

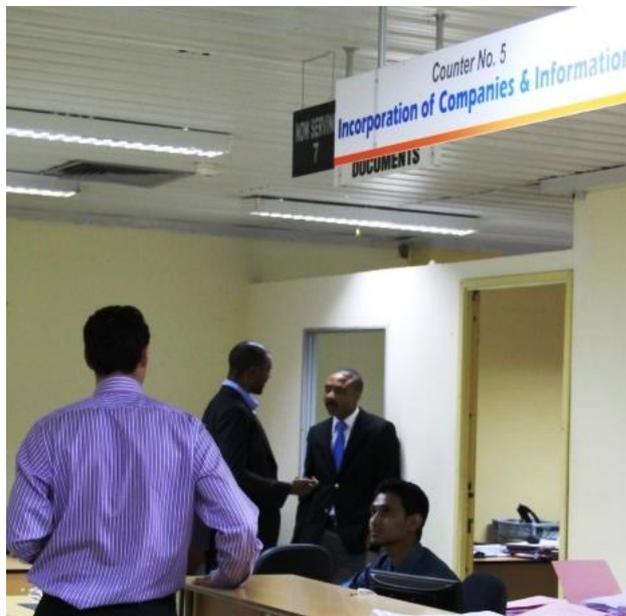


Mauritius: Modernization of the Registrar of Companies Project

The challenge:

With the intention of becoming an internationally recognised business hub, Mauritius has introduced international regulatory standards whose compliance the Registrar of Companies (ROC) has to oversee. The ROC is already responsible for the incorporation of companies, registration of partnerships, enforcement of the Companies Act, registration of businesses and insolvency services, and monitoring of statutory documents of more than 120,000 entities.

This extended mandate has made it difficult for ROC to cope with the amount of documents that are submitted manually, leading to deterioration in the compliance and monitoring functions. As a result, non-compliance from registered companies, unpaid registration fees and penalties are increasing. The processing time for registration and filing of documents has increased and ROC's customer service to the private sector has been compromised. Updates to ROC's database have been slow leading to a huge backlog of statutory documents that need to be stored digitally.



The solution:

ICF worked with the Government of Mauritius to reduce the time and cost for the registration of documents in Mauritius in order to foster a conducive investment climate for the private sector and members of the public. The project cost a total of US\$ 895,774. Of this, ICF contributed US\$ 495,420 and the Government of Mauritius contributed US\$ 400,354.

Results:

- An electronic document management system and associated scanning technology have been introduced in order to reduce the time for registration and filing of statutory information.
- The time to incorporate a company has reduced from half a day to 30 minutes; the time for filing of returns and other documents has reduced from 14 days to 7 days; certified copies are now delivered in the same day instead of 2-3 days; and up-to-date information is now readily accessible.
- The establishment of a small call centre has improved the quality of service available to companies and the public alike. Now over 75% of customer queries are handled by the call centre
- Other Registries across Africa have learned from Mauritius' modernization experience

Project duration: July 2011 – December 2013

The Investment Climate Facility for Africa is a grant providing organisation that works with African Governments to improve the environment in which businesses operate. ICF engages closely with implementing Government bodies throughout the life of the project. For more information about ICF please visit www.icfafrica.org