



ANNUAL REPORT ON PERFORMANCE FOR FINANCIAL YEAR 2021/2022



1. TABLE OF CONTENTS

STATEMENT FROM THE HON. DEPUTY PRIME MINISTER, MINISTER OF HOUSING AND LAND USE PLANNING, MINISTER OF TOURISM	4
STATEMENT FROM THE PERMANENT SECRETARY	6
INTRODUCTION	7
STRUCTURE OF THE REPORT	7
PART 1 – ABOUT THE MINISTRY	8
1.1 VISION, MISSION, AND STRATEGIES	9
1.2 ROLES AND FUNCTIONS OF THE MINISTRY OF TOURISM	10
1.3 OVERVIEW OF THE MINISTRY	10
1.4 ABOUT OUR PEOPLE – STAFFING POSITION	11
1.5 GENDER STATEMENT	12
1.6 TRAINING AND DEVELOPMENT	13
1.7 COORDINATION COMMITTEE ON SEA-BASED TOURISM PROJECTS	14
1.8 TECHNICAL COMMITTEE ON MONITORING OF HOTEL PROJECTS	14
1.9 AUDIT COMMITTEE	15
1.10 OCCUPATIONAL SAFETY AND HEALTH COMMITTEE	15
1.11 GENDER CELL COMMITTEE	15
1.12 ANTI-CORRUPTION COMMITTEE	15
1.13 MAIN LEGISLATIONS	15
1.14 OVERVIEW OF PARASTATAL BODIES UNDER THE AEGIS OF THE MINISTRY	16
PART II – ACHIEVEMENTS AND CHALLENGES OF THE MINISTRY	18
2.1.0 ROLL OUT OF VACCINATION CAMPAIGN	19
2.1.1 GRAND OPENING OF BORDERS	19
2.1.2 INDUSTRY PERFORMANCE	20
2.1.3 VIEUX GRAND PORT AND LE MORNE RECOGNISED AS BEST TOURISM VILLAGES BY UNWTO	22
2.1.4 ZONING OF LAGOON PROGRAMME	23
2.1.5 TOURISM SIGNAGE	24
2.1.6 Mauritius as Member and Vice Chair of the Executive Council of the UNWTO	24
2.1.7 INDIAN OCEAN RIM ASSOCIATION	25
2.1.8 COORDINATION COMMITTEE ON SEA-BASED TOURISM PROJECTS	25
2.1.9 FESTIVAL KREOL EDISION 2021	25
2.2 ACTIVITIES OF PARASTATAL BODIES	26
2.3 TOURISM AUTHORITY	26
2.4 MAURITIUS TOURISM PROMOTION AUTHORITY	28
2.5 TOURISM EMPLOYEES WELFARE FUND	30
2.5.1 TEWF BRAINSTORMING	31
2.6 ECOLE HOTELIERE SIR GAETAN DUVAL (EHSGD)	32

2.7	STATUS ON IMPLEMENTATION of KEY ACTIONS 2021/2021	32
2.8	IMPLEMENTATION PLAN – DIRECTOR OF AUDIT COMMENTS	34
	PART III - FINANCIAL PERFORMANCE OF THE MINISTRY	35
3.1	FINANCIAL HIGHLIGHTS	36
3.2	ANALYSIS OF MAJOR CHANGES	36
3.3	STATEMENT OF REVENUE AND EXPENDITURE	36
	PART IV – WAY FORWARD	38
4.1	TRENDS AND CHALLENGES	38
4.1.1	TRENDS	38
4.1.2	CHALLENGES	38
4.1.3	STRATEGIC DIRECTION	38

STATEMENT FROM THE HON. DEPUTY PRIME MINISTER, MINISTER OF HOUSING AND LAND USE PLANNING, MINISTER OF TOURISM

The Financial Year 2021/2022 will undoubtedly be remembered as the comeback of tourism, after 18 months of standstill caused by the COVID-19 pandemic, and represents the start of a new era for this critical sector of our economy. It is with a sense of deep satisfaction that I present the Annual Report for the Ministry of Tourism for the Financial Year 2021/2022.

According to the United Nations World Tourism Organisation (UNWTO), global tourism experienced a 4% upturn in 2021, compared to 2020. However, international tourist arrivals (overnight visitors) were still 72% below the pre-pandemic year of 2019. This follows on from 2020, the worst year on record for tourism, when international arrivals decreased by 73%.

For Mauritius, 2021/2022 was marked by the reopening of our borders in two phases, namely partial reopening from 15 July to 30 September 2021, and full reopening as from 01 October 2021. I must highlight that the Joint Public-Private Sector Working Group, set up under my Chairmanship in April 2021, played an instrumental role in the resumption of activities in the tourism sector. The Working Group spared no effort in this endeavour, and worked relentlessly to elaborate appropriate sanitary protocols to ensure a safe welcome of visitors while, simultaneously, ensuring adequate protection of the population.

The partial reopening of our borders was characterised by the implementation of 'Resort Tourism', during which Mauritius welcomed 6,167 tourists under eased sanitary protocols. Vaccinated visitors were able to experience a 14-day stay at resort hotels, under quarantine conditions, with the possibility of enjoying all the facilities within the resort.

Taking into consideration the prevailing conditions locally and abroad, coupled with the fact that the National Vaccination Strategy was reaping its fruits with over 63% of the population fully vaccinated as at 30 September 2021, Mauritius reached a milestone on 01 October 2021, and the destination was fully open to international travel.

Tourism in Mauritius took off in a highly challenging global context. Nevertheless, the figures demonstrate that we are on the right track for a gradual and sustained recovery. I am pleased to state that we welcomed 550,932 tourists in Mauritius this Financial Year.

On another note, I am pleased to announce that the average length of stay of tourists has increased by 20%, from 10.5 nights in Financial Year 2018/2019 to 12.6 nights in Financial Year 2021/2022. Tourism earnings reached Rs 39.6 bn in Financial Year 2021/22 compared to Rs 61.1 bn in Financial Year 2018/19, which, in the circumstances, is promising.

One of our main achievements during this year was the launch of the #MauritiusNow campaign, one of the spinoffs of the Joint Working Group, which has been crucial in rebuilding the tourism industry. This digital marketing tool was developed to reposition Mauritius as a premium and safe tourism destination close to the heart of its main and opportunity markets.

Another major achievement of my Ministry was our participation in the first edition of the 'Best Tourism Villages' Initiative by the UNWTO. Following a rigorous selection process, Old Grand Port and Le Morne villages were awarded the "Best Tourism Village by UNWTO". Moreover, at its General Assembly held from 30 November to 03 December 2021 in Madrid, Spain, Mauritius was allocated one of the seats reserved for the African Region on the Executive Council of the UNWTO.

Mauritius was also, for the very first time in the history of the UNWTO, conferred the position of Vice-Chair of the Council. This laudable achievement is bringing Mauritius to the forefront of global tourism governance.

Last but not least, my Ministry elaborated a short-term tourism strategy for the year 2022, addressing issues of demand, supply and air connectivity. It must be reckoned with that the growth of tourism is highly dependent on air connectivity. Seat capacity to the destination during the Financial Year 2021/2022 was 987,215 compared to 2,474,374 in the Financial Year 2018/2019.

In the previous Annual Report of my Ministry, I stated that the new normal requires a paradigm shift with sanitary safety, sustainability, inclusiveness and digitalization as key strategic imperatives as we rekindle our tourism sector to re-emerge as a key engine of growth for the country. As we pursue our journey of sustainable tourism development in this new era, I cannot emphasise the importance of this conviction for the future of tourism.

I seize this opportunity to extend my gratitude to the personnel of my Ministry, the tourism industry partners, and all the stakeholders of the sector, for their consistent and unflinching support and collaboration. I look forward to sustained public/private collaboration to achieve new heights for our tourism sector.

***Louis Steven Obeegadoo
Deputy Prime Minister,
Minister of Housing and Land Use Planning,
Minister of Tourism.***

STATEMENT FROM THE PERMANENT SECRETARY

The Financial Year 2021-2022 has undoubtedly been a turning point for tourism in our bid to revive, recover and build resilience of the sector in the immediate aftermath of the COVID-19 pandemic. Against this backdrop, I am pleased to be associated with the Annual Report of the Ministry for the period 2021-2022, which provides an insight into our achievements for the year and the challenges ahead in a dynamic global economic and geo-political context.

We kick-started the Financial Year 2021-2022 with a phased reopening of our borders, with an initial partial reopening under strict conditions from 15 July to 30 September 2021, followed by full reopening as from 01 October 2021. Considering that Mauritius was closed to international travel since the onset of the pandemic in March 2020, fluctuations in sanitary restrictions in our main markets, blanket travel bans still in force in various markets, the emergence of COVID-19 variants around the world, economic and geopolitical instabilities, including the Russia-Ukraine war, and air connectivity constraints, our tourism sector nonetheless performed well during 2021-2022. To this effect, I am pleased to announce that Mauritius welcomed 550,932 tourists for the period 01 July 2021 up to 30 June 2022, compared to 1,351,512 tourists during the corresponding period in 2018-2019, representing an overall recovery rate of 40.8%.

These figures not only demonstrate that the relaunch of our tourism sector is on the right track, but also reaffirm the effectiveness of the ongoing rich collaboration between public and private sector tourism stakeholders in this endeavour. This partnership has also laid the foundations for the elaboration of our tourism strategy, made public in March 2022. This strategy takes into consideration three dimensions, namely (i) Demand: increasing bookings from international markets to attain 2019 level of tourist arrivals and encouraging increase in length of stay, (ii) Supply: improving tourism facilities to increase tourism spend and enhancing overall customer experience and (iii) Air connectivity: ensuring optimal conditions for travel and access to Mauritius.

I also wish to highlight two pertinent achievements for our tourism sector at the international level. Firstly, at the 115th session of the United Nations World Tourism Organisation (UNWTO) Executive Council, the highest decision-making body of the Organisation, held in December 2021, Mauritius took over from Seychelles as a new member of the Council for a mandate of two years, and was elected Vice-Chair of the Executive Council for the year 2022. Secondly, following a rigorous selection process, the villages of Le Morne and Old Grand Port received the first edition of the UNWTO “Best Tourism Villages Initiative” award, which seeks to make tourism a positive force for transformation, rural development and community wellbeing. Both these achievements are contributing immensely towards enhancing the visibility of Mauritius internationally.

The past year has been critical for the tourism sector, and the great strides we have made would not have been possible without the leadership and guidance of the Hon. Deputy Prime Minister, Minister of Housing and Land Use Planning, Minister of Tourism. I also seize this opportunity to place on record my appreciation for the hard work and dedication of the staff of my Ministry, whose strong team spirit will be even more instrumental in rebuilding our tourism sector in the months to come.

Mohammad Salim Ferhat JOOMUN
Permanent Secretary

INTRODUCTION

The Annual Report on Performance of the Ministry is a statutory requirement in accordance with Section 4B of the Finance & Audit Act and has been prepared according to the guidelines issued by the Ministry of Finance, Economic Planning and Development. It gives an overview of the major activities carried out by the Ministry during Financial Year (FY) 2021/2022. It also enables an assessment of the resource utilisation by the Ministry in achieving the set targets with a view to meeting Government objectives.

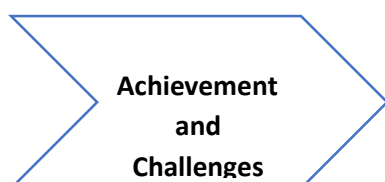
The Report is a mechanism that promotes transparency and accountability in respect of resources provided by the National Assembly and services delivered thereon, and also comprises information for tourism stakeholders and the public at large.

The Ministry is committed to delivering quality service to its customers and creating an enabling environment for sustained tourism growth through the articulation of appropriate policies and strategies.

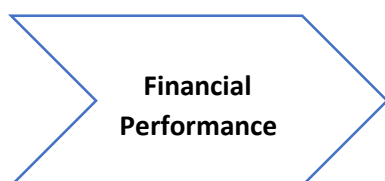
STRUCTURE OF THE REPORT



Part I outlines the vision, mission, roles and functions of the Ministry and parastatal bodies operating under its aegis. It gives a brief overview of the structure of the Ministry in pursuance of its policy making and service delivery objectives. The parastatal bodies operating under its aegis and their key functions are also briefly presented



Part II describes the major achievements and challenges of the Ministry for the previous financial year. The status on the implementation of budgetary measures pertaining to the tourism sector and key actions of the Ministry is also highlighted.



Part III summarises the financial performance of the Ministry in terms of expenditure under the different Headings/Sub Headings.



Part IV analyses the trend and challenges facing the tourism sector that may impact on the policy orientation of the Ministry. The strategic directions of the Ministry over the next three years are defined.



1.1 VISION, MISSION, AND STRATEGIES

Vision

- A leading and sustainable Island Destination

Mission

- To propel the tourism sector as a key engine of growth
- To enhance the visibility of Mauritius as a top-class tourist destination in traditional, emerging and new markets
- To broaden the tourism portfolio to include eco-tourism, spa and wellness tourism, cruise tourism, cultural tourism, business tourism and sports events

Strategies

- To intensify the visibility of the destination
- To improve accessibility to the destination
- To enhance attractiveness of Mauritius
- To foster sustainable tourism development

1.2 ROLES AND FUNCTIONS OF THE MINISTRY OF TOURISM

The Ministry of Tourism is responsible for the formulation and implementation of strategies and policies for the harmonious and sustainable development of the Tourism Sector and the promotion of leisure for the benefit of the citizens and tourists.



The main roles and functions of the Ministry are to:

- assist in tourism planning through the development of tourism policies and preparation of long-term plan;
- support the development and upgrading of tourism structures and infrastructure
- work in close collaboration with all its stakeholders, including international organisations, for the development and promotion of sustainable tourism;
- appraise and monitor tourism projects;
- elaborate and implement standards, norms and guidelines for tourism activities;
- formulate legislation to regulate the tourism sector;
- create awareness on the importance of sustainable tourism development and support enterprises in their drive to be environmentally compliant;
- prepare and provide statistical data and information on tourism matters;
- make leisure and recreational activities accessible and affordable to the population at large; and
- develop schemes to promote the welfare of the employees of the tourism sector.

1.3 OVERVIEW OF THE MINISTRY

The Hon. Louis Steven Obeegadoo, Deputy Prime Minister, has been assigned the portfolio of the Minister of Housing and Land Use Planning and the Minister of Tourism.

The Permanent Secretary is the Administrative Head and Accounting Officer of the Ministry and is responsible for the overall administration and general supervision of the different sections of the Ministry and for translating Government policies and programmes into action.

The Permanent Secretary is assisted in his duties by a Deputy Permanent Secretary, a Director Tourism, three Assistant Permanent Secretaries and officers of the Technical Cadre, comprising the Tourism Planning Unit and the Leisure Events Unit, the Financial Operations Cadre, the Human Resource Cadre, the Procurement & Supply Cadre, the Statistics Unit as well as officers of the General Services Cadre.

The Ministry of Tourism is currently manned by 83 staff. The organization chart of the Ministry is at [Appendix I](#).

One Computer Support Officer from the Central Information Systems Division (CISD) is posted on a full-time basis to the Ministry and one Assistant Systems Analyst/Senior Assistant Systems Analyst serves this Ministry on a part time basis. Moreover, one Health and Safety Officer from the Ministry of Public Service, Administrative and Institutional Reforms serves the Ministry on a part time basis.

The workforce of the Ministry boasts professionals with various backgrounds and diverse competencies and is committed to meeting targets and challenges set in the Government Programme and the National Budget.

The Technical arm of the Ministry consists of three units, namely:

- **The Land Based Unit** is responsible for the management of land based tourism activities across the island. Greening and sustainable development of the tourism sector remain the prime objective of the Unit. The Unit deals with, *inter-alia*:
 - a. the appraisal of land based projects related to the accommodation sector, restaurants, night clubs and private clubs, eco-tourism, among others;
 - b. formulation of policies;
 - c. monitoring of implementation of hotel projects;
 - d. development of guidelines and regulations for land based tourism activities; and
 - e. implementation of Capital Projects.

- **The Sea Based Unit** promotes the sustainable development of sea-based tourism activities through the formulation and revamping of policies and strategies as well as guidelines and regulations pertaining to nautical activities and pleasure craft. The Unit also aims at addressing potential user conflicts arising from numerous sea-based activities.

- **The Leisure Events Unit** is responsible for promoting leisure and recreational activities for citizens and tourists. The section organises leisure events and activities at national level, provides assistance in terms of logistic support to other leisure-oriented organisations and collaborates with other Ministries and Departments for the organisation of leisure activities.

All funded vacancies in the departmental grades and forthcoming vacancies that were likely to arise following retirement or otherwise, were closely monitored and action taken accordingly.

1.4 ABOUT OUR PEOPLE – STAFFING POSITION



SN	Name of Officers	Contact Details
1.	Mr Mohammad Salim Ferhat .JOOMUN Permanent Secretary	Phone : 211-7930 Ext 201/202 Fax : 211-0058 Email : mjoomun@govmu.org
2.	Ms Gyaneswaree CALLYCHURN Deputy Permanent Secretary	Phone : 211-7930 Ext 228 Email : grcallychurn@govmu.org
3.	Mrs Ishrat Bibi MOORABY Assistant Permanent Secretary	Phone: 211-7930 Ext. 224 Email: imooraby@govmu.org

4.	Mrs. Purvashee BANARSEE Assistant Permanent Secretary	Phone: 211-7930 Ext. 225 Email: pbanarsee@govmu.org
5.	Mr Nirvaan Nareshlall. SEEDOYAL Assistant Permanent Secretary	Phone: 211-7930 Ext. 226 Email: nseedoyal@govmu.org
6.	Mr Ashwin Kumar SEETARAM Director Tourism	Phone : 211-7930 Ext 335/336 Email : ashseetaram@govmu.org
7.	Mrs Lalita SANSPEUR Principal Tourism Planning Executive (until 06 March 2022)	Phone : 211-7930 Ext 345 Email : lsanspeur@govmu.org
8.	Mrs. Sharmila NARAYANEN Acting Principal Tourism Planning Executive (wef 15 March 2022)	Phone: 211-7930 Ext. 348 Email: snarayanen@govmu.org
9.	Mr. Rishi PURUSRAM Acting Principal Tourism Planning Executive (wef 08 April 2022)	Phone: 211-7930 Ext. 345 Email: rpurusram@govmu.org
10.	Miss. Chintamane BISSUMBHUR Organiser, Leisure Events	Phone : 210-9151 Fax : 210-6225 Email : cbissumbhur@govmu.org
11.	Mrs Ummeeta GHUNOWA-RAMLALL Senior Leisure Events Officer	Phone : 210-9644 Fax : 210-6225 Email : uramlall@govmu.org
12.	Mrs Linda Tang Chow Siong CHEUNG HI YUEN Manager, Human Resources	Phone: 211-7930 Ext. 222 Email: lcheung-hi-yuen@govmu.org
13.	Mrs Sarojinee MOORGHEN SASHALA NAIK Manager, Financial Operations (until 06 March 2022)	Phone: 211-7930 Ext. 233 Email: snmoorghen@govmu.org
14.	Mr Gurudeo Murlidhar Prushad JANKEE Manager, Financial Operations (wef 07 March 2022)	Phone: 211-7930 Ext. 233 Email: gjankee@govmu.org
15.	Mrs. Beebee Safinah HOSENBUX Assistant Manager, Procurement and Supply	Phone: 211-7930 Ext. 210 Email: bhosenbux@govmu.org

OTHER STAFF

Senior Tourism Planning Executive	2	Office Management Executive	3
Tourism Planning Executive	8	Office Management Assistant	5
Tourism Enforcement Officer	1	Management Support Officer	24
Leisure Events Officer	2	Confidential Secretary	4
Principal Financial Operations Officer	1	Receptionist/Telephone Operator	1
Financial Officer/Senior Financial Officer	1	Head Office Auxiliary /Senior Office Auxiliary	1
Assistant Financial Operations Officer	1	Office Auxiliary	8
Procurement and Supply Officer/ Senior Procurement and Supply Officer	1	Driver	4

1.5 GENDER STATEMENT

The Ministry commits to promote gender equity, equality, social justice and sustainable tourism development. Tourism policies, strategies and development of standards, norms and guidelines for all tourism stakeholders as well as the formulation of regulations for tourism promotion and development adopt a gender sensitive approach in the democratisation process of the tourism industry.

1.6 TRAINING AND DEVELOPMENT

Training and Development is one of the most important functions of Human Resource Management in any organisation. As an integral part of Human Resource Management, it occupies a prominent position in the overall strategy to develop a professional, impartial and efficient public service that nurtures a culture of performance

The aim of training in Human Resource Management is to improve the required skills of the employees whereas the aim of development is to improve overall personality of the employees.

The Human Resources Department is responsible for the training needs analysis of the Ministry. Moreover, the officers of the Ministry are given opportunities for regular training to keep them abreast of new skills, trends and techniques.

Officers benefit from both generic and specific training. The objectives of the generic training programmes are mainly to increase the employees' sense of responsibility and accountability. Specific training programmes, on the other hand, aim at improving the officers' technical competencies and knowledge.

Overseas training and capacity building sponsored by international organizations are mostly extended to officers of the technical cadre of the Ministry and of the parastatal bodies operating under the aegis of the Ministry. These training and capacity building courses (workshops/seminars/conferences) purport to upgrade the technical skills, abilities and competencies of the officers. International exposure helps the officers to broaden their horizon, learn international best practices and network with their counterparts from other countries.

(i) Ministry of Tourism

An amount of Rs. 200,000 was earmarked for the training of staff of this Ministry for financial year 2021-2022 and 85.25% of the allocated budget, i.e. an amount of Rs. 170,500, was spent on training programmes organised by the Civil Service College Mauritius.

Furthermore, awareness sessions on 'Gender Based Violence' and 'Bomb Threat and its Response' have also been carried out to sensitise the staff. Eight officers were also provided training on "E-Procurement."

A breakdown of the training courses followed by officers during the financial year 2021/2022, is shown in Table 1 below:

Training/Workshops/Seminars	No. of Staff
Local	44
In-house	18
Online - Local	15
Online - Overseas	6

Table 1: Training Courses

(ii) Tourism Authority

An amount of Rs 50,000 was earmarked for the training of staff for the financial year 2021-2022. However, an amount of Rs 80,000 was spent and funds were reallocated from other items to meet the additional training expenses incurred.

Officers have also been sensitised on the sustainability tools pertaining to risk management through online courses.

Staff from various departments of the Authority attended the First Aid course, as required by the Occupational Safety and Health Act, and all of them passed the written and practical tests for any eventual urgencies that may arise.

Tourism Authority	
Training/Workshops/Seminars	
Training/Workshops/Seminars	No. of Staff
Local	9
In-House	59
Online-Local	1
Online -Overseas	11

(iii) Mauritius Tourism Promotion Authority

A total of 13 staff have attended training and development programmes during FY 2021/2022 as follows:

Mauritius Tourism Promotion Authority	
Training/Workshops/Seminars	
Training/Workshops/Seminars	No. of Staff
Local	3
In-House	NA
Online-Local	2
Online -Overseas	8

1.7 COORDINATION COMMITTEE ON SEA-BASED TOURISM PROJECTS

The Coordination Committee assessed five sea-based tourism projects from promoters and made concerted recommendations thereon taking into consideration *inter-alia*, issues of safety and security at sea, protection of our fragile marine ecosystem and the sustainable development of the tourism sea-based sector.

1.8 TECHNICAL COMMITTEE ON MONITORING OF HOTEL PROJECTS

The Technical Committee on monitoring of Hotel Projects follows up on projects that have been approved by different Ministries. The main function of the committee is to review progress of different hotel projects and report on the bottlenecks impinging on the implementation of any project. Regular meetings were held with the Ministry of Environment, Solid Waste Management and Climate Change and the Ministry of Housing and Land Use Planning. The Ministry liaises with the promoters on a quarterly basis to update the database on hotel projects.

1.9 AUDIT COMMITTEE

The Audit Committee set up under the chair of the Deputy Permanent Secretary of the Ministry held four meetings in FY 2021-22, to review the control and governance processes throughout the organisation. The Committee also advises the Accounting Officer on corrective measures to minimize abuse and malpractices and follows up on the recommendations made by the National Audit Office and the Internal Control Unit to ensure that remedial actions are taken in a timely manner.

1.10 OCCUPATIONAL SAFETY AND HEALTH COMMITTEE

The Safety and Health Committee established under the chair of the Deputy Permanent Secretary of the Ministry held two meetings in FY 2021-22. Both representatives of employees and employers form part of the Committee.

1.11 GENDER CELL COMMITTEE

The Ministry has set up a Gender Cell under the chair of the Deputy Permanent Secretary to look into the issues relating to gender mainstreaming in policies, strategies and Programmes.

Under the Gender Mainstreaming, an amount of Rs 200,000 was provided in the budget of this Ministry for Financial Year 2021/2022, to carry out activities to promote gender equality and enhance awareness on gender sensitivity within the tourism sector.

The Ecole Hotelier Sir Gaetan Duval organised a course on *“Healthy Food Preparation at Home”* and 44 officers were trained.

1.12 ANTI-CORRUPTION COMMITTEE

An Anti-Corruption Committee has been set up under the chair of the Deputy Permanent Secretary, for an effective implementation of the Public Sector Anti-Corruption Framework.

A Corruption Prevention Review has been conducted for the Leisure Unit and Sea-Based Unit of the Ministry. The Integrity Pledge of the ICAC has also been signed by all the staff of the Ministry.

1.13 MAIN LEGISLATIONS



The legal framework governing the Tourism Sector comprises the:

- Mauritius Tourism Promotion Authority Act 1996;
- Tourism Authority Act 2006; and the
- Tourism Employees Welfare Fund Act 2002

These legislations together with promulgated regulations provide the regulatory framework in relation to activities within the tourism sector with a view to ensuring that international standards are complied with and to sustain the development of Mauritius as a high end and safe tourist destination.

1.14 OVERVIEW OF PARASTATAL BODIES UNDER THE AEGIS OF THE MINISTRY

There are three parastatal bodies which operate under the aegis of the Ministry. These bodies are responsible for the promotion of the destination, for the regulation of tourism activities and for catering for the welfare of tourism employees.

The roles and functions of each body are briefly highlighted hereunder.



The Mauritius Tourism Promotion Authority was set up under the Mauritius Tourism Promotion Authority Act 1996 as a parastatal body. Its objectives are as follows:

- (a) promote Mauritius abroad as a tourist destination;
- (b) provide information to tourists on facilities, infrastructures and services available to them in Mauritius;
- (c) initiate such action as may be necessary to promote co-operation with other tourism agencies;
- (d) conduct research into market trends and market opportunities and disseminate such information and other relevant statistical data on Mauritius; and
- (e) advise the Minister on all matters relating to the promotion of tourism.

MTPA's role is to enhance the image of Mauritius as a prime holiday and up-market destination by consolidating our main markets, penetrating opportunity markets and exploiting niche segments in new markets.

Title	Contact Details
Director	Mr. BUNDHUN Arvind Phone: 203-1934 Fax: 212-5142 Email: arvind@mtpa.mu



TOURISM AUTHORITY (TA)

The Tourism Authority was set up as a corporate body under the Tourism Authority Act 2006 to sustain the development of Mauritius as a high quality and safe tourist destination.

The objectives of the Tourism Authority are to:

- promote the sustainable development of the tourism industry;
- foster and encourage the conduct of activities in the tourism industry in a responsible manner in order to preserve the integrity of the Mauritian Destination;
- coordinate, support and interact with the organisations and institutions which promote the tourism industry;
- foster research for the effective implementation of tourism policies;

- promote public understanding and interest in the tourism industry;
- develop and implement tourism and tourism related projects; and
- promote coordination and cooperation between the public sector agencies and the private sector organisations engaged in the tourism industry.

The role of the TA is to regulate the tourism sector and ensure that tourism activities are conducted in an orderly and sustainable manner.

Title	Contact Details
Director	Mr. MORVAN Lindsay, OSK, MSK Phone: 203-2601 Fax: 213-1738 Email: lmorvan@tourismauthority.mu



TOURISM EMPLOYEES' WELFARE FUND (TEWF)

The Tourism Employees Welfare Fund was set up under the Tourism Employees Welfare Fund Act 2002 to cater for the economic and social welfare of employees of tourism enterprises and their families.

The objects of the TEWF are to set up welfare schemes/projects and carry out such other activities as considered desirable for promoting the welfare of employees of tourism enterprises and their families. The Fund currently operates 10 schemes consisting, of educational grants, social grants and soft loans to assist employees in improving their quality of life and meeting the educational expenses of their children. It also organises training programmes and leisure activities for the benefit of its members.

Title	Contact Details
Secretary	Mr. GOORAPAH Soobeeraj Phone: 211 - 4343 Fax: 213 - 5462 Email: tewfund@intnet.mu



Ecole Hoteliere Sir Gaetan Duval (EHS GD)

The Ecole Hoteliere Sir Gaetan Duval (EHS GD) operates under the aegis of the Ministry of Tourism since November 2019. The day-to-day management of the centre is still with the Mauritius Institute of Training and Development, (MITD) whilst the Ministry of Tourism is responsible for policy matters.

Title	Contact Details
Officer-in-Charge	Mr. NOSIB Acharyadev Karmaraj Phone: 404 7200 Email: knosib@mitd.mu

PART II – ACHIEVEMENTS AND CHALLENGES OF THE MINISTRY



2.1.0 ROLL OUT OF VACCINATION CAMPAIGN

The Government of Mauritius embarked on a country-wide Vaccination Campaign (COVID) since 26 January 2021. Vaccination of at least 70% of the population was a pre-requisite for the re-opening of borders as from 01 October 2021. As at 30 June 2022, the rate of vaccination in our adult population in Mauritius was as follows:-

1st Dose : 80.9%
2nd Dose : 77.3%
1st Booster Dose : 50.9%

The frontliners of the tourism sector were identified to be vaccinated as a priority for the reopening of the international borders to tourists. The hoteliers and other tourism operators were encouraged to get their employees vaccinated for the resumption of the industry.

2.1.1 GRAND OPENING OF BORDERS

Following the closure of our borders due to the Covid-19 pandemic, Mauritius proceeded with a phased opening of its borders with partial opening in July 2021, followed by the full re-opening in October 2021. With a view to ensuring a safe re-opening of borders and preventing the mitigation of the virus, it was crucial for all stakeholders in the tourism value chain to be trained on the sanitary protocols.

Training of Frontliners

In this respect, training sessions on Sanitary Protocols were carried out by the Ministry in collaboration with the Ministry of Health and Wellness, the National Productivity and Competitiveness Council (NPCC) and the Tourism Authority for staff posted at the airport, Destination Management Companies (DMC), hotels, and taxi operators based at the airport and at hotels on sanitary protocols

In the light of the sanitary restrictions and sanitary protocols in place, training sessions were also carried out for hotel employees on the administration of Rapid Antigen Tests (RAT) with a view to reducing pressure on the health establishments.

Some 8000 participants attended the training sessions which were carried out around the island.

Beach Hawkers trading on the beaches in front of hotels and Ile aux Cerfs were also trained on the preventive measures and practices to be adopted to minimize the risks of spreading Covid-19. This course, designed by Association of Hoteliers and Restaurateurs (AHRIM) with the assistance of Dr. Gaud and led by Mr. Ben Rommaldawo, saw the participation of about thirty 'Beach Hawkers'.

Operation COSHARE

The Ministry of Tourism, the National Productivity Competitiveness Council (NPCC) and the Tourism Authority partnered with the International Labour Organization (ILO) to implement the “*SCORE COVID-19 OSH and Resource Efficiency Project*” for the Tourism and Hospitality sector in Mauritius.

The OPERATION COSHARE was launched on the 02 September 2021 with the Agreement signing ceremony between the Tourism Authority and the NPCC.

The objective is to help position Mauritius as a safe and environmentally sustainable tourist destination, attracting foreign visitors to make Mauritius their destination of choice. Operation COSHARE was deployed to help beneficiaries get better appreciation of the safety and sanitary needs and protocols for the safe opening of borders.

The Operation COSHARE comprised of the following three projects :

- **SCORE COVID-19 OSH:** Training of Trainers, and in enterprises in the Tourism eco-system and the implementation of the Covid-19 Occupational Safety and Health guidelines on site; and
- **Resource Efficiency Project:** Developing a pool of national trainers for capacity building on resource efficiency in the tourism sector, training enterprises and implementing the Resource Efficiency training and implementation programme in selected enterprises in the Tourism Sector.
- **WTM Africa Responsible Tourism Awards:** The Tourism Authority’s project ‘Sustainable Island Mauritius’ was awarded the ‘Silver Distinction’ in the category “Destinations Building Back Better Post-COVID.” at the WTM Africa Responsible Tourism Awards

2.1.2 INDUSTRY PERFORMANCE

After a turbulent two-years crisis, international tourism in 2022, continues to show signs of a strong and steady recovery from the impact of the COVID-19 pandemic despite significant mounting economic and geopolitical challenges. According to the UNWTO, some 250 million international arrivals were registered in the world in the first five months of 2022, indicating that tourism sector has recovered by almost half (46 %) compared to the pre-pandemic level of 2019.

Contribution of Tourism Sector to the Economy

Between 2014 to 2018, the contribution of the tourism sector to the GDP has consistently outperformed the national average. However, since 2019, a reverse was noted. Following the COVID -19 pandemic, the contribution of the tourism sector, was on decline but relatively stable from 2.3 % of GDP in 2020 and 2.1 % in 2021. The forecast for the year 2022 was 7.2 % of the GDP which represented a growth of 243.1% over the previous years, representing Rs 35.6 billion for the year.

Tourist Arrivals

Mauritius welcomed 550,932 tourists for the period 01 July 2021 up to 30 June 2022, compared to 1,351,512 tourists during the corresponding period in 2018/19, representing an overall recovery rate of 40.8%. Overall performance for the period July 2021 to June 2022 is depicted hereunder:

Tourist Arrivals by Air and Recovery Rate

Month	Tourist Arrivals 2018/ 2019	Tourist Arrivals 2021/ 2022	% Recovery
July	115,729	1,219	1.1
August	109,188	2,454	2.2
September	102,619	2,199	2.1
October	131,272	54,428	41.5
November	121,600	65,758	54.1
December	145,410	49,628	34.1
January	113,660	39,734	35.0
February	107,145	52,402	48.9
March	107,959	65,872	61.0
April	108,265	84,177	77.8
May	96,510	70,372	72.9
June	92,155	62,689	68.0
TOTAL	1,351,512	550,932	40.8

In the budget speech 2021/2022, a gradual and sustained recovery of the tourism sector was anticipated with an objective of 650,000 tourists for the financial year ending June 2022. As at end of June 2022, tourist arrivals reached 550,932, which was equivalent to around 85% of the objective set for that financial year. This could be explained by the fact that, while the recovery of the tourism sector experienced a promising take-off, a drop in the recovery rate was noted during two distinct periods, namely, in December 2021/January 2022 and in May/June 2022, owing to the proliferation of the Omicron variant and restrictions in our main tourism markets, namely France, Reunion Island and South Africa.

Tourist Arrivals by Markets

In financial year (FY) 2021-22, tourist arrivals from Europe which accounted for 74.4% of total tourist arrivals reached 411,776 as compared to 3,218 tourists in FY 2020-21, representing a growth of 12,796%. Arrival from France, our leading market which accounted for 26.1% of total tourists and 35.1% of the European market, increased by 9,841.1% to reach 144,370 in FY2021-22. The growth of other major European countries was as follows: United Kingdom (21,644 %), Germany (25,367 %), Switzerland (12,564%) and Italy (10,656%).

Arrivals from Africa, with a share of 15.8% of total tourist arrivals registered an increase of 7,556% in FY 2021-22, to attain 87,655 tourists as opposed to 1,160 in FY 2020-21. The Republic of South Africa which is among the top generating markets registered a growth of 8,824 % in FY 2021-22. Growth in tourist arrivals were also observed in markets such as Reunion (17,107%), Madagascar (4,575%) and Seychelles (7,652%) and Kenya (2,565%).

Tourist arrivals from Asia, which constituted 7.8% of total tourist arrivals for FY 2021-22, increased by 1,732% to reach 87,655 compared to 1,160 for FY 2020-21. Arrivals from India increased by 2,411% to reach 17,507 tourists compared to 726 tourists for the previous year. Increase from Saudi Arabia (32,152%) and United Arab Emirates (9,548%) were also noted.

Tourist arrival from Oceania in FY 2021-22 increased by 2,260% compared to FY 2020-21 due to an increase from Australia by 3,340%. Tourist arrivals from American continent increased by 2,365% in FY 2021-22 as a result of the performance of USA (2,793%) and Canada (3,205%).

Total tourist arrivals in FY 2021-22, stood at 553,111 with arrivals mainly from Europe (France, Germany and United Kingdom as key traditional markets), followed by Africa (South Africa and Reunion island) and Asia (India, Saudi Arabia and United Arab Emirates) as follows

Performance of top 10 Markets

In FY 2021-22, our top ten tourist generating countries, registered a growth of 11,052%. The increase are as follows:

Country of residence	FY 2020 - 2021	FY 2021 - 2022	
	No. of tourists	No. of tourists	% Increase
France	1,467	144,370	9,841
United Kingdom	415	89,824	21,644
Germany	230	58,345	25,367
South Africa, Rep. of	566	49,946	8,824

Country of residence	FY 2020 - 2021	FY 2021 - 2022	% Increase
	No. of tourists	No. of tourists	
Reunion Island	127	21,727	17,108
India	726	17,507	2,411
Switzerland	128	16,083	12,565
Austria	39	11,252	28,851
Italy	101	10,763	10,656
Belgium	95	10,550	11,105
Total	3,894	430,367	11,052

2..1.3 VIEUX GRAND PORT AND LE MORNE RECOGNISED AS BEST TOURISM VILLAGES BY UNWTO

The Best Tourism Villages by UNWTO Initiative was launched in 2021. The overarching objective of the Initiative is to make tourism a positive force for transformation, rural development and community wellbeing, in line with the Sustainable Development Goals.

For the first edition of the Best Tourism Villages by UNWTO Initiative, a total of 174 villages were proposed by 75 UNWTO Member States. As the focal point of the UNWTO in Mauritius, the Ministry of Tourism submitted all the relevant documentation for a maximum of three villages, namely Pamplemousses, Old Grand Port and Le Morne for participation in the Initiative. These three villages satisfied the preliminary eligibility criteria, that is, having a low population density and a maximum of 15,000 inhabitants, located in a landscape with an important presence of traditional activities such as agriculture, forestry, livestock or fishing and sharing community values and lifestyle.

On 02 December 2021, during the General Assembly of the UNWTO in Spain, the list of Best Tourism Villages by UNWTO 2021 was announced and 44 villages from 32 Member States across the world were granted the recognition of “Best Tourism Villages by UNWTO”.

Out of the three submissions from Mauritius, the villages of Old Grand Port and Le Morne were recognised as “Best Tourism Villages by UNWTO” in this first edition. The two villages have been awarded the “Best Tourism Villages by UNWTO” recognition, received a trophy and are authorised to use the best Tourist Village Logo as a marketing and promotional tool differentiating them from other villages in both Mauritius and in the world.

In March 2022, the Ministry of Tourism was invited to participate in the second edition of the Best Tourism Villages by UNWTO 2022. Following consultations with representatives of all the District Councils, a shortlisting of the best 3 potential villages was made based on the evaluation criteria for the competition such as the presence of cultural and natural resources and their promotion and conservation, economic, social and cultural sustainability initiatives, tourism development, health, safety and security and infrastructure and connectivity, among others.

Three villages, namely, Bel Ombre, Grand Baie and Trou D'Eau Douce were found to be compliant with the requirements of the Initiative. The specificities of each of these three villages showcase a good mix of the tourism product of Mauritius, namely our beaches and lagoon, biodiversity and cultural and historical heritage, all of which contribute to the development of tourism and economic activities. All the relevant documentation was successfully submitted to the Best Tourism Villages by UNWTO by the set deadline of 28 June 2022. The announcement of the “Best Tourism Villages by UNWTO” 2022 is expected by the end of the year 2022.

As a tourist destination, this project will contribute in enhancing the visibility of the village and destination as well. The village may benefit from technical assistance and capacity building in the field of tourism from UNWTO as well as receiving non-financial support from UNWTO and Partners in improving elements of the areas identified as gaps in the evaluation process.

2.1.4 ZONING OF LAGOON PROGRAMME

Since 2007, the Ministry of Tourism has been carrying out the zoning of lagoon programme comprising the demarcation of various zones to separate the different activities being undertaken in the lagoon, namely swimming zones, ski lanes, snorkeling zones, speed limit zones, boat free zones, navigable passage and mooring zones. The objective behind the programme is to ensure greater safety and security at sea and to protect our fragile marine ecosystem and seascape.

So far, the Ministry of Tourism has implemented some 15 swimming zones, 4 mooring zones, 2 prohibited zones for motorized crafts at Pereybere and Mon Choisy, 7 speed limit zones, 1 buffer zone, 2 ski lanes, 3 snorkeling zones, 2 dangerous bathing zones, 2 Navigable Passages at Grand Baie and Riviere Noire and navigational aids at 26 passes around the island.

On 25 March 2022, Sub Aquatic Network Ltd was awarded a two- year contract for the reinstatement, repairs and cleaning of all existing swimming zones for an amount of MuR 9,156,330.82 incl VAT.

As per the contract, cleaning of swimming zones is carried out at an interval of 8 weeks. During the financial year 2021/2022 a sum of MuR 3,201,062.06 has been disbursed for cleaning and maintenance works carried out in respect of the swimming zones.

Region	Number of Cleaning Exercises during Financial Year 2021/2022
Northern region	6
Eastern region	6
Western region	6

2.1.5 TOURISM SIGNAGE

The Ministry of Tourism kick started the Tourism Signage Project in 2007 with the technical assistance of the Singapore Tourism Board. This ongoing project consists of the installation of directional and information panels of international standards and icons from the United Nations World Tourism Organization (UNWTO) around the island with a view to:

- enhancing the visibility of both the inland and coastal tourist attractions and guiding tourists and visitors on excursions.
- providing information at tourist attractions and sites to both tourists and locals; and
- creating more economic opportunities in remote areas by directing visitors thereto.



Some 450 panels, both directional and information panels, have been installed in a phased manner around the Island since 2007. However, over the years, these panels have been subject to wear and tear, damages due to accidents or acts of vandalism. In this respect, these panels need to be maintained and kept in good state at all times to ensure that they effectively serve their purpose of guiding the tourists and locals.

The maintenance project consists of the upgrading of existing panels, replacement of damaged or missing panels, addition of new directional panels and new information panels in English, French and Chinese language where required. The maintenance of panels installed along Routes 1 (Albion to Riviere des Galets), 2 (Curepipe to Mahebourg), 3 (Port Louis – Grand Baie) and 4 (Grand Baie – Poste De Flacq) has been completed.



The services of a Consultant have been enlisted in April 2022 to assist the Ministry in the implementation of the maintenance of tourism signage installed along Routes 5 (Poste de Flacq to Mahebourg) & 6 (Vacoas to Black River Gorges National Park) and also the installation of new panels at the following location: La Citadel, Chamarel, Curepipe Trou aux Cerfs & Bras d'Eau.

The bidding exercise for the enlistment of a Contractor for the “Maintenance of tourism signage panels along Routes 5 & 6 and the installation of new tourism signage panels” project would be launched in the next Financial Year 2022/23 for amount of Rs 7 million.

2.1.6 Mauritius as Member and Vice Chair of the Executive Council of the UNWTO

The World Tourism Organization (UNWTO) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism. As the leading international organization in the field of tourism, UNWTO promotes tourism as a driver of economic growth, inclusive development and environmental sustainability and offers leadership and support to the sector in advancing knowledge and tourism policies worldwide.

Mauritius, represented by the Hon. DPM, Minister of Housing and Land Use Planning and Minister of Tourism, officially became a Member and Vice-Chair of the Executive Council of the UNWTO at the 115th

Session for a period of 2 years until 2023 at its General Assembly held on 30 November to 3 December 2021, Madrid – Spain. The Executive Council is UNWTO's governing board, responsible for ensuring that the Organization carries out its work and adheres to its budget. It meets at least twice a year and is composed by Members elected by the General Assembly.

2.1.7 Indian Ocean Rim Association

The Indian Ocean Rim Association is an inter-governmental organisation which was established on 7 March 1997. It is a dynamic inter-governmental organisation aimed at strengthening regional cooperation and sustainable development within the Indian Ocean region through its 23 Member States and 10 Dialogue Partners. The United Arab Emirates (UAE) hosted the First Core Group on Tourism Meeting virtually on 31 August 2020.

At the Second Meeting of the IORA Core Group on Tourism held on Tuesday 21 December 2021, Mauritius, represented by the Ministry of Tourism, became the new Chair of the Core Group on Tourism for a period of two years. Mauritius is endorsing the role of Chair of the Core Group on Tourism but also as the Coordinating Country for the Tourism and Cultural Exchange Cluster.

The Ministry of Tourism in collaboration with IORA is currently working on the organisation of a Workshop in May 2023 on “Nature-Based Tourism as a Solution to Improve Livelihoods and Build Resilience across the Indian Ocean Rim – Post-COVID”

2.1.8 COORDINATION COMMITTEE ON SEA-BASED TOURISM PROJECTS

The objectives of the Coordination Committee under the chair of the Ministry of Tourism are to:

- i. examine sea-based projects from promoters
- ii. look into the implementation of the recommendations contained in the Master Plan for Management and zoning of lagoon for the Tourism sector
- iii. review existing nautical activities to protect our fragile ecosystem
- iv. encourage innovation and eco-friendly nautical activities
- v. advise on measures to enhance safety and security at sea
- vi. advise on policies and measures for the sustainable development of the sea-based sector

The Committee has examined and assessed 5 sea-based tourism projects from promoters who were invited to make presentations to members of the Coordination Committee for a better understanding of their projects.

2.1.9 FESTIVAL KREOL EDISION 2021

Cabinet agreed to provide some relief and financial support to Artists who have participated in the last two editions of the Festival Internasional Kreol 2019 and Festival Kiltir Ek Langaz Kreol Morisien 2020, by recording their performances and thereafter, broadcasting on social media and the Mauritius Broadcasting Corporation (MBC).

The Ministry of Arts and Cultural Heritage with the collaboration of the Ministry of Tourism and the Mauritius Tourism Promotion Authority made the necessary arrangements for the organization of virtual activities; (Poezi, Teat, Sega Tipik, Konser and Sega Lontan).

The Mauritius Film Development Corporation has recorded and edited 41 episodes (Sega Tipik, Konser and Sega Lontan) of the Festival Kreol Edision 2021 and same were broadcast on Senn Kreol as from Friday 24 June 2022, on the MBC Channel on a weekly basis for a period of 4 months (13 weeks).

The episodes duration varied from 30 to 45 minutes and the programme were scheduled as follows:

- Sega Tipik on Fridays
- Konser on Saturdays
- Sega Lontan on Sundays

2.2 ACTIVITIES OF PARASTATAL BODIES

2.3 TOURISM AUTHORITY

(i) Promotional Activities

The start of the financial year 2021-2022 was marked by the reopening of the tourism industry and the continuing spill over effects of the COVID-19 pandemic on tourism activities.



The Tourism Authority has indeed been on many forefronts since the outbreak of the pandemic in March 2020 and prepared the resumption of activities in the sector right before the opening of borders in July 2021. Together with all the relevant stakeholders, the TA elaborated sanitary protocols and trained hotels staff and taxi drivers on their implementation to ensure the safety and security of our operators and guests. The Monitoring team of the Tourism Authority was very active in the implementation of the sanitary protocols. It ensured the observance of the protocols by arriving passengers from the airport to the hotels and other quarantine facilities. Moreover, after the re-opening of the tourist activities, inspections were carried out in restaurants to ensure full compliance to the sanitary protocols.

The Tourism Authority jointly with the Ministry of Tourism, the National Productivity and Competitiveness Council (NPCC) partnered with the International Labour Organization (ILO) to implement the ***“SCORE COVID-19 OSH and Resource Efficiency Project”*** for the Tourism and Hospitality sector in Mauritius. The objective was to help position Mauritius as a safe and environmentally sustainable tourist destination

Despite the pandemic, the Tourism Authority has:

- delivered, between July 2021 and June 2022 a total of **344** new licences to Tourist Enterprises, Pleasure Craft (private and commercial) and Tourist Accommodations. Licences were also delivered to **235** skippers during the same period.



- carried out a total number of **2549** inspections and established **104** contraventions in respect of both land and sea-based activities.

Under its Sustainable Island Mauritius project which is funded by the European Union under the Switch Africa Green Programme, a series of initiatives has been implemented during the financial year 2021-2022 namely:



- Launch of a Green Finance e-pamphlet entitled *“Applying green strategies for building back better”* with Financial Institutions and Operators.
- Launch of MauPHI (Mauritius Pro-handprint Innovation) Guidebook and toolkit.
- Several workshops and webinars were organised to enable local artisans & handicraft sector to develop sustainable, marketable products for sale in the local market.
- The *“Making Mauritius a Green Destination”* - To sensitise operators on the importance of green and sustainable tourism and how it impacts on their organisations.
- *“Tourism in Mauritius – What’s next?”* – To discuss on the recommendations of the report on “Low Carbon and Resilient Mauritius”
- A discovery tour was organized in May 2022 to encourage operators to support the local artisans by including them within specific tours or packages for tourists.



- The Tourism Authority organised the first edition of the **Sustainable Tourism Mauritius Awards** in May 2022, giving recognition and appreciation to tourism operators, local producers, and entrepreneurs who have been actively participating in SIM project.
- **Capacity Building Training for Tourist Drivers.** More than 200 drivers have successfully completed the programme.

- **Training of Tourism Professionals in Rodrigues.** The core objective of the course was to deliver the basis knowledge of customer service, quality assurance and the concept of sustainable tourism. Around 600 operators have been fully trained over the past years.
- The Tourism Authority triumphs at the **WTM Africa Responsible Tourism Awards.** On 11th April 2022, it was announced that SIM received the Silver Distinction at the WTM Africa Responsible Tourism Awards in the category “Destinations Building Back Better Post-COVID.”



The national clean-up campaign #RespekteMoris was launched in July 2021, a sustainable initiative in partnerships with the Ministry of Environment, Solid Waste Management and Climate Change, together with the European Union, local authorities, and the tourism stakeholders including AHRIM, with the aim of making Mauritians change their attitude towards littering and be more responsible and conscious when handling wastes.



Nine awareness-raising campaigns have been carried out so far around the island and on three distinct islets up to November 2021. The Cleaning and Embellishment Unit of the Tourism Authority has been working in joint collaboration with the different tourism stakeholders in removing garbage and waste materials, clearing the surroundings, painting and refurbishing kiosks and toilets, and distributing new bins in the surrounding villages.

2.4 MAURITIUS TOURISM PROMOTION AUTHORITY

(i) Promotional Activities

On 01 October 2021, Mauritius reached its pinnacle point in terms of the full resumption of the tourism sector, which has been at halt since March 2020. This was the result of a collective public-private focused efforts to bring the tourism sector back to life.

The ‘re-assurance’ battle was a must and could not be missed. It was imperative to showcase Mauritius as being a safe destination and its world-class image redeemed.

The strategy put in place, ensured that the ‘re-assurance’ message was seamlessly disseminated across markets. The tour operators were encouraged to feature Mauritius in their overall sales strategy, which generated demand for airlines servicing Mauritius to sustain their weekly frequencies, and eventually increase to pre-pandemic levels.

The 're-assurance assets' were released via the *MauritiusNow* micro site at different intensity as from June 2021. It comprised mainly of videos emphasizing the safety and sanitary protocols established to welcome tourists in a safe environment and customer travel journey: visual dimension of the journey and explaining the Post Covid-19 travel protocols, teaser videos focusing on the various facets of the destination, campaigns and taglines ;*Mauritius is Open, Let's Go to Mauritius, It's Time to Discover'*, Movie '*Resort To Love*' portraying Mauritius iconic spots where the movie was produced, emotional videos: 'Mauritius beyond the beach': people, landscape and food.

Destination communication was also supported by '*Influencers*' from France, UK and Germany. The content generated by the influencers were pushed via social media channels and through paid advertising.

The news that Mauritius is opened was also broadcasted from 27th September to 15th October 2021 via the mainstream media in France [FR 1, FR 3 and FR 5], UK [Sky Channel], South Africa [DSTV], Reunion [Antenne Reunion], the industry was well on track.

As a further impetus, a number of demand/supply led actions such as direct trade support, virtual events (Fairs, roadshows, webinars and online training) were organised in France, UK, Germany, Eastern Europe, Middle-East, Reunion, India and South Africa. Joint Promotion Campaigns with volume tour operators in the targeted markets and with airlines such MK: price driven campaigns in Reunion, South Africa, France and UK, Christmas, school holidays, new year with British Airways , Eurowings, Condor: Winter and spanning to Easter , Turkish & Emirates: Hub strategy via their traditional networks [Internal assets] and paid and targeted consumer-centric advertising on social media, Edelweiss: Targeting mainly the winter season: October 2021 to January 2022.

Organisation of a Mega Fam Trip with the participation of 110 tour operators and 15 representatives of International Press.

As from April 2022, an increase in tourists' arrivals was noted. Marketing activities, including innovative social media marketing intensified in the key markets and MTPA presence jointly with the private sector [Fairs and roadshows] in the main and the opportunity markets accentuated: Main markets: France, UK, Germany, Switzerland, Austria, Middle East, India, South Africa/ Opportunity markets: Belgium, Nordics and Eastern Europe.

(ii) List of Fairs, Roadshows and Workshop

The MTPA participated in the following fairs

- TOP RESA – September 2021
- World Travel Market – November 2021
- Dubai Expo – January 2022
- BIT (Italy) – February 2022
- ITB 2021 – March 2022 (virtual)
- ILTM Luxury Fair (South Africa) – April 2022
- Arabian Travel Mart – May 2022
- INDABA (South Africa) – May 2022
- Road shows were also carried out in India, eastern European markets, South Africa, Uk and Reunion

(iii) Dubai Expo 2020

The Dubai Expo 2020 was a World Expo hosted by Dubai, in the United Arab Emirates, from 1 October 2021 to 31 March 2022. Expo 2020 Dubai themed “Connecting Minds, Creating the Future”. The aim of the Expo was to connect people from various fields, notably in art, culture, geography, science, technology, innovation, and invention.

The Mauritius pavilion themed “Roots of the Future” was motivated by the following key objectives:

- Increase the visibility of Mauritius during the Dubai Expo 2020 for the UAE/AGCC Region
- Showcase Mauritius as a vibrant tourist destination at international level connecting 192 countries
- To boost the tourism industry and create international business opportunities, with focus on the re-opening
- The tourism kiosk within the pavilion will further support hoteliers & DMC’s to promote their holiday and excursion packages throughout the six months
- To provide an international business forum to local tourism players
- Generate engagement/interaction with potential international tourism players
- Enhance visibility of Mauritius as a safe destination and brand engagement

The MTPA had the responsibility to manage the day to day running of the Mauritian pavilion. In this context, three Tourism Promotion Officers (TPO) has been appointed to coordinate the operations of the pavilion.

The Mauritius pavilion strategically located, next to the Dubai pavilion played a vital role and deployed an ongoing dynamic program and activities throughout the six months of Expo. In this context, MTPA jointly with EDB promoted Mauritius as a prominent tourist destination in the Indian Ocean. Major business networking forums and promotional events were held during six months in Dubai.

The MTPA with the collaboration of Aviareps Middle East organised the main promotional events which was held during the ‘Travel and Connectivity week’ from 9 to 15 January 2022.

Activity 1: Press campaign in the UAE ‘Mauritius is Open’:

Activity 2: Teaser Campaign Promotion Mauritius is open July - September

Activity 3: Radio Campaign with Arabian Radio Networks (ARN) Dubai

2.5 TOURISM EMPLOYEES WELFARE FUND

The Tourism Employees Welfare Fund (TEWF) was set up under the Tourism Employees Welfare Fund Act 2002 to provide for the welfare needs of the employees of tourism enterprises and their families. To this end, the TEWF is implementing various financial, educational, social and outdoor welfare schemes for the benefit of employees and their families.

In order to promote the employee in his everyday life, the TEWF also provides on-the-job training facilities to the employee of the sector through financial support to meet their training costs and organise on job competitions namely for Chefs, Barista, Housekeepers and Front Office employees. Also sport competition and hiking to nature sites are organised on regular basis.

During the financial year 2021/2022 the TEWF had disbursed an amount of Rs 725,000 under the Educational Schemes and Rs 4,963,000 for the social scheme namely Retirement Gift, Death Grant, Marriage Gift and Parental Gift.

2.5.1 TEWF Brainstorming

The Tourism sector was one of the hardest-hit sectors by the coronavirus pandemic. It had not only disrupted tourism operations but also run upside down the future and lives of employees in different ways. Many employees of the Sector had to retire from service through voluntary retirement scheme set up by Employer. Employment was preserved only through the Government funded “Wage Assistance Scheme”. The impact of Covid-19 had forced the whole industry to embrace huge changes in the workplace due to economic difficulties.

In this context the Tourism Employees Welfare Fund had organised a Brainstorming Session on Thursday 31st March 2022 at Voila Hotel - Bagatelle based on the ‘new challenges facing TEWF in the provision of welfare to employees of the tourism sector and their families - Navigating through the Covid Storm’.

Sixty five delegates were present including TEWF’s Staff members, board’s members and the chairperson and official from the parent ministry. The brainstorming session enabled representatives of employers and employees to evaluate and discuss the present services offered by TEWF such as schemes/loans/activities/facilities as well as to formulate new ideas/schemes/activities to be implemented in the future.

Various recommendations made during the Brainstorming Session were examined and submitted for approval to the TEWF’s board before implementation.

TEWF on-the-job competitions

The TEWF in collaboration with the Ecole Hôtelière Sir Gaëtan Duval organised two on-the-job competition namely, the Battle of the Barmen Cocktail Competition to mark the World International Cocktail Day was organized among 27 professionals of the Tourism Sector on 13th May 2022, and the Saint Honoré Cake Competition was organised among 25 Pastry Chefs. The winners of the competitions were as follows.

	Name	Establishment	Prize
Battle of the Barmen Cocktail Competition to mark the World International Cocktail Day			
Winner	Mr Alexandre Rangapanaiken	Le Meridien	Rs 10,000
Runner Up	Mr Adarsh Mooklall	Lux Grand Baie	Rs 5,000
Second Runner up	Mr Ithesh Jhugroo	The IRISH PUB	Rs 3,000
Saint Honoré Cake Competition			
Winner	Mr Lim chin kin Kristel Kim Lien	Le Cannonier Hotel	Rs 10,000
Runner Up	Mr Abdool Nassif	Ambre Hotel	Rs 5,000
Second Runner up	Mr Antoinette Armel	Dinarobin Hotel	Rs 3,000

2.6 ECOLE HOTELIERE SIR GAETAN DUVAL (EHSGD)

ENROLMENT

- **Full time courses**

A total of 322 full time students and 604 apprentices were enrolled in fulltime award courses which started on the 7th February 2022.

- **Part time courses**

A total of 395 persons were trained in 30 part time courses. These include refresher training for employees of the sector, employees from public sector and vulnerable groups

MARKETING/PROMOTION, SOCIAL ACTIVITIES

During the last two years, with the Covid-19 pandemic, the EHSGD was not able to carry out any marketing activities in public due to the strict sanitary measures put in place.

With the gradual lifting of these measures, the EHSGD has organised events with the participation of public/hotel employees which have contributed to enhance its reputation in the sector and create awareness in the public and amongst stakeholders.

The following activities were held during the year 2022. Sponsors and other collaborators were sought to cover costs involved.

Date	Events	Activities
13 May 2022	World Cocktail Day	Cocktail Competition open to barmen of Hotels in line with the World International Cocktail Day. 36 participants from various hotels/restaurants took part in the competition
19 & 20 May 2022	La Fête du Pain	A Bakery and a Pastry Competition for trainees from 7 training schools and Pastry Chefs from hotels were organized on 19 & 20 th May 2022,
16 May 2022	Journée internationale contre la faim	Lunch was offered to 40 disabled children
21 June 2022	Music Day	NC3 Leisure students offered a musical show to all MITD students in the gymnasium.

2.7 STATUS ON IMPLEMENTATION OF KEY ACTIONS 2021/2022

Vote 3-3: Tourism					
Outcome	Outcome Indicator		Target 2021/22	Achievement at 30 Jun 2022	Remarks
Mauritius maintained as an attractive and sustainable tourist destination	Tourist arrivals		650,000	553,111	
Delivery Unit	Main Service	Key Performance Indicator	Target 2021/22	Achievement at 30 Jun 2022	Remarks
Ministry of Tourism	Improve and diversify tourism products	Number of tourism signage panels maintained and upgraded	75	NIL	<p>The Consultant for the tourism signage panels project could not complete his assignment in FY 2020/2021 in view of the COVID-19 pandemic. The PPO advised the Ministry to approach the Ministry of Finance, Economic Planning and Development (MOFEPD) regarding possibility to award a contract to the same consultant through direct procurement under the "Expert Skills Scheme" to enable the latter to complete his assignment. The MOFEPD informed us in October 2021, that our request had not been approved.</p> <p>Following new tender exercise, contract for consultancy services has been awarded on 18 April 2022. Site visits were conducted from 26 April to 27 May 2022, with a view to working out scope of works, bill of quantities and bidding documents for launching of tender.</p>
MTPA	Market and promote the Mauritian tourist destination	Tourism earnings (Rs billion)	45	Rs 39.6Bn billion (Jul 21-Jun 22)	
		Number of online campaigns	140	150	
Tourism Authority	Regulate activities in the tourism sector	Percentage of compliance in inspections	80%	95.46%	
Ecole Hôtelière Sir Gaëtan Duval	Provision of training in the hospitality sector	Percentage of students who successfully complete courses	90%	91%	The pass rate relates to October 2021 exams and results being released in March 2022.

2.8 IMPLEMENTATION PLAN – DIRECTOR OF AUDIT COMMENTS

The following comments, among others, were made in the Director of Audit Report for the Financial Year ended June 2022.

ITEM	Action Taken
Non-reimbursement of Quarantine Charges by a Travel Agent – Rs 10.6 million	<p>An international recruiting agency appointed a local Travel Agent to act as its representative vis-a-vis the Mauritian authorities in connection with the quarantine of Mauritian crew of cruise liners represented by the recruiting agency. A quarantine agreement was signed between the local Travel Agent and the MOHW/MTPA for each repatriation exercise. The agreement provided, among others, that cruise companies would pay a package of US \$ 1,300 for each crew member for a 15-day cycle in quarantine, representing costs for accommodation, catering and sanitary kit.</p> <p>The invoice for 190 cruise workers of US\$ 247,000 (approximately Rs 10.6 million) was still outstanding. A Notice of 'Mise en Demeure' was served to the Travel Agent on 11 October 2021. As the concerned local Travel Agent did not respond to the Mise en Demeure served by MTPA, the Authority's Legal Adviser has initiated legal actions to recover the amount due. A first hearing was held on 05 May 2022. The case was postponed to 08 September 2022, for mention to be in shape.</p>
PCR Tests and Other costs Receivables	<p>As of January 2022, an amount of Rs 807,362 was yet to be collected for the PCR tests and other costs.</p> <p>The MTPA has initiated legal action to recoup the outstanding amount</p>
Quarantine Costs - Wakashio USD 27,200 (Rs 1,149,200)	<p>The MTPA was entrusted the responsibility to oversee charges arising from the quarantine of sailors of the Wakashio shipwreck.</p> <p>The matter has been resolved as the firm Mitsui OSK Lines Ltd has already paid USD 15,030 for quarantine of sailors of MV Wakashio on 28 January 2022.</p>
Quarantine Expenses not reimbursed by Individual – USD 2600 (Rs 102,180) -Case of Mrs Nasapen and Mrs Dede	<p>The General Consulate of Saudi Arabia has paid an amount of USD 1,300 on 17 January 2022 on behalf of Mrs Dede. As Mrs Nasapen was concerned, the MTPA was making the necessary arrangement to recover the outstanding amount.</p>



3.1 FINANCIAL HIGHLIGHTS



As per budget estimates, for financial year 2021/2022, the Ministry of Tourism has only one vote under its control, namely: 3-3 Tourism.

3.2 ANALYSIS OF MAJOR CHANGES

The overall budgetary allocation of the Ministry of Tourism was Rs 308.6 million for the financial year 2021/2022, out of which Rs 226.4 was allocated as Grant as follows:

Institution	Amount (Rs)
Mauritius Tourism Promotion Authority	60 million
Tourism Authority	111.7 million
Ecole Hoteliere Sir Gaetan Duval	54.7 million

3.3 STATEMENT OF REVENUE AND EXPENDITURE

Table 4.1: Statement of Revenue 2021/2022

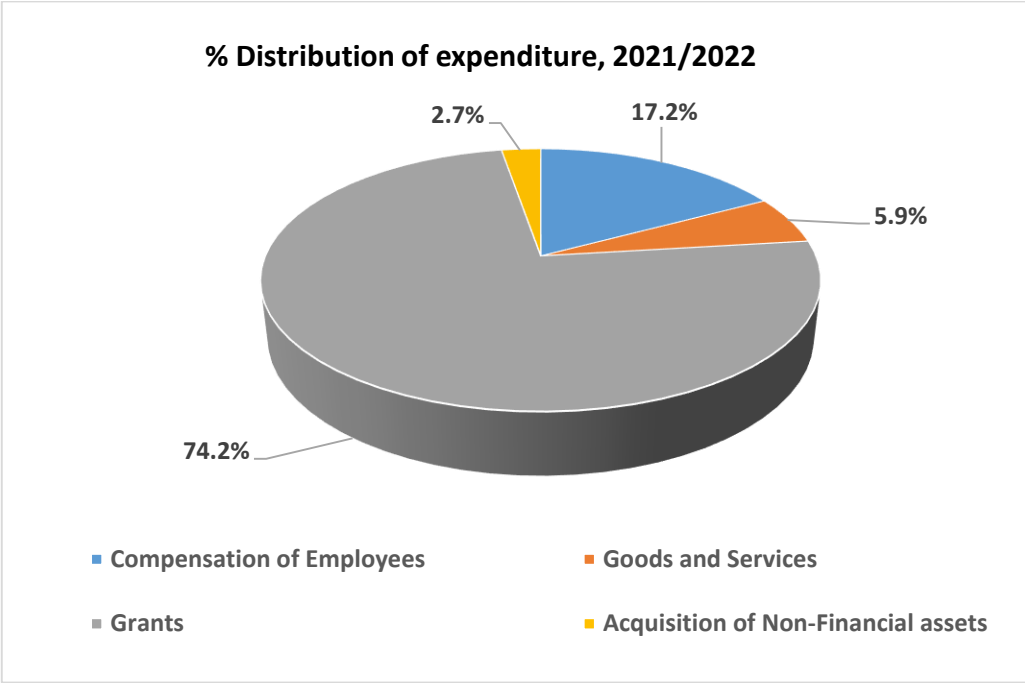
STATEMENT OF REVENUE 2021/2022			
	2020/2021	2021/2022	2021/2022
Revenue	Actual	Estimates	Actual
Rs Million	Rs 000	Rs 000	Rs 000
Property Income	-	-	-
Sales of Goods and Services	-	-	-
Fines, Penalties and Forfeits	-	-	-
Miscellaneous Revenue	-	-	-
Total Revenue from property Income, User Fees and Other sources	-	-	-

Table 4.2: Statement of Expenditure 2021/2022

Statement of Expenditure 2021/2022			
Head/Sub-Head of Expenditure Rs Million	2020/2021 Estimates Rs 000	2021/2022 Estimates Rs 000	2021/2022 Actual Rs 000
Compensation of Employees	40,760	45,100	44,730
Goods and Services	16,445	17,400	15,492
Subsidies	0	0	0
Grants	504,395	213,100	193,290
Social Benefits	0	0	0
Other Expense	0	0	0
Acquisition of Non-Financial assets	12,000	16,000	7,065
Acquisition of Financial assets	0	0	0
TOTAL	573,600	291,600	260,577

The pie chart below gives a graphical distribution of the expenditure incurred during the last financial year.

Figure 4.2 Expenditure 2021/2022



PART IV – WAY FORWARD

4.1 TREND AND CHALLENGES

4.1.1 TRENDS

- The socio-economic impact of the ongoing COVID-19 pandemic and the Russia-Ukraine war are likely to challenge the recovery of the global travel and tourism.
- Moving towards the digitalisation of all the operations (licensing and administrative) The Tourism Authority intends to digitally transform its licensing processes and computerise all its administrative processes. This will allow the simplification of several processes at the TA, thus moving towards a paper-free system.
- Encouraging sustainable practices in tourism business operations.

4.1.2 CHALLENGES

The financial year 2021-2022 was marked by the reopening of the tourism industry and the continuing spill over effects of the COVID-19 pandemic on tourism activities, triggering unprecedented volatility and uncertainties.

Short Term Challenges

- Increasing bookings from international markets to attain 2019 level of tourist arrivals and encourage increase in length of stay.
- Developing inland and cultural tourism to increase tourism spend and enhance overall customer experience.
- Easing sanitary restrictions to reduce the burden of travel.
- Mitigating the impact of increase in oil prices on long haul travel.

Medium Term Challenges

- Developing new niches with focus on Silver Hair Travelers, Digital Nomads and high net worth individuals
- Greening of the tourism sector
- Enhancing the attractiveness of Mauritius as a safe homeport for cruise tourism
- Adapting the tourism product portfolio to the changing tourist profile.

4.1.3 STRATEGIC DIRECTION

Consolidating the position of Mauritius as a safe destination

- Ease sanitary protocols while maintaining essential and customer-friendly sanitary measures.
- Implement zoning plans in the lagoon to ensure safety and security.
- Intensity Marketing and promotion of the destination.

Improving Tourism Spending

- Improve infrastructure and services of our tourist attractions.
- Organise events and market them through a calendar of events on the MTPA website.

- Promote cultural tourism and nature-based tourism to complement our core product.

Support adequate connectivity with key and opportunity markets

- Restore same level of connectivity as prior to pandemic
- Encourage the increase in frequencies of existing airlines
- Encourage airline from opportunity markets to operate
- Strengthen cruise tourism marketing
- Promotion of the vanilla region as a high-end cruise destination and motivate cruise liners to come to Mauritius
- Exploits hubs and their powerful networks

Mainstream eco-friendly practices in tourism development

- Elaboration of standards/guidelines based on sustainability principles for the conduct of tourism activities
- Implementation of the new accommodation strategy
- Capacity building of tourist operators

Encouraging long stay tourism

- Adapted marketing focused on two global emerging segments, i.e. Digital Nomads and Silver Grey
- Provide incentives to use existing SME facilities for private sector to set up digital nomad hubs and provide comfortable working areas in cafes with high speed WIFI