

**CUSTOMER CHARTER**  
**FOOD SCIENCE AND TECHNOLOGY DIVISION**  
**FOOD TECHNOLOGY LABORATORY**  
**MINISTRY OF AGRO INDUSTRY AND FOOD SECURITY**  
**REDUIT**

**Charter Coverage**

This charter provides an overview of the services offered by the Food Science and Technology Division and sets the standard of service customers can expect.

**Our Vision**

To achieve international recognition for quality services thus contributing towards enhancement of food safety and food quality.

**Our Mission**

To provide analytical, technical and advisory services for the food and agricultural sector and conduct research and development to improve the quality and safety of foods for consumers.

**Our Values**

Quality, accurate and timely delivery of services as per ISO standards.

Continuous improvement in the performance of duties.

Commitment to maintaining good professional practices as per code of Ethics for Civil Servants.

**Our Services**

- Microbiological testing of food and feed:
  - (a) To assist the farming community and agro-entrepreneurs in enhancing their product quality and safety prior to marketing.
  - (b) To assist Competent Authorities in certification of import and export of food products of animal origin.
- Chemical testing of milk and dairy products.
- Conducting and/or assisting in research and development of Novel products and shelf-life evaluation

- Acting as Codex Contact Point and furthering the harmonization of international food standards through the National Codex Office and through participation in regulations/standards drafting.
- Providing training in the field of food testing as the COMESA Regional Reference Laboratory for food safety.
- Providing technical and advisory services in the field of food technology and food safety.

### **Our Customers**

- Division of Veterinary Services
- Animal Production Division
- Food and Agricultural Research and Extension Institute
- Ministry of Health and Quality of Life
- Ministry of Ocean Economy, Marine Resources, Fisheries, Shipping & Outer Islands
- University of Mauritius and other educational institutions
- Mauritius Standards Bureau
- Agricultural Marketing Board
- Large food industries and small and medium agro-entrepreneurs
- Small cow keepers and milk marketing cooperatives
- Importers of milk and dairy products, food items as well as animal feeding stuffs
- Producers and Consumers of Agricultural Products

### **Our Contact details**

Address: Food Science and Technology Division,  
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Agricultural Services,  
Reduit, Mauritius

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**Opening days and hours:** Monday to Friday: **08.45 to 12.00 hours**  
**12.30 to 16.00 hours**