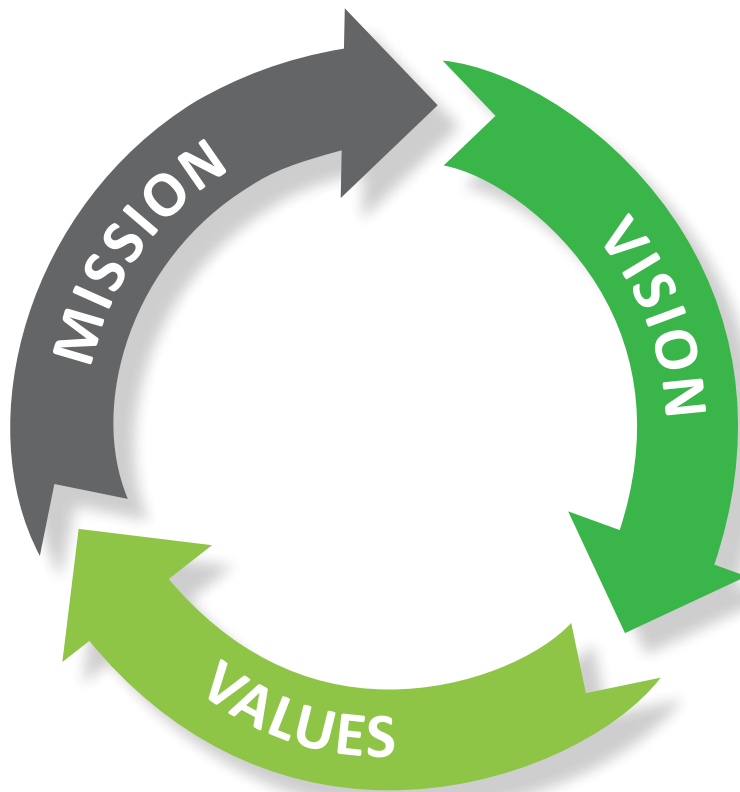




# CUSTOMER CHARTER



MINISTRY OF AGRO INDUSTRY  
AND FOOD SECURITY

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# CUSTOMER CHARTER OF THE MINISTRY OF AGRO-INDUSTRY AND FOOD SECURITY

## Customer Charter

This Charter sets out the services that the Ministry offers to all planters, breeders, farmers, métayers and the general public in the agro industry sector . It spells out the Vision, Mission and Core Values. It gives a brief overview of all services provided by the Ministry and parastatal organisations under its aegis. More detailed information on its departments and its parastatal institutions and application forms for the different permits can be obtained on the website at the Ministry at: <http://agriculture.govmu.org>.

## Purpose of this Charter

This Customer Charter is a guide which provides useful and comprehensive information about the Ministry of Agro-Industry and Food Security and its Parastatal bodies. It aims at creating awareness of the services offered to planters, farmers, breeders and members of the public. It also aims at providing timely and enhanced quality services and a better working relationship between the public officials and the farming community.

## Overview

The main thrust of the Ministry is to have a competitive, viable and sustainable sugarcane cluster, with the active involvement of all stakeholders, including the small planters and the métayers; to consolidate the food crop sector with a view to improving the level of our food sufficiency, to modernize the sector through the adoption of new technologies, to enhance food quality and safety through the adoption of good agricultural practices and green agriculture concepts and to promote value addition and agri-business; to have a healthy forest environment and ensure protection and sustainable management of native terrestrial biodiversity.

## Our Vision

To ensure a sustainable cane industry as an important pillar within the socio-economic framework of the country and an integrated development to build a vibrant non-sugar agriculture, an agri-business sector that utilizes natural resources sustainably and enhancing the welfare of the farming community.

## Our Mission

- Enable and facilitate the advancement of agriculture and agri-business by providing an enabling and conducive environment for the promotion of quality agricultural services.
- Improve food security and safety to ensure sustainable development, continued economic growth, social development within the framework of good governance.

## CORE VALUES STATEMENT

### We adopt the HEART principles of:-

- **Honesty**
- **Excellence**
- **Accountability**
- **Result oriented**
- **Teamwork**

### Our Core Values are:-

- Pursuit of excellence in service delivery
- Loyalty to the Government of the day
- Do More with Less (work smarter)
- Impartiality in service delivery
- Embrace and Drive Change
- Pursue Growth and Learning
- Build Open and Honest Relationships through Communication
- Build a Positive Team Spirit
- Integrity - we are guided by the highest standards of professional ethics
- Innovation - keeping up with new technologies and new agricultural practices
- Quality- we are result - oriented and committed to excellence towards our customer
- Timeliness - meeting deadlines in teamwork is our priority

## Our customers

- All Ministries and Parastatal Organisations
- Planters (sugar cane, tea, crop, and flowers)
- Farmers/Breeders
- Sugar Companies
- Tea Companies
- Cooperative Federations and societies
- Trade Unions and Federations of planters and farmers
- Planters' Associations

## Our commitment to customers

The calls of the customers will be answered within three rings and it will be ensured that they are provided with the correct information.

Correspondences of customers will be acknowledged within five working days of receipt with clear and concise replies.

All requests for appointment with our officers will be dealt with utmost diligence.

## Charter coverage

This Charter gives an overview of the activities and services of the different Units/Divisions of the Ministry and the Parastatal Organisations falling under its purview.

## MAIN SERVICES PROVIDED BY THE MINISTRY

### 1. Department of Agricultural Services

#### (i) Agricultural Chemistry Division

- a) operates a laboratory, providing analytical support services (chemical analysis) to the agricultural community and livestock breeders.
- b) issues licences for the wholesale and retail sale of chemical fertilisers.
- c) provides services for chemical analysis of agricultural materials such as soil, plant, fertilisers, feeds and fodder, compost, farm manure and water for various processes like major and minor nutrients and nutritional composition.

#### (ii) Engineering Division

- a) offers a key and essential service to enable the Ministry's machineries and vehicles to function properly.
- b) provides technical and engineering support to all the Divisions and Departments of the Ministry.

#### Contact Details

##### Deputy Director

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##### Principal Agricultural Engineer

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#### (iii) Agricultural Information Division

- a) updates and manages agricultural databases.
- b) provides timely and reliable statistics/information on food and agriculture for policy formulation, strategic planning, decision-making and research and service to the farming community at large.

**(iv) Agronomy Division**

Engage in:-

- a) the production of viable vegetable and seeds.
- b) experimenting, advising and sharing of information in the field of Hydroponics and Organic Vegetable Production.
- c) maintenance of the gardens at Clarisse House and State House.
- d) management of the Mauritius Herbarium and its related activities.

**(v) Animal Production Division**

- a) makes livestock farming a worthwhile economic activity through the introduction of the best genetics and latest technologies.
- b) advise and share information with all stakeholders concerned with livestock development.

**(vi) Food Technology Laboratory- (Dairy Chemistry Division, Food Hygiene Laboratory and Chemistry Laboratory)**

- a) monitors the activities of other units and laboratories.
- b) performs microbiological analysis for food processing plant.
- c) monitors the processing plants (HACCP).
- d) monitors pesticide residue in fruits and vegetables.
- e) performs microbiological and chemical analysis of foods (pesticide residues, heavy metals and toxins), animal feeds and water for our export and import requirements.
- f) provides technical assistance to all stakeholders regarding food quality and safety.
- g) improves the chemical and microbiological quality of food and food products produced by small cow keepers, micro/small entrepreneurs, importers and food manufacturers.
- h) ensures the safety and quality of both locally produced, exported and imported food products.
- i) develops new analytical techniques and validates methods of analysis



**(vii) Dairy Chemistry Division**

- a) carries daily analysis of fresh and pasteurised milk provided by the Stakeholders and Cooperatives
- b) monitors the quality of raw milk sold by FAREI Experimental Farm
- c) performs microbiological analysis of milk and milk products

**(viii) Entomology Division**

- a) Prevents the entry and establishment of exotic pests
- b) engage in research and development in safe and sustainable pest control programmes
- c) implements action programmes for plant protection
- d) protects the country's agricultural economy and ecosystem from the introduction and establishment of destructive pests, as a first line of defence
- e) monitors and manages existing and newly introduced pests
- f) maintains and improves plant health
- g) promotes biological control as a safer pest control method
- h) offers plant protection services

**(ix) Horticulture Division**

- a) produces and supplies of vegetable seeds
- b) provides fruit trees, ornamentals, spices and medicinal plants
- c) carries research and development on horticultural crops
- d) provides advice on horticultural projects
- e) ensure conservation of plant genetic resources
- f) ex situ conservation of certain endangered species and their rescue
- g) produces tissue culture plants - mainly ornamentals
- h) manages agricultural stations
- i) responsible for Tissue Culture Laboratory, Seed Gene Bank and Sale Section
- j) provides adequate and timely supply of quality seeds and planting materials and conservation of crop genetic resources for sustainable use

**(x) Land Use Division**

- a) advises on the rational use of land resources and safeguards arable land against non-agricultural use.
- b) implements Government's policy of conserving arable State land for agricultural purposes.
- c) submits views on applications for land conversion and parcelling-out.
- d) assesses land conversion tax payable under the Sugar Industry Efficiency Act.
- e) attends to requests for the leasing of State Land.
- f) carries out searches on land ownership at the Registrar General's Department.
- g) determines the exact area and mandatory distance of leased land from sensitive zones.
- h) acts as the notarial arm of the Ministry in drawing up agricultural land lease agreements and by collecting rent accruing thereon.
- i) manages and monitors arable State land in conjunction with other stakeholders.
- j) carries out site visits and submits views in connection with applications for Environmental Impact Assessment licences and Preliminary Environmental Report licences under the aegis of the Ministry of Environment, Sustainable Development, and Disaster and Beach Management.
- k) assists in land rezoning exercises under the aegis of the Ministry of Housing and Lands.
- l) liaises with the Commission for Agriculture in Rodrigues.

**(xi) Agricultural Development Division**

- a) collects receipts from breeders
- b) provides support on all related issues of sustainable agriculture, Climate Change, Environment and Biodiversity
- c) provides regular service to the planting community and members of the public for obtaining seeds, plants and poultry vaccines provided by the Ministry

**(xii) National Plant Protection Office**

- a) involves in the examination and clearance of incoming agricultural commodities
- b) issues import permits and phytosanitary certificates
- c) carries inspection of incoming ship vessels and aircrafts

- d) implements quarantine protocol (white grub protocol)
- e) carries post entry quarantine monitoring of introduced planting materials
- f) disease surveillance
- g) formulates policy of phytosanitary measures related to International trade
- h) carries Import Risk Analysis for imported agricultural commodities
- i) reports Pest and disease reporting
- j) is an Enquiry point for Sanitary and Phytosanitary issues
- k) implements White grub Protocol with Reunion Island
- l) engage in Seed health testing and monitoring of imported and locally produced seeds and monitors seed production stations
- m) imports and maintains certified citrus germplasm in insect proof repository
- n) provides post quarantine-containment facilities
- o) carries quarantine awareness programmes

**(xiii) Support Services Unit**

- a) Responsible for maintenance works of Le Réduit ground. It carries out horticultural activities of the roundabouts of Le Réduit. It also attends to the yard of the following sites:
  - (i) The residence and Office of the Vice-President;
  - (ii) Rest houses at Bras d'Eau and Floreal; and
  - (iii) Government House, Port Louis.
- b) maintains and repairs of buildings, offices and furniture
- c) repairs lawn mowers, brush cutters and other agricultural equipment.
- d) effects soft servicing and minor repairs of vehicles.

**(xiv) Veterinary Services Division**

- a) provides artificial insemination service for cows, upon application at the headquarters or at any regional sub-office.
- b) carries pregnancy diagnosis for cows.
- c) provides treatment of animal diseases and difficult calvings for cows, goats, sheep, pigs and poultry.

- d) provides 24-hour service to the breeding community related mainly to cattle, goats, pigs and poultry. One Veterinary Officer is on call for attending cases which are referred to the Division late at night.
- e) carries laboratory diagnosis of diseases at the Animal Health Laboratory in Réduit. Breeders of cattle, pigs and poultry may bring material(s) or specimen(s) (e.g. sick or dead birds for investigation during office hours).
- f) carries sterilisation of animal products (e.g. animal hides) both imported or for export.
- g) involves in the sale of vaccines.
- h) distributes drugs to all small livestock breeders both at the headquarters and at regional offices.
- i) control of mastitis
- j) provides quarantine facilities at Réduit as follows:-
  - i. Birds: 15 days
  - ii. Pet cats and dogs: 5 days to one month (depending on the country of origin).
- k) provides quarantine facilities at Richelieu for cattle and goats to be slaughtered for meat.
- l) issues import permits for animals and livestock products at the headquarters.
- m) carries inspection of livestock and livestock products and issue of veterinary permits for export.
- n) supervises manufacturing processes in relation to veterinary products for exports (e.g. canned tuna).
- o) attends to complaints regarding ill treatment of animals and pets.
- p) issues dog breeding licences.

**Contact Details****The Director**

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## 2. National Agricultural Products Regulatory Office (NAPRO)

- a) controls and regulates the import, export, production and sale of regulated products; (meat and meat products, tea and tea products, tobacco and tobacco products);
- b) controls and regulates the preparation, processing, packing and manufacturing of regulated products;
- c) regulates the activities and premises in connection with the slaughtering of animals;
- d) determines the prices at which green tea leaves may be sold to a producer and by a métayer to a cultivator; and
- e) issues licences in respect of tea cultivation, game venison dealers, venison dealers/retailers and meats shops.

### Contact Details

#### Officer-in-charge

National Agricultural Products Regulatory Office

Rduit

Tel: 4678041

Fax: 4678043

Email: [napro@govmu.org](mailto:napro@govmu.org) / [napro@gmail.org](mailto:napro@gmail.org)

## 3. Department of Forestry Services

### Mission

Manage our forest resources for, with, and on behalf of the people of Mauritius.

### Its main objectives are to:

- a) manage the state forest lands based on the principles of sustainability, equity and fairness
- b) safeguard roads, rivers and mountain reserves for the economic, social and environmental functions of trees and forests
- c) provide plants, through the dedicated nurseries and sale depots
- d) provide educational and recreational areas to promote awareness and ecotourism

- activities within State forest lands
- e) protect, propagate and conserve pristine areas of forests declared as nature reserves
  - f) provide guidance and support in embellishment campaigns at local, regional and national level
  - g) enforce the legal provisions of the Forest and Reserves Act
  - h) undertake awareness campaigns to sensitise the population on the fragility of the ecosystems and the need for their protection and conservation; and
  - i) implement provisions of International Conventions to mitigate the effects of climate change, desertification and forest biodiversity degradation.

## Contact Details

### Conservator of Forests

Department of Forestry Services

Botanic Garden St., Les Casernes

Curepipe

Tel: 675 8485

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Email: [vbachraz@govmu.org](mailto:vbachraz@govmu.org)

## 4. Department of National Parks and Conservation Service

### Mission

“To ensure the protection and sustainable management of native terrestrial biodiversity so as to retain its genetic diversity for the present and future generations”

### Its main functions are to:

- a) manage National Parks and Reserves, namely:
  - Black River Gorges National Park
  - Bras d’Eau National Park
  - Gerald Dutell Endemic Wildlife Sanctuary
  - Rivulet Terre Rouge Estuary Bird Sanctuary

- Islets/National Parks, namely Ile d'Ambre, Ilot Fouquets, Pigeon Rock, Ilot Vacoas, Rochers des Oiseaux, Ilot Foux and Ile aux Oiseaux.
- b) control and regulate the import, export and re-export of listed specimen under the Convention on International Trade on Endangered Species(CITES) of Wild flora and fauna
- c) control and regulate the importation of live animals, excluding domestic animals
- d) regulate and advise on the importation of live plants and animals based on their potential invasiveness
- e) enforce provisions made under the Native Terrestrial Biodiversity and National Parks (NTBNP) Act (2015)
- f) manage and restore native biodiversity rich areas by the removal of Invasive alien species
- g) propagate, breed and reintroduce native plants and animal species
- h) manage and restores native biodiversity of offshore islets
- i) create awareness on the importance of conservation of the native terrestrial biodiversity
- j) control crow population (a major pest and threat to our native biodiversity) in Mauritius.
- k) be responsible for the management of proclaimed wetlands
- l) act as the Focal institution for the implementation of the Convention on Biological Diversity, Nagoya Protocol on Access and Benefit Sharing, Ramsar Convention, Convention on Migratory Species, CITES, African Eurasian Waterbird Agreement
- m) act as the lead institution for the implementation of the Protected Area Network Project funded under the UNDP/GEF

## Contact Details

**Director**

National Parks and Conservation Service

Reduit

Tel: 464 4016

Fax: 465 1184



## OTHER SERVICES PROVIDED BY ORGANISATIONS UNDER THE AEGIS OF THE MINISTRY

### A. Sugar Sector

#### 1. MAURITIUS CANE INDUSTRY AUTHORITY

##### Vision

- Ensure a sustainable cane industry as an important pillar within the socio-economic framework of the country.

##### Mission

- To promote the development of the cane sector and its clusters through systematic policy measures, creating an enabling environment with innovative and efficient services, research and development, technology transfer and value addition to meet current and future challenges.

##### The objectives of the Authority are to:-

- monitor, oversee and coordinate all activities relating to, and ensure a fair, efficient and effective administration and operation of the cane industry
- promote and support the sustainable development, efficiency and viability of the cane industry
- formulate and implement policies, strategies, plans, programmes and schemes in relation to the cane industry
- promote and facilitate the sustainable development of the cane cluster in Mauritius and in the region
- keep abreast of developments in the world sugar industry and the market situation, especially in Europe and to explore new niche markets
- by means of research and investigation, ensure the technical progress and efficiency of the cane industry
- monitor and co-ordinate the activities of the cane industry, including planting, milling, processing, transport, bulk handling and marketing
- co-ordinate the activities of organisations concerned with the cane industry in the private and public sectors
- overview the storage, sampling, bagging, packing, loading and unloading of sugar
- maintain a pool of machineries for agricultural purposes
- resolve disputes between planters, millers and middlemen
- overview the registration of cane contracts
- promote the development and use of co-products

- facilitate the participation of employees and planters in the cane industry
- ensure that necessary essential services are available to planters
- promote the setting up of cane nurseries and the supply of cane setts to planters; and
- facilitate the adoption of modern and efficient agricultural practices by planters.

#### **The Functions of the Authority are to:-**

- set up and manage such agricultural or other centres as may be determined
- rent the agricultural machineries of the Authority to such persons and on such terms and conditions as the Board may determine
- provide technical advice, assistance and training to planters on cane cultivation, harvesting and transport of canes and post-harvest operations
- manage agricultural land and, in particular, abandoned fields in the Sugarcane Planters Regrouping Project (SPRP)
- enter into management contracts on behalf of planters
- devise agricultural credit schemes in consultation with financing agencies
- ensure that arrangements are made so that canes of small planters are harvested at their optimal sucrose content
- assist cooperative societies in benefiting from the Fair Trade Initiative or other similar projects
- provide, operate and maintain facilities for the storage, sampling, bagging, packing, loading and unloading of sugar or such co-product or other commodity as approved
- set up a planters' data bank
- commission studies and consultancies in respect of any specific or general issue affecting the cane industry
- review, on a regular basis, the economic and financial performance as well as the problems and prospects of the cane industry
- periodically commission a revaluation of the fixed assets of the cane industry;
- commission long-term Master Plans for the viability and sustainability of the cane cluster, with due regard to the interests of all parties concerned
- make recommendations to the Mauritius Revenue Authority regarding a rational and uniform system of granting capital allowances, including allowances in respect of equipment depreciation, in relation to the cane industry
- where appropriate, examine the accounts of millers and planters and offer advice on the forms to be used in connection with the presentation of those accounts;

- collect proceeds from the sale of sugar on the local market for the purposes of compensation of the MCIA Act; and
- advise the Ministry on:
  - (i) the formulation and management of policies, strategies and schemes in relation to the cane industry
  - (ii) the provision of adequate means of inland access or, after consultation with the Mauritius Ports Authority, sea access to the sugar terminal
  - (iii) the transport of sugar to and from the sugar terminal; and
  - (iv) all measures necessary to ensure the viability of the cane industry.

## **Contact Details**

### **Chief Executive Officer**

Mauritius Cane Industry Authority

1, Moka Road, Reduit

Tel: 454 1061

Fax: 464 5345

Email: [cs@mcia](mailto:cs@mcia)

There are four Departments which operate under the Mauritius Cane Industry Authority:

-

**(i) Control and Arbitration Department**

Contact Details

Ag Director

Address: Moka Road, Reduit

Tel: 4541028; Fax: 4648817

Email: cad@mcia.mu

**(ii) Farmers Service Agency**

(a) Agricultural Mechanisation Unit

Contact Details

Director

Address: Corner Iframac and Royal Road, Plaine Lauzun

Tel: 2120725 ; Fax: 2129045

Email: spmpc@intnet.mu

(b) Extension and Training Unit

Contact Details

Director

Address : Moka Road, Reduit

Tel: 4541061; Fax: 4657858

Email: fsa.etu@mcia.mu

**(iii) Mauritius Sugar Industry Research Institute (MSIRI)**

Contact Details

Director

Address: Moka Road, Reduit

Tel: 454-1061 Fax :454-1971

E-mail : contact@msiri.mu

**(iv) Sugar Storage and Handling Unit**

Contact Details

Director

Address: Les Salines, Port Louis

Tel: 208 1451/52 Fax: 208 1552

Email: sugar.tech@intnet.mu

List of MCIA Regional Centres at Annex 1

## 2. IRRIGATION AUTHORITY (IA)

### Vision

- Be a model organisation which will be trusted and respected by the planters, respond to the water needs of all the dry and semi-dry regions and create the right framework for sound water management.

### Mission

- Provides a quality service to the planting community.

### Objectives

- to study the development of irrigation;
- to implement and manage irrigation projects in every irrigation area and to do all other acts incidental thereto; and
- to undertake research into the optimum use of water.

### Its Functions are to:-

- identify irrigable lands, determine potential sources of water and carry out feasibility studies for new irrigation projects
- investigate, plan, design, construct and supervise implementation of irrigation projects
- operate and maintain irrigation projects and to do all acts incidental thereto
- conduct and co-ordinate field research and investigation on the optimum use of water for irrigation
- formulate policies relating to irrigated agriculture
- monitor and evaluate ongoing irrigation projects
- modernize and upgrade old schemes so as to improve service to the small planters
- train small planters on different methods of irrigation and use of irrigation equipment
- provide support to Water Users' Associations and Cooperative Societies for the proper running of irrigation operations.

## Contact Details

Ag General Manager

Irrigation Authority

5th floor, Fon Sing Building,

12, Edith Cavell Street, Port Louis,  
Mauritius.

Telephone No: 210 6596

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List of Irrigation Authority Offices is at Annex II

### 3. ROSE BELLE SUGAR ESTATE BOARD (RBSEB)

The Rose Belle Sugar Estate Board (RBSEB) is governed by the Rose Belle Sugar Estate Board Act of 1973 which provides that there shall be a Board and the functions of the Board are “to manage the activities of the Rose Belle Sugar Estate Board”.

#### Vision

- Be recognized at national and regional level by its counterparts as being among the best managed sugar industry organisations. The propensity to innovate and to take initiatives in the best interest of our customers, staff and other stakeholders will be the Board’s distinctive mark.

#### Mission

- Manage the assets of the Rose Belle Sugar Estate Board efficiently and effectively so that there is wealth generation, welfare and modernization, thus benefiting its employees, stakeholders and society at large.

## Contact Details

### The General Manager

Rose Belle Sugar Estate Board

Rose Belle

Tel: 627 4545

Fax: 627 64 63

Email: [g.manager@rbseb.org](mailto:g.manager@rbseb.org)

## 4. SUGAR INVESTMENT TRUST (SIT)

The Sugar Investment Trust is a body corporate established under the Sugar Industry Efficiency Act in 1994 and it operates purely on a commercial basis as a public company under the Companies Act 2001.

It is administered and managed by a Board of Directors consisting of 9 persons, of whom 6 are elected by shareholders as representatives of planters and employees of the sugar industry sector. The remaining 3 Directors including the Chairperson are appointed by the Minister of Agro Industry and Food Security as provided under the Sugar Industry Efficiency Act.

### Vision

To be among the leading companies through sustainable investments in key viable economic sectors that support capital appreciation and ensure consistent income streams.

### Mission

To be recognised as the leading organisation in economic empowerment through drive for excellence, creation and distribution of wealth.

### Core Values

Integrity, Professionalism, Teamwork, Passion, Commitment, Customer focus, Diligence, Dedication and Attentiveness.

### Overriding Objective

The overriding objective of the Board and Management is to ensure the company's financial stability, profitability, growth and sustainability to maximize shareholders' wealth with a view to providing an enhanced and consistent dividend distribution and appreciation of share value to all shareholders.

### FUNCTIONS

The Sugar Investment Trust has as objective to invest directly or through a body controlled by it, in sugar cane activities, sugar milling activities and in activities relating to the use of sugar cane by-products. It has also throughout the years, diversified its investment into leisure activities, the banking sector, operation of a plant nursery, property development, rental of offices spaces and more recently the energy sector.

## CONTACT DETAILS

### Chief Executive Officer

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## B. Crop and Horticulture Sector

### 1. FOOD AND AGRICULTURAL RESEARCH AND EXTENTION INSTITUTE (FAREI)

#### Strategy

The Institute's approach is to implement strategic and adaptive research in a participatory framework with stakeholders in response to national requirements to improve farm productivity and income. Integrating ICT potential, FAREI also seeks to ensure that there is a rapid transfer of innovative practices developed into relevant production systems for the benefit of growers, consumers and the environment.

#### Vision

To steer and promote the sustainable development of the National Agri-food System through the efficient and effective application of Research, Development and Training (RDT).

#### Mission

To support and implement priority RDT programmes and projects and appropriate technologies for food security and to enhance competitiveness, sustainability and stakeholder equity across the agri-food value chains.

#### Its Objectives are to:

- introduce, develop and promote novel technologies in the food and non-sugar agricultural sector within a sustainable framework
- coordinate, promote and harmonise priority research activities in the non-sugar agricultural, food production and forestry sectors
- promote and encourage agricultural and agri-business development
- promote dissemination and practical applications of research results

### Contact Details

#### Chief Executive Officer

Food and Agricultural Research and Extention Institute

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List of Extension Offices is at Annex III



## 2. AGRICULTURAL MARKETING BOARD (AMB)

### Vision

- Be the global strategic partner for a sustainable agro-industry

### Mission

- To maximize customer satisfaction by providing high quality and innovative products and services reliably and cost effectively

### AMB's Mandate

AMB is vested with powers in matters relating to the production, storage, import, export and sale of a number of commodities declared as "Controlled Products" by law.

### Its Functions are to:-

- ensure that marketing costs are at a minimum, consistent with consumer demand
- encourage local production of the country's food requirements, as is economically feasible
- provide direct assistance to planters in terms of a minimum guaranteed price for local produce and market
- provide seeds producers a guaranteed price
- limit price fluctuations in line with consumer preferences
- operate its installations and other resources with maximum efficiency for the benefit of producers and consumers
- regulate standards and quality of products falling under its control
- ensure price stabilization and regulate the market
- keep a buffer stock for potatoes, onions and garlic in line with food security
- manage the Seed Purchase and Freight Rebate schemes
- ensure that adequate quality seeds are available to the planting community
- purchase all the surplus production
- provide storage facilities at competitive rates to importers, exporters and other operators.

List of controlled products as per the Mauritius Agricultural Marketing Act 1963 Regulations 2013:-

- Dry Whole Onions  
HS Code – 0703 1000

- Fresh Whole Garlic  
HS Code – 0703 2000
- Fresh Whole Potatoes  
HS Code – 0701 9000
- By-Catch Fish  
HS Code – 030329
- Onion Seeds  
HS Code – 0703 1000
- Garlic Seeds  
HS Code – 0703 2000
- Seed Potatoes  
HS Code – 0701 1000

All products marketed by AMB (Controlled and Non-Controlled Products):

- Seed Potato
- Table Potato
- Onion
- Onion Seed
- Garlic
- Garlic Seed
- Turmeric Powder
- Cardamom
- Bean Seed
- Ginger
- Whole Peeled Canned Tomato (Brand Carla- Italy Origin)
- Glass Jar and Cap
- Polymesh Bag

## Contact Details

### General Manager

Agricultural Marketing Board

Dr Georges Leclezio Avenue, Moka

Tel: 433 4025

Fax: 433 4837

Email: [agbd@intnet.mu](mailto:agbd@intnet.mu)

*Details for stores and Fairs are at Annex IV*

### 3. SMALL FARMERS WELFARE FUND (SFWF)

#### Vision

- Be the preferred service provider for the farming community and work to enhance the quality of life of farmers and their families.

#### Mission

- To promote the economic and social welfare of small farmers and their families in Mauritius and Rodrigues.

#### The functions of the Fund are to:-

- Manage and optimise its financial and other resources to further the social and economic welfare of small farmers and their families
- Set up and develop schemes and projects, including schemes for agro processing enterprises and schemes in respect of loans or other financial assistance, for the welfare of small farmers and their families
- Create special funds to operate any scheme set up by the Board and to receive contributions from small farmers or other sources
- Perform such other activities which appear to be necessary for and conducive to the promotion of, the welfare of small farmers in general.

## Contact Details

### The Manager

Small Farmers Welfare Fund (SFWF)

2nd Floor, MCIA (ex-FSC) Building

Saint Pierre

Tel: 433 2025/1564-1566

Fax: 433 3249

Email: [spwfsp@intnet.mu](mailto:spwfsp@intnet.mu) / [sfwfund@gmail.com](mailto:sfwfund@gmail.com)

## C. Livestock sector

### 1. MAURITIUS MEAT AUTHORITY (MMA)

The Authority is the sole provider of slaughtering services for cattle, pigs, goats, sheep and deer. All livestock, whether imported or produced locally, have to be slaughtered at the Central Abattoir managed and run by the Authority.

#### Vision

- Be an Abattoir of International standard.

#### Mission

- To ensure the slaughter and timely delivery of meat fit for human consumption and which meets all hygienic conditions.

#### Its main functions are to:-

- provide slaughtering services and ensure regular supply of fresh meat on the market
- establish and manage abattoirs
- purchase and import livestock for slaughter
- market meat, meat products and by-products of the slaughtering process
- control and regulate the sale of meat and meat products

## Contact Details

### General Manager

Mauritius Meat Authority

Abattoir Road, Roche Bois

Tel: 242 6022

Fax: 217 1077

Email: [mauritiuseat@intnet.mu](mailto:mauritiuseat@intnet.mu)

## 2. MAURITIUS SOCIETY FOR ANIMAL WELFARE (MSAW)

### Vision

- To be the main and most respected animal welfare organisation of Mauritius and its Territories

### Mission

- To enhance the quality of life of pets and other animals through the enforcement of animal legislation, encouraging responsible pet ownership and promoting animal welfare

### Its functions are to:-

- organise and be responsible for the catching and disposal of stray dogs and cats
- implement such projects or programmes related to the welfare of animals as the Honourable Minister may approve
- promote the welfare and good treatment of animals
- prevent cruelty to animals

## Contact Details

### Director

Mauritius Society for Animal Welfare (MSAW)

Rose-Hill

Tel: 464 5084

Email: [adminmsaw@intnet.mu](mailto:adminmsaw@intnet.mu)

## D. Conservation sector

### 1. SSR BOTANIC GARDEN TRUST

The SSR Botanic Garden (SSRBG) is a major tourist attraction in Mauritius and is visited annually by about 250,000 visitors. The SSR Botanic Garden Trust (SSRBGT) is a corporate body established under the SSRBGT Act of 1999.

#### Vision

- Research and conservation for a sustainable future to become a centre of excellence in the field of botany, promote education and awareness in scientific, historical and cultural values.

#### Mission

- To preserve and enhance the collection of plants while promoting research, culture and recreation.

#### Its main functions are to:

- manage, administer and ensure the maintenance of the garden and buildings as well as the historical monuments found in the Garden;
- care for the collection of plants and preserved plant materials found in the Garden;
- encourage visits to the Garden by promoting the historical, cultural and recreational value of the Garden; and
- ensure the protection of the environment and plant life in the Garden.

### Contact details

#### Officer-in-Charge

SSR Botanic Garden Trust

Royal Road, Pamplemousses

Tel: 243 9401

Fax: 243 7454

Email: [ssrbg@intnet.mu](mailto:ssrbg@intnet.mu)

Website: <http://ssrbg.govmu.org>

## 2. THE VALLÉE D'OSTERLOG ENDEMIC GARDEN FOUNDATION

Vallée d'Osterlog is a state land mountainous forest of 275 hectares situated in the south-east of the island, in the region of Le Val, nestled between Mountain Lagrave and Mountain Laselle of the Créoles Mountain Range. The Vallée d'Osterlog Endemic Garden is managed and administered by the Vallée d'Osterlog Endemic Garden Foundation (VOEGF).

### Vision

- Be the reference Endemic Garden of Mauritius

### Mission

- To contribute to biodiversity conservation at global level and knowledge dissemination and research of the endemic fauna and flora of Mauritius.

### Its main functions are to:-

- manage, administer, conserve, maintain and develop the Garden
- manage, conserve and maintain any historical monument or object, building or structure in the Garden
- care for, conserve and preserve the fauna and flora in the Garden
- contribute to biodiversity conservation at global level and knowledge dissemination and research of the endemic flora and fauna of Mauritius
- encourage visits to the Garden by members of the public by promoting the unique value of the Garden and, in so doing, to enable them to acquire greater knowledge about the endemic fauna and flora within the State of Mauritius
- ensure the protection of the environment and fauna and flora in the Garden
- control and remove all species which can be harmful to the Garden
- disseminate knowledge with respect to endemic fauna and flora through publications and other means
- procure specimens of endemic fauna and flora for the purposes of the Act
- obtain scientific data, assemble collections, produce audio and video materials and engage in scientific research on endemic fauna and flora
- set up, maintain and develop a nursery and such other facilities as it considers appropriate for the multiplication and propagation of endemic fauna and flora
- establish linkages with similar bodies and with research and extension institutions engaged in matters pertaining to horticulture, biology and related activities.

## Contact Details

### Director

The Vallee D'osterlog Endemic Garden Foundation

Tel: 670 9882

Fax: 670 2736

Email: [osterlogarden@govmu.org](mailto:osterlogarden@govmu.org)

Website: <http://valleedosterlog.govmu.org>



## CONTACT INFORMATION

<b>Permanent Secretary</b>	<b>Phone : 2102713</b> <b>Fax : 212 4427</b> <b>E-mail: <a href="mailto:nbbheenick@govmu.org">nbbheenick@govmu.org</a>,  <a href="mailto:moa-pssecretariat@govmu.org">moa-pssecretariat@govmu.org</a></b>
<b>Deputy Permanent Secretary</b>	<b>Phone: 213 2576</b> <b>Fax : 211 6448</b> <b>E-mail: <a href="mailto:cjhowry@govmu.org">cjhowry@govmu.org</a></b>
<b>Deputy Permanent Secretary</b>	<b>Phone : 210 1042</b> <b>Fax : 212 9514</b> <b>E-mail: <a href="mailto:snowbuth@govmu.org">snowbuth@govmu.org</a></b>
<b>Deputy Permanent Secretary</b>	<b>Phone : 210 4123</b> <b>Fax : 211 6916</b> <b>E-mail: <a href="mailto:irugjee@govmu.org">irugjee@govmu.org</a></b>
<b>Deputy Permanent Secretary</b>	<b>Phone : 211 0541</b> <b>Fax : 210 4809</b> <b>E-mail : <a href="mailto:grcallychurn@govmu.org">grcallychurn@govmu.org</a></b>
<b>Manager, Human Resources</b>	<b>Phone : 208 7898</b> <b>Fax : 211 0250 ,</b> <b>Fax : 213 0140</b> <b>E-mail: <a href="mailto:jbeedasse@govmu.org">jbeedasse@govmu.org</a></b>
<b>Manager, Human Resources</b>	<b>Phone : 211 6798</b> <b>Fax : 213 6523,</b> <b>Fax : 213 0141</b> <b>E-mail: <a href="mailto:sjoomun@govmu.org">sjoomun@govmu.org</a></b>
<b>Manager, Financial Operations</b>	<b>Phone : 208 2026</b> <b>Fax : 211 0191</b> <b>Email : <a href="mailto:vkissoon@govmu.org">vkissoon@govmu.org</a></b>

## ANNEX I

## List of MCIA Regional centres

SN	Centre	Tel No	Address	E-Mail Address	Name/Designation
1	Head Office	454 1061	Réduit	<a href="mailto:fsa.etu@mcia.mu">fsa.etu@mcia.mu</a>	Mr R.K. Soniah Director  Mr T. Gunesh Ag Assistant Director
2	St Pierre	433 1788 433 2482	Royal Road, St Pierre	<a href="mailto:saintpierre.fsc@mcia.mu">saintpierre.fsc@mcia.mu</a>	Mr Y. Ramdharee Manager
3	Solitude	261 5184 261 2539	Royal Road, Solitude	<a href="mailto:solitude.fsc@mcia.mu">solitude.fsc@mcia.mu</a>	Mr Y. Ramdharee Manager
4	L'Unité	416 5084 416 8050	Royal Road, Camp de Masque	<a href="mailto:unite.fsc@mcia.mu">unite.fsc@mcia.mu</a> <a href="mailto:untfsc@intnet.mu">untfsc@intnet.mu</a>	Mr G. Foolmaun Ag Manager
5	Bon Accueil	418 5678 418 5679	Royal Road, Bon Accueil	<a href="mailto:bonaccueil.fsc@mcia.mu">bonaccueil.fsc@mcia.mu</a> <a href="mailto:bacfsc@intnet.mu">bacfsc@intnet.mu</a>	Mr G. Foolmaun Ag Manager
6	Rose Belle	677 8591 677 0480	Royal Road, Union Park	<a href="mailto:rosebelle.fsc@mcia.mu">rosebelle.fsc@mcia.mu</a> <a href="mailto:erbfsc@intnet.mu">erbfsc@intnet.mu</a>	Mr A. Awotarowa Manager
7	St Félix	622 6601 622 6602	Royal Road, St Félix, Chemin Grenier	<a href="mailto:saintfelix.fsc@mcia.mu">saintfelix.fsc@mcia.mu</a> <a href="mailto:esffsc@intnet.mu">esffsc@intnet.mu</a>	Mr A. Awotarowa Manager

## ANNEX II

### List of Irrigation Authority Offices

Divisional Irrigation Operation Officer (Northern Plains Irrigation Project)	266 2215
Plaines des Papayes Sub office	266 8175
Riviere du Rempart sub office	5471 0845
Souvenir Sub office	243 3267

**ANNEX III**

## List of FAREI Extension offices

<b>LIVESTOCK Extension Offices</b>	
Office	Telephone No.
Maison des Eleveurs St Pierre	4337829
Flacq Model Farm	4138125
Solitude Sub Office	2613825
Goodlands Sub Office	282 0563
Maison des Eleveurs Henrietta Sub Office	684 1228
Rivière des Anguilles Model Farm	6261977
Plaisance Demonstration Centre	6379150
Petite Rivière Sub Office	233 2229

<b>CROP Extension Offices</b>	
Office	Telephone No.
St Pierre Sub Office	433 9350/4334378
L'Unité Sub office	416 9209
Flacq Model Farm	4138125/4134617
Rivière du Rempart Sub Office	4129969
Mapou Model Farm	2661587/2662087
Solitude Sub Office	2619216
Goodlands Sub Office	282 0563
Montagne Longue Sub Office	245 5759
Maison des Eleveurs Henrietta Sub Office	684 1228
Quatre Bornes Sub Office	466 4109/4663885
Rivière des Anguilles Model Farm	6262554
Plaisance Demonstration Centre	6378112
St Félix Sub Office SC Buildg	52561308
Union Park Sub Office	677 1419
Bon Accueil Sub Office (Wednesday only)	4189482
Wooton Sub Office	6707453

**ANNEX IV**
**Stores and fairs/Outlets - AMB**

Head Office	Dr G. Leclézio Avenue, Moka, 80815.	433 4025	433 4837
Moka Cold Store	Dr G. Leclézio Avenue, Moka, 80815		
Fanfaron Cold Store	Trou Fanfaron Road, Port Louis	242 5855	217 0206
Airport Cold Store	SSR International Air- port, Plaine Magnien	637 3904	637 7190

FAIRS/OUTLETS	STALL NO.(s)	DAYS OF OPERATIONS
<b>Fairs</b>		
Quatre Bornes Market	215	Wednesdays and Saturdays
Vacoas Market	457, 458	Tuesdays and Fridays
Curepipe Forum Market	397,398	Wednesdays and Saturdays
Curepipe Jan Palach Market	56	Mondays, Tuesdays and Thursdays
Rose Belle Market	638, 639, 935, 939	Wednesdays and Sundays
Rose Hill Central Market	68, 69	Mondays, Tuesdays and Thursdays
Mahebourg Fair	16,17	Mondays
Chemin Grenier Fair	58	Wednesdays
Central Flacq Market Fair	4	Opening soon
<b>Outlets</b>		
Moka Retail Outlet	-	Mondays to Saturdays
Triolet Retail Outlet	-	Mondays to Saturdays
Quartier Militaire Retail Outlet	-	Sundays
Rivière des Anguilles Retail Outlet	-	Saturdays
Vallée des Prêtes Retail Outlet	-	Thursdays and Saturdays
Montagne Blanche Retail Outlet	-	Saturdays

Tel: 433 4025 for more information on Opening/Closing Hours

**Ministry of Agro Industry and Food Security**

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