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## 1.0 ABSTRACT

The Corporate and Business Registration Department (CBRD) formerly known as the Companies Division falls under the aegis of the Ministry of Finance and Economic Development. The CBRD deals with legislations related to the corporate sector. It offers quality services to the corporate sectors locally and internationally, Ministries/Departments and to the public in general. The CBRD is located at One Cathedral Square Building, 16, Jules Koenig Street, Port Louis.

## 2.0 VISION STATEMENT

To remain an innovative, aggressive, ethical and successful organisation by offering quality services to the corporate and business sectors locally and internationally.

## 3.0 MISSION STATEMENT

The Mission of the CBRD is:

- To put the customer first whilst ensuring a better, more sustainable future for all.
- To provide customers with excellent, reliable and timely service.
- To ensure that the legislative frameworks that govern the businesses are efficient, responsive, user and investor-friendly.

## 4.0 CORE VALUES

Our core values are as follows:

**e – CBRD – IT**

- *Excellence*
- *Customer care*
- *Business-friendly*
- *Responsive*
- *Dedication*
- *Integrity*
- *Teamwork*

## **5.0 QUALITY OBJECTIVES**

The Quality Objectives of the CBRD are as follows:

- *To facilitate online transactions through state-of-the-art technology and communication strategies.*
- *To maintain a high standard of professional services in line with expectations of our stakeholders.*
- *To facilitate business growth in the country.*
- *To ensure adherence to regulatory requirements and assist businesses to improve compliance rate.*

## **6.0 MONITORING OF DIFFERENT LEGISLATIONS**

The CBRD as a public service organisation administers the following:

- The Companies Act 2001
- The Protected Cell Company (PCC) Act 1999
- The Business Registration Act 2002
- The Insolvency Act 2009
- The Limited Partnerships Act 2011
- The Limited Liability Partnerships Act 2016
- The Foundations Act 2012
- Le Code Civil Mauricien
- The Code de Commerce 1985

## **7.0 SERVICE PROFILE**

We offer the following core services:

- Incorporation of Companies
- Registration of Documents
- Registration of Foundations
- Registration of *Sociétés*
- Registration of Limited Partnerships
- Registration of Limited Liability Partnerships
- Registration of Businesses
- Administration of Insolvency Law

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## 7.1 Incorporation of Companies

All companies are incorporated within half hour after payment of the prescribed fee is effected. However, Global Business Companies may not be incorporated within the same time frame, as approval needs to be obtained from Financial Services Commission.

## 7.2 Registration of Documents

The law requires companies to undertake regular statutory filings. These include amongst others, documents such as annual returns, financial statements or any change in office bearers.

Documents are required to be filed at this office within statutory delays and may be retained for a maximum period of 5 working days for verification purposes.

## 7.3 Registration of Foundations

Since 1 July 2012, Foundations are registered under the Foundations Act 2012. The objects of a Foundation can be charitable or non-charitable, or both.

Every Foundation must have a secretary which shall be a management company; or who shall be such other person resident in Mauritius as authorized by the Financial Services Commission.

Each foundation needs to have a council whose role is to administer the property of the foundation and carry out its objects.

Verification and processing of the application may take from ½ to 1 day.

## 7.4 Registration of “Sociétés”

“Sociétés” “civiles” and “commerciales” are registered under the Code Civil Mauricien and the Code de Commerce respectively.

A certificate of posting evidencing the registration of the société is delivered within one working day from submission of document.

## 7.5 Registration of Limited Partnerships

Since 15 December 2011, Limited Partnerships are registered under the Limited Partnerships Act 2011. A Limited Partnership shall consist of one or more persons called general partners and one or more persons called limited partners.

Verification and processing of the application may take from ½ to 1 day.

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## 7.6 Registration of Limited Liability Partnerships

Limited Liability Partnerships are registered under the Limited Liability Partnerships Act since 3 January 2017.

A Limited Liability Partnership shall consist of two or more partners and shall have a partnership agreement.

Verification and processing of the application may take from ½ to 1 day.

## 7.7 Registration of Business

Businesses including companies and “societies commerciales” are registered under the Business Registration Act 2002. The law applies to any person carrying on business in Mauritius and Rodrigues for the purpose of profit or gain.

Ministries, Statutory Bodies, Associations, Trade Unions and Cooperative Societies are required by law to be registered.

A Business Registration Card is issued to the person immediately on application.

## 7.8 Administration of Insolvency

With the enactment of the Insolvency Act 2009, a unit has been set up to deal with insolvency matters regarding individuals, corporate bodies and unregistered corporations.

This unit ensures that the processes relating to insolvency of individuals, companies and other corporate bodies are in accordance with the law and practice.

A register of discharged and undischarged bankrupts and persons who are subject to a summary instalment order is maintained for public search.

The unit is also responsible for the supervision, conduct and performance of Insolvency Practitioners. This is done in collaboration with professional bodies and a well-regulated professional environment is therefore ensured. A Register of Insolvency Practitioners is also being maintained. Complaints as regards the conduct of these practitioners are also entertained.

Documents submitted to be lodged under the Insolvency Act are processed within 7 days of submission.

## 8.0 OTHER SERVICES OFFERED ARE:

- Availability and Reservation of Names
- Access to a Centralized Source of Information
- Provision of Online Facilities
- Provision for “ Online Filing of Documents and Incorporation of Companies at Counter
- Provision of copies of documents
- Collection of Annual Registration Fees
- Provision of Counter Service to Public
- Handling of Complaints
- Provision of information
- Enforcement and Compounding

### 8.1 Availability and Reservation of Names

Entities registered under the various legislations administered by the CBRD should have a name. That name must be available, but may not be reserved.

For certain specific names, clearance has to be sought from appropriate authorities.

The process may take about ½ hour, provided no clearance is necessary.

A notice of reservation of name is valid for 2 months.

### 8.2 Access to a Centralized Source of Information

This office keeps a complete manual record of every company incorporated, business, “société”, limited partnership and foundation registered in Mauritius. The same information is uploaded in the system and is available through computer terminals.

Available information includes date of incorporation, constitutive documents, financial statements, lists of shareholders and directors, nature and place of business.

Such information is open for inspection by any person who wishes to make a search in a domestic company, Global Business company, “société”, business and limited partnership on payment of an amount of Rs100 per entity.

In the case of private companies holding Global Business licences or Authorised Companies, information available to any person on payment of the prescribed fee is limited to the name of the company and its registered office as well as its management company/registered agent.

Persons carrying out company searches may choose to consult the company file or access the information on computer terminals which are at their disposal in the search room. Extract of file of companies, a new service, is available online free of charge.

Basic information regarding businesses can also be obtained.

### 8.3 Provision of Online Facilities

The Companies and Businesses Registration Integrated System (CBRIS) allows the electronic submission of documents.

The online Company and Business Registration Integrated System (CBRIS) is a secure web based application for registration of businesses, incorporation of companies, filing of statutory forms, as well as payment of yearly fees. A summarized company search facility that gives the public easy access for obtaining business information has also been implemented through the electronic system.

The project has been worked out by the Corporate and Business Registration Department in collaboration with the Mauritius Network Services Ltd (MNS), who is our service provider. It enables government services to be more efficient, while contributing to the vision of moving Mauritius towards the information age.

#### 8.31 Provision for “On Line Filing” of Documents and Online Incorporation of Companies at counter

The “**On line filing**” Project has been set up to attend our stakeholders who can file document at a click. Real time interaction between CBRD data base and customers is now a reality. Access to updated information and data base sharing is on dual track, whereby any member of the public can obtain real time information free of charge, just on a click of the mouse from the website.

E filers posted at counters are providing the right interface for those who do not have access to internet and digital information. Our customers can now proceed for online filing of their documents and On Line Incorporation of companies at CBRD counter with the help of e-filers.

### 8.4 Provision of Copies of Documents

Our customers may also apply for certified/uncertified copies of any document in the custody of the Registrar. Applications may be made either by fax, email or at office.

Uncertified copies are delivered within 2 working days and certified copies are issued within 3 working days following the payment of the required fee.

Requests from government agencies are entertained free of charge.

### 8.5 Collection of Annual Registration Fees

Payment of registration fees for companies, commercial “sociétés”, limited partnerships and foundations must be effected yearly as from 3 January to 20 January inclusively. After the 20 January, a higher rate is applicable.

## 8.6 Provision of Counter Service to Public

As a certified MS ISO 9001:2008 Organisation, the Corporate and Business Registration Department has made it a priority to maintain a quality service and to exceed customers' expectations. Customer service counters have been set up on the fifth floor of our premises to provide assistance to our customers. Enquiries on procedures and requirements under the various legislations are dealt with on the spot.

*Office facilities offered to the customers include:-*

- A pleasant waiting area;
- Prompt and efficient service;
- Pleasant and courteous staff to assist the customer.

Members of the public can contact the office through a centralised information centre on the 202-0600 on any matter related to their application or for general information.

## 8.7 Handling of Complaints

Complaints received at this office from the general public/shareholder/director may be either general in nature or specific. The CBRD believes that addressing complaints in a timely manner is an important part of our continuous improvement process. We aim to acknowledge and resolve a complaint within 3 working days of the receipt of the complaint. Any complaint regarding the services provided by the office may be received at this office by email, letter, and fax and is treated as confidential.

## 8.8 Provision of Information

The Information Section is responsible for providing answers to queries on legislation administered by the CBRD whether by phone, mail or letters.

Replies to letters from the Police Department, ICAC or other Ministries are effected within less than one week.

## 8.9 Enforcement and Compounding

Entities which do not comply with the various legislation administered by CBRD have the option either to have the offence compounded or be referred to Court for prosecution. The CBRD may also proceed with the removal of the entity from its Register.

## 9.0 CUSTOMER COMMUNICATION

- 9.1 The CBRD regularly determines and implements effective arrangements for communicating with customers in relation to service requirements, information, enquiries and customer feedback including customer complaints. Changes in policies and procedures affecting customers are conveyed to the customers using formal channels.



Our modes of communication are:-

- a) Leaflets and flyers which contain information on our services and deal with specific issues of the law;
- b) The Website of the Department which displays not only the different legislation but also the services provided and procedures to be followed when using our service. The different forms used for various types of filing are also downloadable;
- c) E-mails
- d) Notice boards
- e) Information Service
- f) Suggestion box
- g) Letters
- h) Meetings
- i) Telephones
- j) Faxes
- k) Internal Circulars
- l) Direct contact

Customer feedbacks including queries and complaints are received and dealt with on an individual basis. Regular surveys are also made in order to better understand the needs of customers and to improve our services.

- 9.2** A Communication Unit and a Communication Strategy were set up at the CBRD in 2018. Its main purpose was to ensure that the proper guidelines were set ahead with a view to drive CBRD in the era of innovation, effective communication and digitalization of information. Furthermore, it also ensures that the right information is available to each and every one concerned.

## **10.0 CORRECTIVE ACTION**

As part of our continual improvement process, the CBRD looks at the root cause of any nonconformity and the corrective action needed to prevent their recurrence. Ways to report nonconformities are identified through internal or external audits and customer complaints. Issues are resolved immediately wherever possible to bring better quality and more advanced services to our customers.

### **Legal Disclaimer Notice**

The statements of commitments in this Charter do not confer any legal rights contractual or otherwise. This Charter is published for information purposes only

**CONTACT DETAILS**

Registrar of Companies Registrar of Businesses Director of Insolvency Services Registrar of Limited Partnerships Registrar of Foundations	<b>Tel No :</b> + (230) 202-0601 <b>E-mail :</b> comd@govmu.org
Office Of Official Receiver	<b>Tel No :</b> + (230) 210-3134
Assistant Registrar of Companies	<b>Tel No :</b> + (230) 202-0614 <b>E-mail :</b> mslaikan@govmu.org  <b>Tel No :</b> + (230) 202-0603 <b>E-mail :</b> igundooa@govmu.org  <b>Tel No :</b> + (230) 208-4895 <b>E-mail :</b> <a href="mailto:nauckbarally@govmu.org">nauckbarally@govmu.org</a>  <b>Tel No :</b> + (230) 202-0624 <b>E-mail :</b> <a href="mailto:soboodhoo@govmu.org">soboodhoo@govmu.org</a>
Information Centre – PABX	<b>Tel No :</b> + (230) 202-0600
Complaints against legislation.	<b>E-mail :</b> <a href="mailto:soboodhoo@govmu.org">soboodhoo@govmu.org</a> <b>Tel No:</b> 2020-624
Supervision of online application Monitoring of CBRIS System/On line Registration	<b>Tel No :</b> + (230) 202 0604 <b>E-mail :</b> <a href="mailto:jmonebhurrun@govmu.org">jmonebhurrun@govmu.org</a>
Global Business Section	<b>Tel No:</b> + (230) 202-0610 <b>Fax No:</b> + (230) 212-6493 <b>E-mail :</b> co.gbc1@govmu.org
Authorised Company	<b>Tel No :</b> + (230) 202-0611 <b>Fax No :</b> + (230) 212-6493 <b>E-mail :</b> co.gbc2@govmu.org
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	<b>Fax No:</b> + (230) 213-7290 <b>E-mail :</b> co.info@govmu.org
Enforcement	<b>Tel No :</b> + (230) 202-0617 <b>E-mail :</b> co.enforce@govmu.org
Partnership/Limited Partnership/Foundation	<b>Tel No :</b> + (230) 208-4893 <b>E-mail :</b> sedun@govmu.org
Business Registration	<b>Tel No :</b> + (230) 202-0612 <b>E-mail :</b> <a href="mailto:co.business@govmu.org">co.business@govmu.org</a>
Communication Unit	<b>Tel No :</b> + (230) 202-0623 <b>E-mail :</b> <a href="mailto:aibeebeejaun@govmu.org">aibeebeejaun@govmu.org</a>

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 One Cathedral Square Building,  
 Jules Koenig Street,  
 Port Louis  
 Republic of Mauritius

Web Site: <http://companies.govmu.org>  
 Tel.: + (230) 202-0600  
 Fax No: + (230) 212-4480  
 Email: [comd@govmu.org](mailto:comd@govmu.org)

Hours of business: 8.30 hrs – 16.30 hrs  
 Cash Office: 8.30 hrs – 16:30 hrs

*This charter was published in June 2017 and is subject to regular review.*