auxiliary/Senior Office Auxiliary	2	2
	Price Control		
12	Office Management Executive	1	1
13	Office Management Assistant	1	1
14	Management Support Officer	5	5
TOTAL		168	168