

MAURITIUS FIRE AND RESCUE SERVICE



GUIDELINE FOR ONLINE APPLICATION OF FIRE CERTIFICATE

Version 1.0
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Application through NELS Platform

The National Electronic Licensing System (NELS) developed and hosted by the Economic Development Board (EDB) is a centralised platform for application, payment, processing and determination of business - related licences in Mauritius.

The platform enables online:

- Application, determination, payment and issuance of various Electronic permits and licences.
- Monitoring and tracking of applications.

The Business Portal Menus provide the following:

Apply for Fire Certificate

Apply for Renewal of Fire Certificate

Upload Documents

Receive Notifications

Provides Clarifications, Information or Additional Documents

View Application

View Status of Application

Pay appropriate Fee upon approval

Download Fire Certificate

Notes to applicant

The Mauritius Fire and Rescue Service Guide explains who shall make an application for a fire certificate and the procedures involved to submit an application. It provides a simple, step by step guide to applicants in the processing of applications. You can use this Guide as a check list for completing and submitting supporting documentation. If your application contains all the required information, documents and particulars, the Authority can determine it without delay.

An application for a fire certificate is required under Section 19 of the Mauritius Fire and Rescue Service Act 2013 and the Mauritius Fire and Rescue Service (Fire Safety Plan and Fire Certificate) Regulations 2018 and Mauritius Fire and Rescue Service (Fire Safety Plan and Fire Certificate) Amendment Regulations 2021.

A Fire Certificate shall be valid for a period of not less than one year nor more than 3 years, depending on the risk assessment of the premises to which they relate.

Payment of Fees

Applicant will be able to do online or manual payment.

Online payment will be effected by credit card.

For manual payment - cash / office cheque, applicant will have to download the automatically generated payment voucher from NELS and present it to the cash office found on 6th floor, Head Office of the MFRS -Atalian Tower 57, Labourdonnais Street, Port Louis, where a payment receipt will be handed to him upon payment of the fees.

Re inspection will not be effected until re inspection fee is paid.

There is no function for refund, underpayment or re calculation of application, re inspection of fire certificate fee on the system.

Fees

	Purpose	(Rs)
1	Application fee for fire certificate	Nil
2	Reinspection fee	1,000
3	For the issue of fire certificate	
	(a) where the area of the premises does not exceed 1,000 m ²	1,000
	(b) for every additional 1000 m ² or part thereof	1,000
	(c) up to maximum fee	25,000
4	Approval of fire safety plan	1,000

Effective Date

Where an application is complete, an effective date will be assigned to the application. An application for a fire certificate **shall lapse at the end of 6 months from the effective date.**

Who should make an application

The person who, for the time being, owns or is entitled to receive the rent in respect of the premises on his own account, or as an agent or a trustee for any other person: and includes where the premises are not occupied by the owner, the occupier.

If, however the premises have only one occupier, the occupier can apply for a Fire Certificate but should submit the owner consentment that he is authorise to apply for the Fire certificate, copy of owner ID and a letter that he will implement all fire safety requirements imposed by the MFRS.

If, however the premises are owned by different occupier, a Syndic shall be formed to make an application.

Owner can make application for part of a building, where remaining parts are unoccupied or private residence.

Premises that shall apply for a Fire Certificate

1. Residential premises exceeding 7 storeys
2. Commercial premises
3. Industrial premises
4. Premises where explosives are used or stored and which require a license under the Explosives Act
5. Premises where highly inflammable liquid or gas or dangerous chemical, biological, radiological, nuclear or hazardous materials is used or stored.
6. Any premises other than those specified in items 1 to 3 to which the public has access.

Premises includes-

- a) a building
- b) land, whether built or not
- c) a tent
- d) a swimming pool
- e) a ship or vessel of any description, including a boathouse, and
- f) any other moveable structure or vehicle.

Any questions?

If you need more information or advice, contact Fire Safety Division – IT Unit, Mauritius Fire and Rescue Service – on 2109617.

E-Mail Address – itunitfsd@gmail.com

Process Flow for issuance of Fire certificate

Applicant makes an application and submit relevant documents.

MFRS verify the application and documents.

If application satisfactory, an effective date will be assigned to the application and the application will be valid for a period of six months.

Else Applicant will need to submit further clarification and documents. If within a delay of two weeks, applicant has not revert back, the application will be set aside.

An officer will contact the applicant and schedule a site visit.

An officer will conduct a site visit.

If premise satisfy fire safety norms, Applicant will receive a payment voucher. The payment shall be effected within the delay of six month.

Else, applicant will receive a recommendation to implement fire safety requirement. Applicant are requested to complete all recommendation and get back to MFRS two weeks before the expiry date.

Applicant effect payment for Fire certificate – Fire certificate will be issued.

Applicant effect payment for re inspection – An officer will contact and schedule a site visit.

How to make an application for a fire certificate.

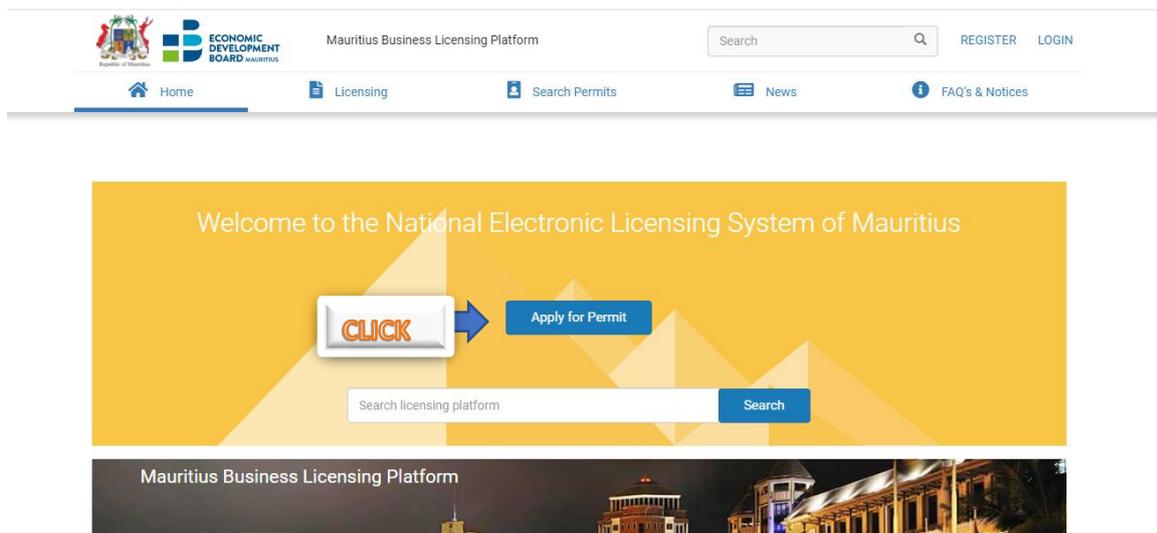
- (i) Fill in Application Form
- (ii) Submit the relevant documents

Application

1. Application should be made through NELS at [Https://business.edbmauritius.org](https://business.edbmauritius.org)
2. If applicant is already a registered user on the National Electronic Licensing System, click on “LOGIN” to the system.
3. If applicant is not registered with the National Electronic Licensing System, click on “REGISTER” to register with the system.

Note: Applicant are advised to contact the Economic Development Board for any query pertaining to problem with regard to login and registration at:

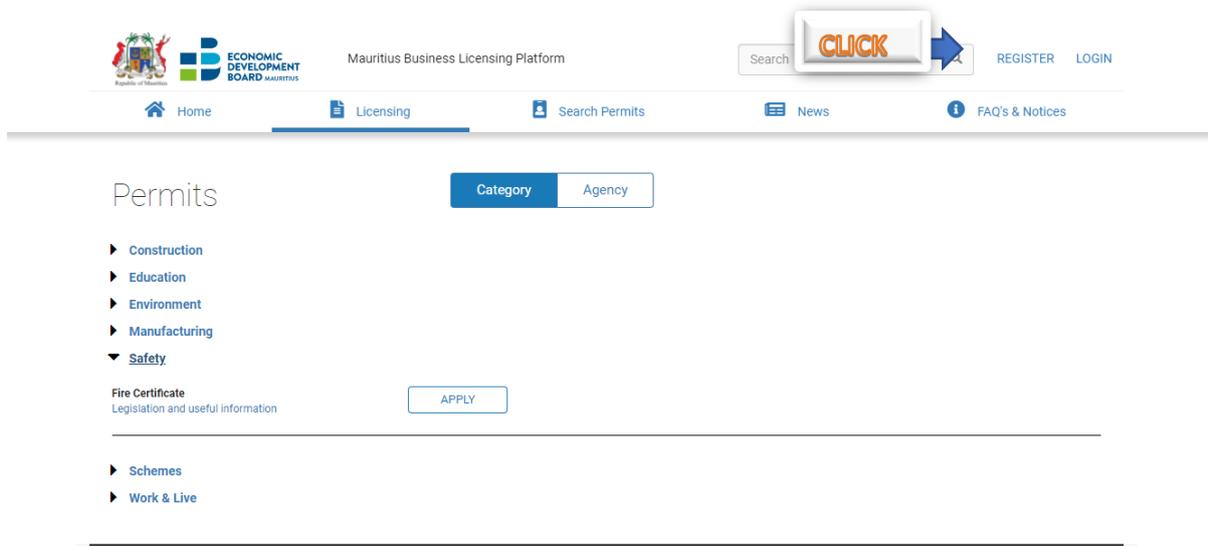
- <https://edbmauritius.atlassian.net/servicedesk/customer/porta/1/13>
- Email: nels@edbmauritius.org:



Note:

- (i) A first time user needs to register on the National Electronic Licensing System (NELS) to be able to login and submit application.
- (ii) All correspondences will be sent to the registered email address

Step 1 – Register on the NELS platform



On click on the register, applicant will need to fill the form

Register

For security and identification purposes, we need to validate both your email address and your mobile phone number before creating your user account.

Your user account will be identified by the email address which you provide below and will be required for login on the National E-Licensing System.

We recommend that you register with your work email address when representing a company, or your personal email address when acting as an individual.

During registration, an SMS token will be sent to your mobile number for validation and will expire after 24 hours.

Title

Select Title

First Name

Last Name

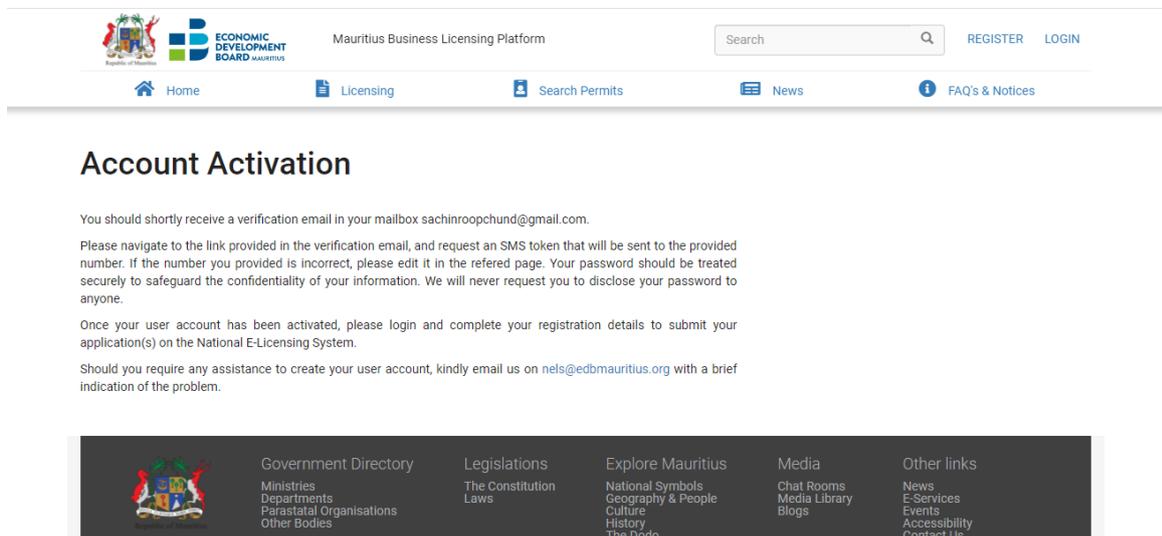
Gender
 Select Gender

Email

Mobile Number
 +000

I'm not a robot 

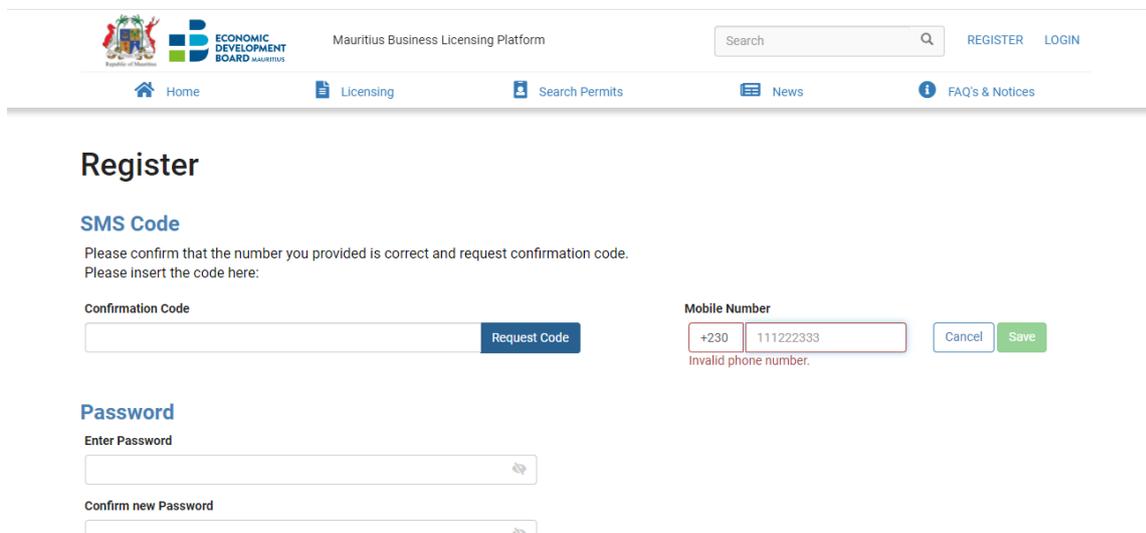
On click on the register the account activation form will be shown



The screenshot shows the 'Account Activation' page of the Mauritius Business Licensing Platform. The header includes the logo of the Economic Development Board, the site name, a search bar, and links for REGISTER and LOGIN. The main content area contains instructions for account activation, including a note about a verification email and a request for an SMS token. A footer menu provides navigation to various site sections like Government Directory, Legislations, and Media.

Applicant will need to log in the mail address given.

To complete the activation, applicant need to click the activation link.

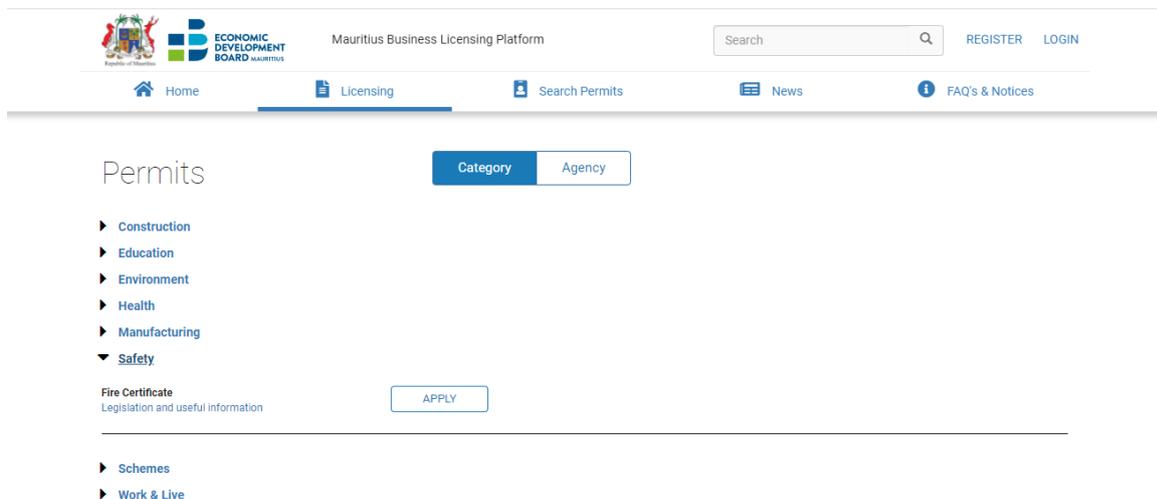


The screenshot shows the 'Register' page. It features a 'SMS Code' section with a confirmation code input field and a 'Request Code' button. Below this is a 'Mobile Number' section with a dropdown for the country code (+230) and an input field for the number (111222333). A red error message 'Invalid phone number.' is displayed below the mobile number input. The 'Password' section includes fields for 'Enter Password' and 'Confirm new Password'.

1. The applicant clicks on “Request Code” to receive the confirmation code on the mobile number input.
2. He will have to create a password for the account and confirm it on the system.
3. Once the “Submit” button is clicked, the registration process is deemed complete and the applicant can log in on the E-Licensing Platform to apply.

Step 2 - Apply for Permit

1. Applicant needs to click “Apply for Permit”
2. Applicant logs in to Business Portal by inserting his/her username (e-mail address of applicant) and password;
3. Click on the option “Licensing tab”
4. Select “Safety” section under “Category”
5. Click on the button “Apply” next to “Fire Certificate”



To make an application for fire certificate follow these steps

The Application form consist of four sections:

- Applicant Details
- Owner Details
- Premises Details
- Supporting Documents

The screenshot displays the Mauritius Business Licensing Platform interface. At the top, there is a header with the Economic Development Board logo, the text 'Mauritius Business Licensing Platform', a search bar, and a user profile 'BHEEKHARRY'. Below the header is a navigation menu with links for Home, Your Area, Licensing (highlighted), Search Permits, News, and FAQ's & Notices. A sub-header reads: '(The guide tells you how to fill in this form and about the plans and other documents that you must provide with this application. Please read carefully before filling this form)'. The main content area shows a progress indicator with two steps: '1 Fill the Form' (active) and '2 Upload Documents'. There are two buttons: 'Save for Later' and 'Place Request'. Below the progress indicator, a note states: 'All fields required unless marked as "optional"'. The form sections are listed as follows: Applicant Details, Owner Details, Premise Details, and Declaration, each with a downward arrow indicating it is a dropdown menu.

Before filling in the application form, a check is being made to determine whether it is a new or renewal process. The applicant will have to confirm whether a Fire Certificate exist for the premises for which the application is being made.

For New application - Applicant will need to select No and a blank application form will be presented to the applicant.

The screenshot shows the 'Mauritius Business Licensing Platform' interface. At the top, there is a search bar and a user profile 'BHEEKHARRY'. The navigation menu includes 'Home', 'Your Area', 'Licensing', 'Search Permits', 'News', and 'FAQ's & Notices'. The main content area is titled 'Fire Certificate - Request' and contains a question: 'Do you have an existing Fire Certificate for the same premises?' with two radio button options: 'Yes' and 'No'. A 'Next' button is located to the right of the question. Below the form is a dark grey footer menu with the following categories and links:

- Government Directory:** Ministries, Departments, Parastatal Organisations, Other Bodies
- Legislations:** The Constitution, Laws
- Explore Mauritius:** National Symbols, Geography & People, Culture, History, The Dodo
- Media:** Chat Rooms, Media Library, Blogs
- Other links:** News, E-Services, Events, Accessibility, Contact Us, Terms of Use, Privacy Policy, Contact Us

There is also a 'Helpdesk Contact: Click Here' link in the footer.

If a Fire Certificate exists for the same premises, the Fire certificate number and the expiry date of the existing Fire certificate will have to be entered by the applicant.

The applicant will have to choose the reason for which the application is being made.

The options are:

- Change in structure of building
- Increase in number of occupants on the premises
- Change in activity conducted on premises
- Previous Fire Certificate has been revoked
- Change in ownership of premises
- Fire Certificate expired

The applicant may select multiple options from the list except if he chooses option “revoke” or “None of the above”

Once all the information has been filled, applicant will need to click the button ‘Next’

Fire Certificate - Request ^

Do you have an existing Fire Certificate for the same premises?

Yes No

Previous application was done :

Manually Electronically (On NELS)

Next

	Government Directory Ministries Departments Parastatal Organisations Other Bodies	Legislations The Constitution Laws	Explore Mauritius National Symbols Geography & People Culture History The Dodo	Media Chat Rooms Media Library Blogs	Other links News E-Services Events Accessibility Contact Us Terms of Use Privacy Policy Contact Us
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Helpdesk Contact:
[Click Here](#)

Fire Certificate - Request ^

Do you have an existing Fire Certificate for the same premises?

Yes No

Previous application was done :

Manually Electronically (On NELS)

Please enter your Fire Certificate number :

MFRS	FSD	<input type="text"/>	<input type="text"/>
------	-----	----------------------	----------------------

Expiry Date

What are the reasons of applying for a Fire Certificate?

Please select at least one option

- Change in structure of building
- Increase in number of occupants on the premises
- Change in activity conducted on premises
- Previous Fire Certificate has been revoked
- Change in ownership of premises
- Fire Certificate expired
- None of the above

For Renewal –

An owner shall, 60 days before the expiry of the validity of a fire certificate, apply for the renewal of the certificate.

Applicant will need to select “Yes” and None of the above.

If a previous application has been done manually for the same premises, the applicant will enter his Fire Certificate Number and its expiry date. These details will be cross-checked against the data present in our system. If no entry has been found, an error message will be displayed

All the options, except the last one, presented in the question regarding the reasons for applying the Fire Certificate will be equivalent to the application of a New Fire Certificate. If the last option is chosen, the application will be equivalent to a renewal.

If manually has been chosen for previous application was done, then applicant has to fill the form and submit all documents required.

The screenshot displays the 'Application Form For Fire Certificate (Renewal)' page on the Mauritius Business Licensing Platform. The page header includes the Economic Development Board logo, the platform name, a search bar, and a user profile 'BHEEKHARRY'. The navigation menu contains 'Home', 'Your Area', 'Licensing', 'Search Permits', 'News', and 'FAQ's & Notices'. The main heading is 'Application Form For Fire Certificate (Renewal)' with a '(Guidelines)' link. Below the heading is a note: '(The guide tells you how to fill in this form and about the plans and other documents that you must provide with this application. Please read carefully before filling this form)'. A progress indicator shows '1 Fill the Form' and '2 Upload Documents'. There are 'Save for Later' and 'Place Request' buttons. A note states 'All fields required unless marked as "optional"'. The 'Applicant Details' section has radio buttons for 'Individual', 'Company', and 'Others'. The 'Owner Details' section starts with the question 'Are you the owner of the premise?'.

Applicant Details

The applicant can be an individual, company or others.

There are four distinct mandatory identification requirements for the applicant:

- (i) Individual applicant (Mauritian) – An Individual is identified by the National ID Number (NID) – ID Should be **block letter and applicant shall click on refresh button.**
- (ii) Individual applicant (Foreigner) – An individual is identified by the passport number.
- (iii) A ‘Company’ applicant (registered as company) – is identified by the Business Registration Number (BRN) - **applicant shall click on refresh button.**
- (iv) ‘Others’ applicant – Trust/ Non Governmental Organisation, Government institution.
The registered number will be an optional.

For Government premises, applicant will need to select others and select if the premises owned by Government of Mauritius?

The screenshot shows the 'Mauritius Business Licensing Platform' interface. At the top, there is a search bar and a user profile 'BHEEKHARRY'. The main navigation includes 'Home', 'Your Area', 'Licensing', 'Search Permits', 'News', and 'FAQ's & Notices'. The current page is titled 'Application Form For Fire Certificate (New)'. Below the title, there is a '(Guidelines)' link and a note: '(The guide tells you how to fill in this form and about the plans and other documents that you must provide with this application. Please read carefully before filling this form)'. A progress bar indicates two steps: '1 Fill the Form' and '2 Upload Documents'. There are 'Save for Later' and 'Place Request' buttons. Below the progress bar, the 'Applicant Details' section is visible with radio buttons for 'Individual', 'Company', and 'Others'.

Owner Details

The fields will vary based on the type of the owner. If the answer to the question ‘Are You the owner of the premises?’ is true, then the whole section will be populated with values obtained from the ‘Applicant Details’ Section. If the answer is no, applicant will have to submit a consent letter from the owner authorising him to make the application.

Premises Details

The fields 'Postal Address', 'Local Authority' and 'post code' will be pre filled if the answer to the question 'Is the address of the premises same as the owner's address?' is 'Yes'

Name of Premise: *Insert name of the premise/ Building Eg ACB Building or ACB Tower.*

Postal Address: *Applicant will need to ensure that the full address of the premise is entered in the postal address field, as this address will populate on the Fire certificate.*

Location Plan of the Premises

The applicant needs to move the marker and place it at the exact location of the premise.

The screenshot shows the 'Application Form For Fire Certificate (New)' on the Mauritius Business Licensing Platform. The page includes a navigation bar with 'Home', 'Your Area', 'Licensing', 'Search Permits', 'News', and 'FAQs & Notices'. A search bar and a user profile 'BHEEKHARRY' are also visible. The form has two steps: '1 Fill the Form' and '2 Upload Documents'. There are 'Save for Later' and 'Place Request' buttons. Below the steps, there are input fields for 'Postcode' (80825) and 'Street'. A map is displayed with a red marker and the instruction: 'Kindly place the red marker to your premise location on below Map'. The map shows 'Mount Ory Rd' and other landmarks like 'Siva Supramanier Kovil' and 'Om Klesh Harinim Samaj'.

Activities

The applicant will have to choose the activities that will be carried out in the premises.

Multiple activities could be chosen from the following list:

- Educational Institution – This include preschools, childcare, primary-elementary schools, secondary- schools, vocational institutions, Polytechnics and universities.
- Employees' Lodging Accommodation
- Factory & Industrial Premises – Any premises with manufacturing, processing, servicing or testing activities.

- Health Care institution - including hospitals, clinics, polyclinics, Mediclinic, laboratory services.
- Office
- Petroleum Service Station
- Place of Public Resort – premises used for social, recreational or business purpose to include hotels, holiday resorts, boarding house, service apartments, convention centre, private clubs, community centres, museums, public art galleries, exhibition centres, theatres, cinemas, concert halls, public libraries, religious buildings, recreational buildings, amusement centres, hawkers centres, bus terminals, train stations, airport and ferry terminals.
- Residential Care Home
- Residential Purpose
- Restaurant & Food Outlets
- Shop & commercial
- Sport Complex
- Storage of hazardous chemicals
- Storage of inflammable Substances and Inflammable gas
- Storage other than inflammable substances.
- Others

If the option ‘Others’ is chosen, applicant will need to specify the activity.

If the option ‘Employee’s Lodging Accommodation’ is chosen from the list, applicant will need to insert the ‘ Maximum number of lodgers’

If the Petroleum Service Station is chosen, applicant will need to fill the number of tank, capacity and class.

The screenshot shows the 'Application Form For Fire Certificate (New)' on the Mauritius Business Licensing Platform. The form is titled 'Storage of Inflammable liquid and Substances For Petroleum Service Station'. It contains a table with the following columns: 'Number of Tanks', 'Capacity', 'Class', and 'Total Capacity'. There is a single row with empty input fields for each column. Below the table is a '+ Add Storage of Inflammable liquid and Substances' button. The navigation bar at the top includes 'Home', 'Your Area', 'Licensing', 'Search Permits', 'News', and 'FAQ's & Notices'. The user's name 'BHEEKHARRY' is visible in the top right corner.

If storage of hazardous chemical is chosen, applicant will need to fill the name of product, quantity in Kg or Litres or quantity in packets.

The screenshot shows the 'Application Form For Fire Certificate (New)' on the Mauritius Business Licensing Platform. The form is titled 'Storage of hazardous Chemicals'. It contains a table with the following columns: 'Name of Product', 'Quantity in KG', 'Quantity in Litres', and 'Quantity in Packets'. The 'Quantity in KG' and 'Quantity in Litres' fields contain the value '0'. There is a single row with empty input fields for 'Name of Product' and 'Quantity in Packets'. Below the table is a '+ Add Hazardous Material' button. The navigation bar at the top includes 'Home', 'Your Area', 'Licensing', 'Search Permits', 'News', and 'FAQ's & Notices'. The user's name 'BHEEKHARRY' is visible in the top right corner.

If storage of inflammable substance and inflammable gas is chosen, applicant will need to fill

- a) inflammable substance
 - the name of product, quantity in Kg or Litres or quantity in packets.
- b) Inflammable gas
 - The quantity of inflammable gas to be stored in KG or vessel


 Mauritius Business Licensing Platform

 Search
 BHEEKHARRY ▼

[Home](#)
[Your Area](#)
[Licensing](#)
[Search Permits](#)
[News](#)
[FAQ's & Notices](#)

Hazardous Material Stored (Chemical / Inflammable)

Name of Product	Quantity in KG	Quantity in Litres	Quantity in Packets
<input type="text"/>	0	0	<input type="text"/>

[+ Add Hazardous Inflammable Material](#)

Storage of inflammable Gas (Cylinders)

Number	Capacity	Total Weight
<input type="text"/>	<input type="text"/>	<input type="text"/>

[+ Add Storage Inflammable Gas \(IN Cylinder\)](#)

Storage of inflammable Gas (Bulk)

Number of Vessels	Capacity
<input type="text"/>	<input type="text"/>

Storage of inflammable Gas (Bulk)

Number of Vessels	Capacity
<input type="text"/>	<input type="text"/>

[+ Add Storage Inflammable Gas \(IN Bulk\)](#)

Storage of Inflammable liquid and Substances

Name of Product	Number of Tanks	Capacity	Class	Total Capacity
<input type="text"/>				

[+ Add Storage of Inflammable liquid and Substances](#)

List of occupiers

Floor Level	Occupier	Activity	Number of Persons
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Storage of Hazardous Chemicals/ Inflammable substances

Where storage of hazardous chemicals, storage of inflammable Substances and Inflammable gas or Storage other than inflammable substances have been selected, applicant need to ensure that all cells which is not applicable in the table to be fill with zero.

List of Occupier

Applicant will need to fill the occupiers in the building.

If the building is occupied by the owner itself, the occupier will be the owner.

For employee lodging accommodation, if the premise is lease, the occupier will be the company leasing the building.

Floor level – Insert Basement, ground floor, Mezzanine, first floor

Occupier – Insert Name of occupier

Activity – Insert the activity that will be carried out

Number of persons – Insert the maximum number of person that will occupy in the premise.
(Staff and visitors)

Mauritius Business Licensing Platform

Search BHEEKHARRY

Home Your Area Licensing Search Permits News FAQs & Notices

Application Form For Fire Certificate (New)

[\(Guidelines\)](#)
(The guide tells you how to fill in this form and about the plans and other documents that you must provide with this application. Please read carefully before filling this form)

1 Fill the Form 2 Upload Documents

Save for Later Place Request

All fields required unless marked as "optional"

Floor Level	Occupier	Activity	Number of Persons
Ground floor	ABC Co Ltd	Shop	10
First Floor	XYL Co Ltd	Employee lodging accommodation	05

+ Add Occupiers

Maximum number of occupants

15

Building Details

Applicant will need to select the structure of the building from the list concrete, portal frame, stone, unfenestrated, wooden and if others is chosen, applicant will need to specify.

If cladding is available in the building, applicant will need to specify the type of cladding.

Applicant will need to insert:

- Number of basement storey – Number of floor(s) below ground level.
- Number of floor from ground level (Including ground floor) – (e.g Ground, First, Second and Third floor – to insert 4).
- Height of Building above ground level (including ground floor) in meter. – For Ground Floor, height is approximately 3 meter.
- Total floor area to be certified m²- To calculate total surface area of all floor to be certified.
- Number of floor to be certified. -To insert number of floor to be certified.
- Specified floor to be certified- Insert the floor that will need to be certified (Eg Ground, Mezzanine and first floor)

Declaration

Applicant will need to certify that all information given are true and correct by selecting I agree to the above.

Step 3 – Upload documents

Uploading of Documents is mandatory for submission of application.

Ensure that the “Fill the Form” button is green, then you can click on the button “Upload Document” at the top of the form to upload all required documents.

If the button is “orange” then you need to go back on the application form to see whether there is any missing information

Upload documents:

To upload a file, the applicant either selects the option to browse files or to drag the file and drop it in the correspondent document box;

Applicant can upload one or more files for each document.

List of Documents required when submitting an application for Fire Certificate

- Site Plan – Plan indicate clearly the name and location of each building forming the integral part of the premise.
- Location Plan -Plan showing the path taken to reach the premises
- Architectural layout plan of each floor of the premise
- Commissioning/ maintenance certificate for fire fighting equipment. (Optional)
- Commissioning/ maintenance certificate for fire alarm and detection system. (Optional)
- Safety Data Sheet (Optional)
- Consent letter from owner (if owner is not the applicant)
- List of Occupiers
- Other Documents (Optional)

Note:

- Applicant are requested to upload the exact document that has been asked in order not to delay processes.
- Only PDF documents can be uploaded on the system.
- Multiple files are allowed for each document.
- All plans shall be in size A3 or A4.
- A printed copy of the plan shall be available when conducting inspection if plan submitted is not of size A3 and A4.
- Two files having the same name cannot be uploaded under one document

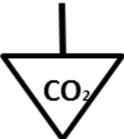
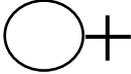
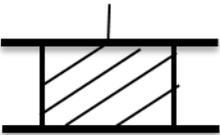
Supporting Documents

1. Site and Location Plan identifying the building that need to be certified. (Mandatory)
2. Plan for building
 - A. Architectural layout plan of each floor of the premises. (Mandatory)

updated architectural plan of each floor of the premises, with internal partitioning, showing clearly dimensions in metres and the following details:-

- locations of exits and staircases,
- locations of fire extinguishers mentioning their type and capacity & other fire-fighting facilities including hose reels, dry riser, wet riser, sprinkler systems, if available,
- locations of break-glass call points, fire detectors, siren and control indicator panel,
- locations of explosive or highly flammable materials or dangerous chemicals used or stored, if available.

Legend to be used

	Legend		Legend
EXIT		AUTOMATIC SPRINKLER POINT	
ROLLER SHUTTER	RS	FIRE HYDRANT	H
FIRE EXTINGUISHER – DRY POWDER		FIRE ALARM VISUAL WARNING DEVICE	
FIRE EXTINGUISHER – CARBON DIOXIDE		RISING MAIN WITH LANDING VALVE	
FIRE HOSE REEL		BREECHING INLET	
AUTOMATIC DETECTION SYSTEM HEAT			
AUTOMATIC DETECTION SYSTEM SMOKE			
FIRE ALARM CONTROL PANEL			
AUDIBLE WARNING DEVICE			
CALL POINT			

B. Filling station

Layout plan of premises duly signed by the owner or agent and showing the following details.

- Locations of exits and staircase.
- Location of the means available for fire fighting.
- Location of the means available for giving warning in the event of fire.
- Position of pump, storage tank indicating capacity, pipeline and vent pipe and their distance from any building and boundary coloured with fixed colours as follows;
Grey or neutral tint – Existing building
Red – Storage tanks, pumps, pipelines
- Names of streets on which the site abuts and the township in which situated,
- The North Point
- Material safety data sheets for all inflammable liquid and substances stored or used.

C. Storage of Inflammable gas.

Line drawing of the storage area, showing the following details

- Dimension in metres of the storage area.
- Location of exits and staircase.
- Location of firefighting equipment(mentioning the type & capacity of extinguishers)
- Location of call points and sirens for any fire alarm system
- Distance of the nearest building and nearest boundary.

3. Commissioning/ Maintenance Certificate for Fire Fighting equipment. (Optional)

- If fire fighting equipment already installed in the premises, applicant may submit the commissioning / Maintenance certificate together with the list as per format mention below.

Fire Extinguisher

Floor	Number	Type	Capacity
G/Floor	2	Dry Powder	4 Kg
G/floor	1	CO ₂	2Kg

Fire Hose Reel

Water Tank Capacity.....

Floor	Number
G/Floor	2

4. Commissioning/ Maintenance Certificate for Fire alarm and detections

If a fire alarm system has been installed in the premises, applicant may submit the commissioning / maintenance certificate together with the list as per format mentioned below.

Floor	Number Of Manual Call Point	No of Detectors	Type of Detectors	No of Sounders	Strobe light	No of Indicator Panel
G/Floor	5	7	Smoke	2	2	1
G/Floor		2	Heat			

5. Storage of hazardous Chemicals

If the premises will store hazardous materials (option 'Storage of Hazardous Chemicals' from section 'Activities to be carried out in the premises', applicant shall submit the list of hazardous materials.

Hazardous Material Stored (Chemical / Inflammable)

Name of Product	Quantity		
	KG	Litres	Packets

Storage of inflammable Gas

Cylinders			Bulk	
No	Capacity	Total Weight	No of Vessel	Capacity

Storage of Inflammable liquid and Substances

No of Tank	Capacity	Class	Total Capacity

6. Safety Data Sheets

If the premises will store hazardous materials (option 'Storage of Hazardous Chemicals' from section 'Activities to be carried out in the premises', applicant shall submit the safety Data Sheets as per the list of hazardous materials.

7. Line Drawing for Inflammable Gas Storage Area.

If the premises will store inflammable gas, Liquid or other substances (option 'Storage of Inflammable Substances and Inflammable Gases' from Section 'Activities to be carried out in the premises', applicant may submit the line drawing for the Inflammable Gas storage area.

8. Consent Letter from Owner.

If the answer to the question 'Are you the owner of the premises' is No, A consent letter from the Owner shall be provided.

9. Occupier List

A list of occupants, specifying the activities carried out by each occupant and the number of persons likely to be present at any one time.

Floor Level	Occupier Name	Activity	No of Persons	Government or private enterprise

Step 4 – Submission of application

Once all the details for the application have been submitted successfully, the “Fill the form” and “Upload Documents” section will turn green; this means that the application is complete.

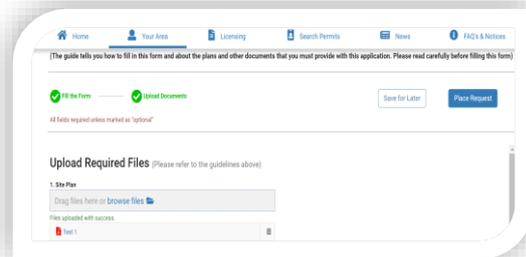
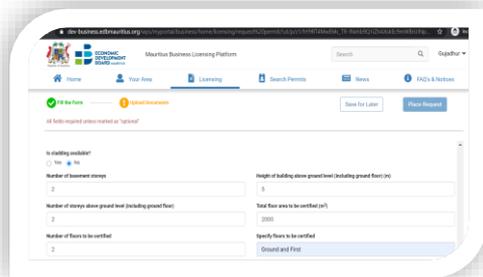
Navigation bar and step completion color codes:

- To navigate between the application form and the upload documents form use the actions "Fill the Form" and "Upload documents" that are available in the navigation bar;
- The navigation bar has the following color codes:
 1. Blue – current selected form;
 2. Yellow –form incomplete;
 3. Green – form complete;

Applicant then clicks on “Place Request” and the application is submitted

Verification of Application

- After submission, the application and all documents submitted will be verified by the MFRS.
- The MFRS may request any other document(s)/clarification(s) or information to the applicant.
- Any document(s)/clarification(s)/ information requested; the applicant will be notified through the registered e-mail and has 15 days to submit any document(s)/clarification(s) or information failing which application will be set aside automatically without notice.



Alerts and Notifications (SMS /EMAIL)

The Applicant will receive Alerts and Notifications on the following Occasions:

- Acknowledge receipt of application
- Request for Additional Information.
- Site Visit Observations
- Request for Additional Information post Site Visit
- Rejection/ Letter of payment (Favourable Consideration)
- Download Fire certificate

Track their application status.

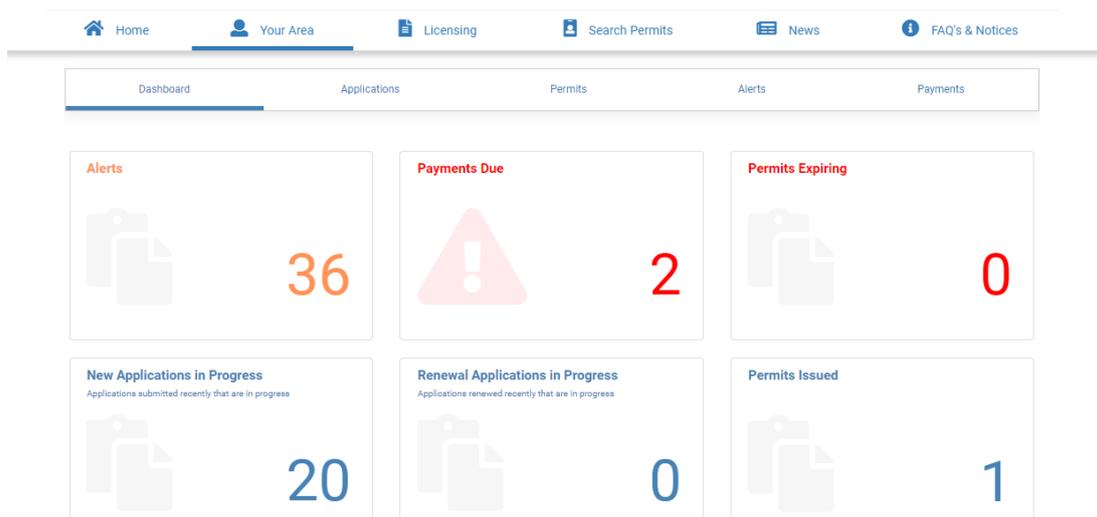
Applicant can log on the system at any moment to track their application status.

1. After login, the applicant clicks on “Your Area” tab to search for the application under “Applications” section.
2. Applications can be searched using the following criteria: Application Type, Category, Transaction Type, Status, Application Number, Submission Date From, Submission Date To.
3. The following search result is obtained after applying the filter.
4. The search result displays:
 1. The documents that were attached.
 2. The current status (yellow status implies awaiting information from the applicant).

Provide clarifications

The applicant may be requested to provide clarifications on the application made. He will receive an SMS or an email notifications, if clarifications are needed from him. Applicant can access the Business Portal using the link provided

Where additional information are required, applicant will need to go
Your area Tab and select New application in progress



Applicant will select awaiting additional information

Home	Your Area	Licensing	Search Permits	News	FAQ's & Notices	
Mauritius Fire and Rescue Service	Mauritius Fire and Rescue Service - New	New	In Process	Ozeerkhan, abdool Azizekhan	27 May 2021	MFRS-FC-2021-197
Mauritius Fire and Rescue Service	Mauritius Fire and Rescue Service - New	New	In Process	Saveur de Shin Ltee	27 May 2021	MFRS-FC-2021-198
Mauritius Fire and Rescue Service	Mauritius Fire and Rescue Service - New	New	Awaiting Additional Information	City Council of Port Louis	26 May 2021	MFRS-FC-2021-195
Mauritius Fire and Rescue Service	Mauritius Fire and Rescue Service - New	New	Awaiting Additional Information	Golden Dragon Snack	25 May 2021	MFRS-FC-2021-190
Mauritius Fire and Rescue Service	Mauritius Fire and Rescue Service - New	New	In Process	VEDANAND JUGGURNATH	24 May 2021	MFRS-FC-2021-187
Mauritius Fire and Rescue Service	Mauritius Fire and Rescue Service - New	New	In Process	AXESS LIMITED	24 May 2021	MFRS-FC-2021-186

Applicant need to click on Your action is required.

Home	Your Area	Licensing	Search Permits	News	FAQ's & Notices	
Mauritius Fire and Rescue Service	Mauritius Fire and Rescue Service - New	New	Awaiting Additional Information	City Council of Port Louis	26 May 2021	MFRS-FC-2021-195

Documents:

- 26/05/2021: Site Plan site
- 26/05/2021: Location Plan site
- 26/05/2021: Architectural layout plan of each floor of the premises Ground Floor062
- 26/05/2021: Architectural layout plan of each floor of the premises First Floor063
- 26/05/2021: Architectural layout plan of each floor of the premises Second Floor064

Current Status:

- 1 - Awaiting Verification
- 2 - Awaiting Additional Information
- 3 - Awaiting Payment
- 4 - In Process
- 5 - Awaiting Payment of Certificate Fee
- 6 - Awaiting Completion of Improvement Work
- 7 - Awaiting Payment of Re-Inspection Fee
- 8 - Completed

Your action is required

1. When opening the application form, the applicant will see the comments input by the Front Desk Officer together with the list of incorrect documents.
2. The Applicant can amend any details in the application form.
3. A Clarification box is available for the Applicant, so that he can input any comment for the fire officer.
4. To attach the missing documents, the Applicant must click on the “Upload Documents” tab. Only the incorrect documents will be able to be amended.
5. The Applicant then clicks on the “Send New Info” button to submit the application again.

Fire Safety Recommendation

Once recommendation have been vetted by the Supervising Officer, the applicant will receive a notification on his registered email, directing him to access the NELS portal to view the list of improvements requested by MFRS.

The status of the application will be displayed as “Awaiting Completion of Improvement Work”.

The Applicant goes to NELS Portal and looks for the application under “Applications” Section. Applicant opens the application and goes to “Agency Documents” Applicant can download and view the improvement notice (in pdf format).

Completion of Fire safety Improvement Works

The status of an application for which an improvement notice has been issued will be shown as “Awaiting Completion of Improvement Work”.

The applicant clicks on the button “Improvements Required” button.

The list of improvement measures, as requested by MFRS in the improvement notice (MFRS_IMPROVEMENT_NOTIFICATION.pdf under Agency Documents) will be displayed in tabular form.

A "Status " drop down with the following options and a comment box is displayed next to each improvement measure

Status: Completed, Incomplete, Not Started

The applicant needs to select the status of each improvement measure from the “Status” drop down and add a comment in the comment box found on the right of the screen.

This step should be performed for all the improvement measures in the “Improvements Required” table.

The comment is mandatory if the status of the improvement measure is “Incomplete” or “Not Started”.

The applicant may enter any valid information that he wishes to communicate to MFRS with regards to the application under process in the “Comments” box found at the bottom of the screen. This “Comment” is optional.

The applicant can additionally upload any document related to the application under the “Other Documents” section found at the bottom of the screen. Again, the document upload is optional.

“Submit Improvement Work” will be highlighted in green and the “Send New Info” button will be activated when the table of improvement measures is filled in correctly, with all the mandatory information.

The applicant clicks on “Send New Info” button to submit the list of improvement measures along with their status and comments.

After submission, the applicant will receive a notification informing him to proceed with payment of the re-inspection fee.

The status of the application on Business Portal will be changed to “Awaiting Payment of Re-Inspection fee”

Payment of Fire Certificate fee

1. After login, the applicant clicks on “Your Area” tab to search for the application under “Applications” section.
2. The application status indicates Awaiting Payment of Certificate Fee.
3. The applicant selects the Payments tab and searches for the application to be paid.
4. The applicant selects the payment record (turns blue) and clicks on the “open” button to effect the payment.
5. After opening an application that has not yet been paid, the applicant will have to select on Option 1 to pay by credit card.
6. He inputs his credit card details and clicks Pay Now.
7. The application status changes from Not Paid to Paid.
8. After opening an application that has not yet been paid, the applicant will have to select on Option 2 to pay by cash or bank cheque.
9. He downloads his voucher, prints it and present it to the cashier at the MFRS.

Application for multiple Building Blocks

Where an applicant need to make application for multiple building blocks in the premises, applicant will need to

- A) Insert the following Data in the Section
- i) Building Details
 - a) Select the Building Structure from the list.
 - b) Select whether cladding available among the building block.
 - c) Number of basement storey – Insert the total number of basement storey available within all the building block.
 - d) Number of floor from ground floor – Insert the number of floor of the building having the maximum number of floor.
 - e) Number of floor to be certified – Insert the total no of floor to be certified and attached a breakdown giving details of each block.
 - f) Height of building above ground floor – Insert the height of building of the building block having the maximum number of floor.
 - g) Total area to be certified – Insert the total area that need to be certified and to attach breakdown in documents.
 - h) List of Occupier
 - i) Floor level – To insert example (Block A – Ground Floor)
 - ii) Occupier – To insert name of company occupying the premises– eg ACD Com Ltd
 - iii) Activity – To insert activity carried out
 - Iv) No of persons – to insert the maximum number of persons at any one time. (Employee and Visitors)
- B) submit the following – (Refer to Supporting Documents)
- a) Location Plan
 - b) Site plan identifying each building block to be certified. (Block A, Block B)
 - c) Upload the following information as per format mention below:

Block Identification	Floor	Floor area to be certified
Block A	Ground Floor	100 M ²
Total Floor area to be certified		

- d) Upload the architectural layout plan for each floor of each block.