

ANNUAL REPORT ON PERFORMANCE

FOR FINANCIAL YEAR

2023/2024

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 Senior Chief Executive.....	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	13
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	15
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 RISK MANAGEMENT FRAMEWORK	16
1.14 MAIN LEGISLATIONS	16
1.15 OVERVIEW OF PARASTATAL BODIES UNDER THE AEGIS OF THE MINISTRY	16
PART II – ACHIEVEMENTS AND CHALLENGES OF THE MINISTRY	19
2.1.1 INDUSTRY PERFORMANCE	20
2.1.2 ZONING OF LAGOON PROGRAMME	21
2.1.3 TOURISM SIGNAGE	22
2.1.4 UN TOURISM	22
2.1.5 VANILLA ISLANDS ORGANISATIONS (VIO).....	23
2.1.6 FESTIVAL KILTIR EK LANGAZ KREOL MORISIEN EDISION 2023	24
2.2 ACTIVITIES OF PARASTATAL BODIES	24
2.2.1 TOURISM AUTHORITY	24
2.2.2 MAURITIUS TOURISM PROMOTION AUTHORITY	25
2.2.3 TOURISM EMPLOYEES WELFARE FUND	26
2.2.4 ECOLE HOTELIERE SIR GAETAN DUVAL (EHS GD)	28
2.3 STATUS ON IMPLEMENTATION of KEY ACTIONS 2023/2024	29
2.4 IMPLEMENTATION PLAN – DIRECTOR OF AUDIT COMMENTS	30
PART III - FINANCIAL PERFORMANCE OF THE MINISTRY	31
3.1 FINANCIAL HIGHLIGHTS	32
3.2 ANALYSIS OF MAJOR CHANGES	32

3.3 STATEMENT OF REVENUE AND EXPENDITURE	32
PART IV – WAY FORWARD	34
4.1 TRENDS AND CHALLENGES	35
4.1.1 TRENDS	35
4.1.2 CHALLENGES	35
4.1.3 STRATEGIC DIRECTION	36

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

As international tourism continues to flourish, adapting and reinventing itself to respond to economic, geopolitical and environmental challenges, the importance of this key sector is being manifested extensively, especially in Small Island Developing States (SIDS) like Mauritius. In this context, I am pleased to present the Annual Report for the Ministry of Tourism for the Financial Year 2023/2024.

According to UN Tourism, following an 88% recovery registered in 2023, international tourism is well on track to experience a full recovery by the end of 2024. More recent data from UN Tourism for the first quarter of 2024 reveals that international arrivals reached 97% of 2019 levels. Tourism in Mauritius has remarkably outperformed global figures twofold, registering 97% recovery in 2023 compared to 2019, and 100% recovery in the first quarter of 2024 compared to the corresponding period pre-pandemic. Moreover, tourism earnings in FY 2023/2024 amounted to Rs 88.7 billion compared to Rs 61.6 billion in FY 2018/19.

This commendable performance allows us to conclude that tourism in Mauritius is faring comfortably well, and that the disruptions caused by the COVID-19 pandemic are now behind us. However, in this post-pandemic era, our tourism sector is facing new global challenges which require adequate responses, taking into consideration the specificities of Mauritius as a SIDS. These challenges include geopolitical instabilities and the rising cost of living, which inevitably impact on travel. At the local level, the challenges we now face relate to diversifying our tourism product portfolio, tapping new markets, leveraging on technology to improve customer experience, transitioning towards a sustainable island destination, ensuring optimal conditions for travel and access to Mauritius and talent management in the tourism sector.

During the Financial Year 2023-2024, despite being the most geographically distant SIDS from mainland Africa, Mauritius was at the forefront of African tourism when we hosted the 66th Meeting of the UN Tourism Commission for Africa (CAF) on 26 July 2023. This milestone event engaged the participation of over 200 delegates, including 22 African Ministers of Tourism, as well as a number of international dignitaries. The 66th Meeting culminated in the Chairmanship of the CAF for the period 2023 to 2025 being conferred to Mauritius. This was the first time in the history of UN Tourism that Mauritius has been entrusted with such a prestigious role at the regional level.

In addition to Chairmanship of the UN Tourism CAF, Mauritius took over Chairmanship of the Vanilla Islands Organisation (VIO) for the period 2024/2025 at the Annual General Meeting of the VIO, held in Madagascar in June 2024. This regional organisation serves to promote tourism within the Indian Ocean region, and Mauritius, in its capacity as Chair, will have an instrumental role in leading these initiatives throughout the next Financial Year.

On the sustainability front, we have made great strides in our endeavour to become a sustainable island destination. Initiatives have been taken during the Financial Year to encourage the industry to endorse sustainable practices, and to enhance the visibility of Mauritius as a sustainable destination on the international stage through strategic bilateral networking efforts. A major achievement has been the recognition of Bel Ombre in the Top 100 'Best Sustainable Stories' by global eco-visionaries at the Green Destination Summit held in Estonia in October 2023. The certification process for Bel Ombre is currently underway and is expected to be completed by December 2025. Furthermore, the 'Horizon.eco' digital platform was launched in Mauritius in November 2023. Co-financed by the Tourism Authority and the

'Organisation Internationale de la Francophonie', this platform is providing comprehensive resources and tools for tourism stakeholders to enhance their sustainability practices.

Insofar as destination promotion is concerned, we are continuing to work hand in hand with both public and private sector stakeholders to enhance the visibility of Mauritius in our main markets, develop opportunity markets and explore new markets. The tourism arrivals figures speak for themselves as the fruits of this continued and concerted effort to showcase our beautiful island.

On a general note, I am confident that tourism in Mauritius will continue to thrive in spite of the many challenges that we are currently facing, and that are yet to come. Moreover, I am of the view that tourism is inherently an instrument of peace, and it has the unique ability to foster both people-to-people diplomacy beyond borders, as well as inclusiveness at local community level.

As we embark on a new Financial Year, with new opportunities and challenges ahead, I would like to extend a word of appreciation to the personnel of my Ministry, the tourism industry partners, and all the stakeholders of the sector, for their unwavering support. The hard work of one and all throughout the year has made our achievements of today possible. I trust that a continuation of these efforts will serve to bring our tourism sector to new heights.

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

STATEMENT FROM THE SENIOR CHIEF EXECUTIVE

As we reflect on the past financial year, I am proud to share that the tourism sector has demonstrated remarkable resilience and growth. The year 2023/2024 marked a significant turning point, with international tourist arrivals reaching 97% of pre-pandemic levels and tourism earnings surging to Rs 88.7 billion. This remarkable recovery underscores the sector's pivotal role in our economy and reaffirms Mauritius as a prime destination in the Indian Ocean.

Our strategic initiatives have proven effective. Mauritius successfully attracted over 1.3 million tourists, with notable increases from key markets such as France, South Africa, and India. Our efforts to diversify markets are showing positive results, particularly in Eastern European and Middle Eastern regions. The cruise segment is also displaying promising signs of recovery, setting a positive trajectory for future growth.

We continue to prioritise sustainability as an engine of growth by aiming to achieve green destination status by 2030. Initiatives such as the Horizon.eco digital platform and the Sustainable Tourism Mauritius Awards exemplify our dedication to responsible tourism practices.

Our collaboration with international partners, including the UN Tourism and the Vanilla Islands Organisation, has strengthened Mauritius' position on the global stage. Hosting the UNWTO Commission for Africa in July 2023 and assuming the Chairmanship of the Vanilla Islands Organisation are testimony to our continuous efforts front to increase the visibility of the destination.

Looking ahead, we will continue consolidating our position as a premium destination by enhancing our visibility, diversifying our offerings, and ensuring inclusivity and sustainability in tourism development. As we navigate the evolving landscape of global tourism, our commitment remains steadfast—to uphold Mauritius as a leading, safe and sustainable destination.

I wish to seize this opportunity to extend my heartfelt gratitude to the Hon Deputy Prime Minister, Minister of Housing and Land Use Planning, Minister of Tourism for his vision and leadership and all stakeholders, partners, and staff of the Ministry whose dedication and hard work have been instrumental throughout this journey.

Mohammad Shamad Ayoob Saab
Senior Chief Executive

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) 2023/2024. 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

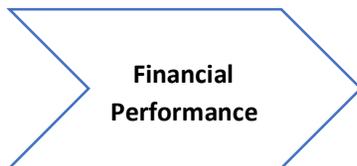


Part I outlines the vision, mission, roles and functions of the Ministry and parastatal bodies operating under its aegis. It gives a brief overview of the structure of the Ministry in pursuance of its policy making and service delivery objectives.

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.

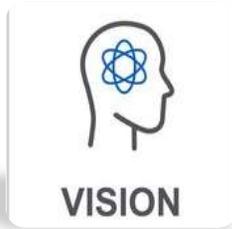


Part IV analyses the trend and challenges facing the tourism sector that may impact on the policy orientation of the Ministry. The strategic directions of the Ministry over the next three years are defined.

ABOUT THE MINISTRY



1.1 VISION, MISSION, AND STRATEGIES



- A leading and sustainable Island Destination



- 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 market
- To broaden the tourism portfolio to include eco-tourism, spa and wellness tourism, cruise tourism, cultural tourism, business tourism and sports events



- 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; and
- make leisure and recreational activities accessible and affordable to the population at large.

1.3 OVERVIEW OF THE MINISTRY

The Senior Chief Executive 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 Senior Chief Executive is assisted in his duties by a Permanent Secretary, 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 manned by 87 staff. The organisation chart of the Ministry is at **Appendix I**.

Four Statistical Officers/ Senior Statistical Officers are posted on a full-time basis to the Ministry under the supervision of one Statistician who is based at the Statistics Mauritius.

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 Safety and Health 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 set by Government for the development of the tourism sector.

The Technical Section 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 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.

Necessary action has been taken to report funded vacancies in departmental grades and forthcoming vacancies that are likely to arise following retirement, or otherwise, are closely monitored.

1.4 ABOUT OUR PEOPLE – STAFFING POSITION



SN	Name of Officers	Contact Details
1.	Mr Mohammad Salim Ferhat JOOMUN Senior Chief Executive (up to 12 December 2023)	Phone : 211-7930 Ext 201/202 Fax : 211-0058 Email : mjoomun@govmu.org
2.	Mr Mohummad Shamad AYOOB SAAB Senior Chief Executive	Phone : 211-7930 Ext 201/202 Fax : 211-0058 Email : mayoobsaab@govmu.org
3.	Mr Jean Daniel Philippe LABONNE Permanent Secretary	Phone : 211 7930 Ext 356 Fax : 208 6776 Email : jlabonne@govmu.org
4.	Ms Gyaneswaree CALLYCHURN Deputy Permanent Secretary (up to 22 April 2024)	Phone : 211-7930 Ext 228 Email : grcallychurn@govmu.org

5.	Mrs Ishrat Bibi MOORABY Acting Deputy Permanent Secretary With effect from 23 April 2024	Phone: 211-7930 Ext. 224 Email: imooraby@govmu.org	
6.	Mrs. Purvashee BANARSEE Assistant Permanent Secretary	Phone: 211-7930 Ext. 225 Email: pbanarsee@govmu.org	
7.	Mr Nirvaan Nareshlall SEEDOYAL Assistant Permanent Secretary (up to 20 September 2023)	Phone: 211-7930 Ext. 226 Email: nseedoyal@govmu.org	
8.	Ms. Govindee Namrata DEELCHAND Temporary Assistant Permanent Secretary (up to 24 June 2024)	Phone: 211-7930 Ext. 226 Email: gndeelchand@govmu.org	
9.	Ms. Ruksha DOORGACHUN Temporary Assistant Permanent Secretary	Phone: 211-7930 Ext. 226 Email: rdoorgachun@govmu.org	
10.	Mr Ashwin Kumar SEETARAM Director Tourism	Phone : 211-7930 Ext 335/336 Email : ashseetaram@govmu.org	
11.	Mrs. Sharmila NARAYANEN Principal Tourism Planning Executive	Phone: 211-7930 Ext. 348 Email: snarayanan@govmu.org	
12.	Mr Rishi PURUSRAM Principal Tourism Planning Executive	Phone: 211-7930 Ext. 345 Email: rpurusram@govmu.org	
13.	Mrs Paola LI SHUK KUNG-TOOFANY Senior Tourism Planning Executive	Phone : 211 7930 (Ext 339) Email : ptoofany@govmu.org	
14.	Mr Beesham DWARKA Senior Tourism Planning Executive (with effect from 05 December 2023)	Phone : 211 7930 (Ext 343) Email : bdwarka@govmu.org	
15.	Mrs Chintamane BISSUMBHUR Organiser, Leisure Events	Phone : 210-9151 Fax : 210-6225 Email : cbissumbhur@govmu.org	
16.	Mrs Ummeeta GHUNOWA-RAMLALL Senior Leisure Events Officer	Phone : 210-9644 Fax : 210-6225 Email : uramlall@govmu.org	
17.	Mrs Linda Tang Chow Siong CHEUNG HI YUEN Manager, Human Resources	Phone: 211-7930 Ext. 222 Email: lcheung-hi-yuen@govmu.org	
18.	Mr Gurudeo Murlidhar Prushad JANKEE Manager, Financial Operations (up to 11 September 2023)	Phone: 211-7930 Ext. 233 Email: giankee@govmu.org	
19.	Mr. Muhammad Amine MOHAMED Manager, Financial Operations	Phone: 211-7930 Ext. 233 Email: mamohamed@govmu.org	
20.	Mrs. Beebee Safinah HOSENBUX Assistant Manager, Procurement and Supply (up to 14 November 2023)	Phone: 211-7930 Ext. 211 Email: bhosenbux@govmu.org	
21.	Mrs. Siong Mee CHAN CHIT CHEONG Assistant Manager, Procurement and Supply	Phone: 211-7930 Ext. 211 Email: schan-chit-cheong@govmu.org	
OTHER STAFF			
Tourism Planning Executive	10	Office Management Assistant	4
Tourism Enforcement Officer	1	Management Support Officer	27
Human Resource Executive	1	Confidential Secretary	4
Leisure Events Officer	2	Word Processing Operator	1

Principal Financial Operations Officer	1	Receptionist/Telephone Operator	1
Assistant Financial Operations Officer	1	Head Office Auxiliary	1
Procurement and Supply Officer/ Senior Procurement and Supply Officer	1	Office Auxiliary Senior Office Auxiliary	7
Office Management Executive	3	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 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 Human Resources Department is responsible for carrying out training needs analyses of the Ministry on a yearly basis. The staff 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 technical competencies and knowledge.

Overseas training and capacity building sponsored by international organisations 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 officers. International exposure helps the officers to broaden their horizon, learn international best practices and network with their counterparts from other countries.

An amount of Rs 200,000 was earmarked for the training of staff of this Ministry for Financial Year 2023/2024 and 86.5% of the allocated budget, i.e. an amount of Rs 173,150, was spent on training programmes organised by the Civil Service College, Mauritius (CSCM) and on a customised course on "Project Management" for officers of the Technical Cadre conducted by CSCM.

Furthermore, an awareness session on "Shared Understanding on Gender-Based Violence" and a training session for "Fire Fighting Personnel" were also conducted during the year.

A breakdown of the number of officers who have attended training/workshops/seminars during the Financial Year 2023/2024, is shown in the table below:

Training/Workshops/Seminars	No. of Staff
Overseas	4
Local	50
In-house	40
Online (International)	1

(ii) Tourism Authority

A total of 25 staff have attended training and development programmes during FY 2023/2024 as follows:

Tourism Authority	
Training/Workshops/Seminars	No. of Staff
Local	16
Online (Local)	4
Overseas	2
Online (International)	3

(iii) Mauritius Tourism Promotion Authority (MTPA)

Training and development courses have been provided to 24 MTPA staff during FY 2023/2024 as follows:

Mauritius Tourism Promotion Authority	
Training/Workshops/Seminars	No. of Staff
Local	14
In-House	10

1.7 COORDINATION COMMITTEE ON SEA-BASED TOURISM PROJECTS

A Coordination Committee on Sea-Based Tourism Projects was set up under the chair of the Ministry of Tourism comprising members from the Ministry of Housing and Land Use Planning, Ministry of Environment, Solid Waste Management and Climate Change, Ministry of Blue Economy, Marine Resources, Fisheries and Shipping, Ministry of Local Government and Outer Islands, Beach Authority, National Coast Guard, Tourism Authority, Mauritius Oceanography Institute and Economic Development Board.

The objectives of the Coordination Committee 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; and

- vi. advise on policies and measures for the sustainable development of the sea-based sector.

For the period 2023-24, the Coordination Committee has examined and assessed 5 sea-based tourism projects and made recommendations 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 set up under the chair of the Ministry of Tourism reviews progress of different hotel projects and reports on the bottlenecks encountered during implementation of these projects. In FY 2023/24, regular meetings were held with the Ministry of Housing and Land Use Planning and the Ministry of Environment, Solid Waste Management and Climate Change. The Ministry liaises with the hotel promoters on a quarterly basis to update the database on hotel projects.

1.9 AUDIT COMMITTEE

The Audit Committee was set up under the chair of the Deputy Permanent Secretary of the Ministry. The main objective of the Committee is to review the control and governance processes throughout the Ministry. The Committee also advises the Accounting Officer on corrective measures to minimise 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 chaired by the Deputy Permanent Secretary of the Ministry held two meetings in FY 2023-24. Both representatives of employees and employers form part of the Committee.

The objective of the Occupational Safety and Health Committee is to develop policies and measures for enhancement of safety and health for officers and visitors at the Ministry.

1.11 GENDER CELL COMMITTEE

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

The Ministry of Tourism in collaboration with the Tourism Authority organised workshops on gender awareness, child rights and child protection on 05 and 06 June 2024. The workshop was attended by some 100 representatives of Tourist Residences, Guesthouses, Tour Operators, Hotels and Tourism Associations. The activity was financed through the budget of Rs 200,000 for gender mainstreaming allocated to this Ministry by the Ministry of Gender Equality and Family Welfare.

1.12 ANTI-CORRUPTION COMMITTEE

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

In FY 2023/24, the Ministry kickstarted consultations with the Independent Commission Against Corruption (ICAC) to conduct a Corruption Prevention Review on the system and procedures for processing of land-based tourism projects.

The objectives of a CPR are to:

- (i) identify any systematic loopholes which may provide opportunities for corruption/malpractices;
- (ii) recommend measures to eliminate the identified corruption risks; and
- (iii) reinforce organisational integrity.

1.13 RISK MANAGEMENT FRAMEWORK

The Risk Management Framework for the Ministry sets out the overall architecture for management and mitigation of risks. The Departmental Risk Management Policy was signed and is available on the website of the Ministry.

A Risk Management Framework Committee has been set up under the chair of the Permanent Secretary, comprising all Heads of Section of the Ministry.

1.14 MAIN LEGISLATIONS



The legal framework governing the Tourism Sector comprises the:

- Mauritius Tourism Promotion Authority Act 1996;
- Tourism Authority Act 2006; and
- 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.

1.15 OVERVIEW OF PARASTATAL BODIES UNDER THE AEGIS OF THE MINISTRY

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

The roles and functions of each institution are highlighted hereunder.



MAURITIUS TOURISM PROMOTION AUTHORITY (MTPA)

The Mauritius Tourism Promotion Authority was set up under the Mauritius Tourism Promotion Authority Act 1996. 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 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 Soobeeeraj Phone: 211 – 4343 Fax: 213 – 5462 Email: tewfund@intnet.mu



Ecole Hôtelière Sir Gaëtan Duval (EHSGD)

The Ecole Hôtelière Sir Gaëtan Duval (EHSGD) operates under the aegis of the Ministry of Tourism since November 2019. The day-to-day management of the school is entrusted to Mauritius Institute of Training and Development, (MITD) whilst the Ministry of Tourism is responsible for its budget.

Title	Contact Details
Acting Training Centre Manager	Mr. NOSIB Acharyadev Karmaraj Phone: 404 7200 Email: knosib@mitd.mu

2.1.1 INDUSTRY PERFORMANCE

According to UN Tourism, international tourism in 2023 reached 88% of pre-pandemic levels, with an estimated 1.3 billion international arrivals. Following a strong rebound in 2023, international tourism is well on track to return to pre-pandemic level in 2024.

Contribution of Tourism Sector to the Mauritian Economy

Tourism remains a fundamental pillar of the Mauritian economy. Tourism earnings in FY 2023/2024 amounted to Rs 88.7 billion compared to Rs 61.6 billion in FY 2018/19.

From July 2023 to June 2024, Mauritius welcomed 1,311 009 tourists to the destination (by air) as compared to 1,351,512 tourists (by air) during the financial year 2018/2019, prior to the COVID-19 pandemic. Accordingly, the recovery rate stands at 97%.

The tourism sector has performed well for the period July 2023 to June 2024, with tourist arrivals exceeding 2019 figures in the months of March and May 2024.

The performance of the tourism sector for the financial year 2023/2024 indicates that we are on the right track.

Comparative Analysis of Tourist Arrivals - FY 2023/24 compared to FY 2022/23

In FY 2023-24, tourist arrivals by air from Europe which accounted for 64.3% of total tourist arrivals by air, reached 843,042 as compared to 787,730 tourists in FY 2022-23, representing a growth of 7.0%. Arrivals from France, our leading market which accounted for 25.0% of total tourists by air and 38.9% of the European market, increased by 12.2% to reach 327,740 in FY 2023-24. The growth of other major European countries was as follows: United Kingdom (+0.7%), Germany (+3.5%), Switzerland (+5.1%) and Italy (+3.1%).

Arrivals by air from Africa, with a share of 22.7% of total tourist arrivals by air, registered an increase of 12.3% in FY 2023-24, to attain 297,425 tourists as opposed to 264,930 in FY 2022-23. The Republic of South Africa which is among the top generating markets registered a growth of 5.6% in FY 2023-24. Growth in tourist arrivals were also observed in markets such as Reunion Island (+14.0%), Malagasy Republic (+37.1%), Seychelles (+9.9%) and Kenya (+10.2%).

Tourist arrivals by air from Asia, which constituted 9.4% of total tourist arrivals by air for FY 2023-24, increased by 5.9% to reach 123,444 compared to 116,552 for FY 2022-23. Arrivals from India increased by 11.7% to reach 54,915 tourists compared to 49,159 tourists for the previous financial year. Decrease from Saudi Arabia (-14.0%) and United Arab Emirates (-30.5%) were noted.

Tourist arrivals by air from Oceania in FY 2023-24 increased by 58.1% compared to FY 2022-23 due to an increase from Australia by 58.9%. Tourist arrivals from American continent increased by 19.0% in FY 2023-24 as a result of the performance of USA (+15.5%) and Canada (+8.3%).

Tourist arrivals by air in FY 2023-24, stood at 1,311,009 with arrivals mainly from Europe (France, United Kingdom and Germany as key traditional markets), followed by Africa (Reunion Island and Republic of South Africa) and Asia (India and Saudi Arabia).

In FY 2023-24, our top ten tourist generating countries, registered a growth of 8.9% as follows:

Country of residence	Tourist arrivals by air		% Increase
	FY 2022 - 2023	FY 2023 - 2024	
France	292,153	327,740	+12.2
United Kingdom	147,764	148,752	+0.7
Reunion Island	119,285	135,936	+14.0
Germany	107,274	111,015	+3.5
South Africa, Rep. of	99,628	105,167	+5.6
India	49,159	54,915	+11.7
Switzerland	32,992	34,669	+5.1
Italy	28,793	29,684	+3.1
Russian Federation	12,432	26,190	+110.7
Saudi Arabia	24,794	21,312	-14.0
Total	914,274	995,380	+8.9

2.1.2 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.

An amount of Rs 3.8 M was earmarked for the Financial Year 2023/2024 for the zoning of lagoon project. Cleaning of swimming zones is being carried out every eight weeks in three regions, namely the North (Pereybere, Grand Bay, Mon Choisy, Trou aux Biches), the West (Flic en Flac, Wolmar) and the East (Belle Mare, Palmar, Trou d'Eau Douce).

Reinstatement, repairs and cleaning of swimming zones has been carried out in the following regions:

- North – (Grand Baie - Trou aux Biches - Mon Choisy- Pereybere);
- East – (Belle Mare – Palmar – Trou d'Eau Douce); and
- West - (Wolmar – Flic en Flac).

Moreover, speed limit zones were reinstated at Flic en Flac and Trou d'Eau Douce.

Since 2007, the Ministry of Tourism has implemented some 15 swimming zones, four mooring zones, two prohibited zones for motorized crafts at Pereybere and Mon Choisy, seven speed limit zones, one buffer zone, two ski lanes, three snorkeling zones, two dangerous bathing zones and two Navigable Passages at Grand Baie and Riviere Noire.

2.1.3 TOURISM SIGNAGE

The Ministry of Tourism kickstarted the Tourism Signage Project in 2007 with technical assistance from the Singapore Tourism Board. This ongoing project consists of the installation of directional and information panels of international standards and icons from UN Tourism 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. Over the years, these panels have been subject to wear and tear and damage due to accidents or acts of vandalism. In this respect, these panels need to be maintained and kept in a good state to ensure that they effectively serve their purpose of guiding tourists and locals.

The Ministry has embarked on maintenance of tourism signage panels for Route 7 (*Curepipe leading to Trou aux Cerfs and the Botanical Garden*) and for Route 8 (*Flacq, Black River, Grand Port, Savanne, Plaine Wilhems and Moka*) with funding to the tune of Rs 4.6 M in the FY 2023/2024.

2.1.4 UN Tourism

The World Tourism Organisation (UNWTO), rebranded as UN Tourism in January 2024, is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism. As the leading international organisation in the field of tourism, UN Tourism 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 hosted the 66th Meeting of the United Nations World Tourism Organisation (UNWTO) Commission for Africa (CAF) on 26 July 2023, followed by a Conference under the theme, "Rethinking Tourism for Africa: Addressing Global Challenges; Promoting Investment and Partnerships" on 27 July 2023.

The event was attended by over 200 delegates from 33 countries out of the 51 African Member States in the CAF. It was the first time in the history of the CAF annual Meetings that a large number of VVIPs, including 22 Ministers of Tourism, two Deputy Ministers and four Ambassadors, participated in the event. In addition, a number of high-level dignitaries also participated in the event, including the Right. Hon. Patricia Scotland, Secretary-General of the Commonwealth, H.E. Zurab Pololikashvili, UNWTO Secretary-General, H.E. Chileshe Mpundu Kapwepwe, Secretary-General of COMESA, H.E. Ahmad Al Khateeb, Minister of Tourism of the Kingdom of Saudi Arabia, H.E. Albert M. Muchanga, Commissioner for Trade and Industry of the African Union Commission and Mrs Leila Mokadem, Director General of Southern Africa of the African Development Bank (AfDB).

In the margin of the CAF event, the following events were organised at Le Morne on 25 July 2023:

- “Best Tourism Village by UNWTO”: Unveiling of Plate for Le Morne Village and Handing over of Plate for Old Grand Port Village by the UNWTO Secretary-General. These two villages were designated as ‘Best Tourism Villages’ by UNWTO in 2021; and
- Celebration of the 15th Anniversary of the Inscription of Le Morne Cultural Landscape on the World Heritage List. The Hon. Prime Minister was present for this event.

Moreover, following the Opening Ceremony of the CAF event on 26 July 2023, the Deputy Prime Minister and H.E. Al Khateeb, Minister of Tourism of Saudi Arabia signed, in the presence of the Hon. Prime Minister, a Memorandum of Understanding in the field of Tourism between Mauritius and the Kingdom of Saudi Arabia.

The CAF Members reached consensus on conferring the Chairmanship of the CAF for the period 2023 to 2025 to Mauritius.

The Conference held on 27 July 2023 comprised two main sessions exploring pertinent subject matters for the African continent, namely “Addressing Global Challenges” and “Promoting Investment and Partnerships”, which saw the participation of a number of experts in the field of tourism, investment and economic development from across the continent. The Conference culminated in the adoption of the, ‘Mauritius Declaration: A New Path for Africa Tourism through Global Partnerships and Investment’.

2.1.5 VANILLA ISLANDS ORGANISATION (VIO)

The ‘Vanilla Islands’, which comprises Reunion Island, Madagascar, Mayotte, Seychelles, Comoros and Mauritius, is an organisation created in 2010 that aims at promoting the Indian Ocean region as a world-class holiday destination that offers unparalleled diversity and excels in sustainable tourism.

The Annual General Assembly (AGM) of the VIO is held on a yearly basis whereby VIO Member States meet to:

- review progress on activities undertaken by the VIO;
- give an update on the tourism sector in their respective island; and
- discuss forthcoming actions or projects to be undertaken by the VIO.

At the Annual General Meeting (AGM) of the VIO, held in the context of the 10th Edition of the International Tourism Fair Madagascar in Antananarivo, Madagascar, Mauritius took over Chairmanship of the VIO for the period 2024/2025.

During the AGM, the following strategic actions were agreed upon by the Member States for the period 2024/2025:

- setting up of a “Centre de Ressources Touristiques” to collect data on the Vanilla Islands region with a view to enabling better strategic decision making for the development of tourism in the region. The Centre would be funded by France through Reunion Island;
- consolidating the cruise sector with a view to promoting sustainable tourism development in the region; and
- exploring the possibility of Vanilla Islands Organisation securing funding for a study on improving air connectivity in the region.

2.1.6 FESTIVAL KILTIR EK LANGAZ KREOL MORISIEN EDISION 2023



An amount of Rs 28M was earmarked under the budget of the Mauritius Tourism Promotion Authority for the organisation of the Festival Kiltir ek Langaz Kreol Morisien

The theme for this year's Edition of FKLKM was 'Nou Langaz – Siman nou Linite'.

The Ministry of Tourism in collaboration with the Mauritius Tourism Promotion Authority and Ministry of Arts and Cultural Heritage organised the following events:

- Latelie – Langaz Kreol Morisien;
- Sware Poezi;
- Komedi Morisien;
- Festival Sinema;
- Konser Sega Lontan;
- Sware Sega Tipik;
- Zourne Zanfan/Zwe Lontan; and
- Regat, Manze Kreol Morisien, Expo Artizanal ek Konser



These events collectively attracted around 43,000 Participants.

2.2 PARASTATAL BODIES

2.2.1 TOURISM AUTHORITY



Since the Financial Year 2023/24, the Tourism Authority has actively pursued the journey towards achieving a green destination status by 2030, marked by the setting up of the Sustainable Tourism Unit at the Authority. A wide range of initiatives have been organised to engage the industry in endorsing best sustainable practices, while also enhancing the visibility of Mauritius as a sustainable destination on the international stage through strategic bilateral networking efforts.

Global Sustainable Tourism Council (GSTC) Membership: The Tourism Authority is a proud Destination Member of the GSTC. This membership has provided numerous opportunities for Mauritius to present its sustainable tourism initiatives at various international gatherings, showcasing the country's commitment to sustainability.

Webinars on Hotels Sustainability Basics (HSB): The Tourism Authority has organised several webinars focused on the HSB guidelines of the World Travel and Tourism Council (WTTC). As the focal point with the WTTC, the Authority is an active member of its Sustainability Task Force.

Bel Ombre Region Recognition: The Bel Ombre region was honoured as one of the Top 100 best sustainable stories in 2023. This recognition is testament to the region's commitment to sustainability. The certification process for Bel Ombre is currently underway and is expected to be completed by December 2025.

Sustainable Tourism Mauritius Awards: The third edition of the Sustainable Tourism Mauritius Awards was successfully organised at the Hilton Resorts and Spa on May 30, 2024. This event celebrated and recognised the outstanding contributions of various stakeholders in promoting sustainable tourism practices.

Horizon.eco Digital Platform: In November 2023, the Horizon.eco digital platform was launched. Co-financed by the 'Organisation Internationale de la Francophonie', this platform aims to provide comprehensive resources and tools for stakeholders to enhance their sustainability practices.

Sustainable Tourism Unit: The Unit continues to play a crucial role in driving the sustainable tourism agenda, ensuring that Mauritius not only meets its green destination goals but also serves as a model for other destinations globally.

Licensing and Monitoring operations for the period July 2023 to June 2024

No. of Tourist Enterprise Licence (New)	104
No. of Tourist Accommodation Certificate (New)	83
No. of Pleasure Craft (Private and Commercial) Licence (New)	121 - Private 20 - Commercial
No of Skipper's licence (New)	982
Total New Licences issued	1,310
No. of inspections carried out both land & Sea based activities	1,650
Established No. of Contraventions both land & Sea based activities	111

2.2.2 MAURITIUS TOURISM PROMOTION AUTHORITY

Promotional Activities

The promotional campaign 'Feel Our Island Energy,' launched by the MTPA in March 2023, has generated positive results in various markets. Mauritius attained 88% of market recovery with markets such as France and the UK having demonstrated growth.

The commercial partnership agreement signed with Liverpool Football Club enabled Mauritius to benefit from international exposure through celebrity visits of football legend John Barnes. His visit was covered through videos, produced jointly with a reputed local Chef, were streamed online and disseminated across global markets. Moreover, Mauritius, as a tourism destination, was visible during all the home matches at Anfield, with the '**Memories Last Forever**' campaign at the forefront.

The MTPA has adopted a strategic focus on diversifying markets which has been essential in enhancing the tourism industry's resilience. To capture the growth in tourist arrivals from Eastern European markets, the MTPA appointed Public Relations Representatives in Russia, Czech Republic, Poland, Hungary, and Romania. Simultaneously, marketing efforts were coordinated with key tourism players to boost the Middle East and Nordic markets. Joint marketing initiatives were strengthened with Kenya Airways to further develop 'bush and beach' tourism in Africa. These combined efforts have resulted in a 10% growth in our opportunity markets.

Additionally, the cruise segment is showing signs of recovery, with positive developments anticipated for the season from October 2023 to April 2024.

2.2.3 TOURISM EMPLOYEES WELFARE FUND

The Tourism Employees Welfare Fund was set up under the Tourism Employees Welfare Fund Act 2002 to provide for social and economic welfare of employees of tourism enterprises and their families. To this end the TEWF has set up various social, educational, financial and welfare schemes to meet their welfare.

The main achievements of the TEWF for the year 2023/2024 are as follows:

As from September 2023, the TEWF reviewed the Marriage Gift from Rs 4,000 to Rs 5,000 while Parental Gift was increased from Rs 4,000 to Rs 5,000. Moreover, the Retirement Gift was revised from Rs 3,000 to Rs 5,000 for those who have contributed between 10 to 15 years to the Fund and from Rs 5,000 to Rs 7,500 for those who have contributed over 15 years. Employees of the tourism sector benefitted from the following schemes:

(i) Educational Schemes

An amount of Rs 594,282 was disbursed under the educational schemes including training of employees, scholarship schemes and one-off educational grants.

(ii) Social Schemes

An amount of Rs 4,385,500 was disbursed for the one-off social grant for example Retirement Gift, Death Grant, Employee and Dependent Relative, Marriage Gift and Parental Gift.

(iii) Loans

Employees of the tourism sector contributing to the Fund are able to benefit from soft loans of Rs 50,000 at an interest rate of 7.5 % per annum repayable in 48 monthly installments. The total value of loans granted was Rs 6,850,000.

The following Welfare Activities were organised by the TEWF during the Financial Year 2023/2024:

Mixed Pétanque Tournament	The TEWF organised a Mixed Pétanque Tournament on Sunday 30th July 2023 at the Boulodrome of Quorum at Plaisance, Rose Hill. 52 Teams participated in this competition.
TEWF Football Festival	The TEWF Football Festival 2023 was held on Sunday 7th October 2023 at the Gymkhana Football Ground with the participation of 24 Teams.
TEWF Mixed Volleyball Tournament 2023	The TEWF Mixed Volleyball Festival 2023 was held on Sunday 19th May at the Pandit Sahadeo Gymnasium and 16 tourism enterprises participated in the tournament.
TEWF Mixed Domino Tournament	26 institutions were enlisted for the TEWF Mixed Domino Tournament 2024 held on Sunday 14th of April at the Activity Hall of Coromandel Community Centre, Coromandel.
TEWF Activities in Rodrigues Trail of Rodrigues 2023	<p>The TEWF in collaboration with the Commission for Tourism had launched two on-the-job free training courses namely the “Fundamentals of Hospitality Skills’ and Fundamentals of Airport Customer Service scheduled from Monday 4th to Friday 8th September 2023. 47 employees from different institution participated in the courses.</p> <p>The TEWF sponsored the participants coming from the tourism enterprises in Rodrigues in the Rodrigues Trail by contributing towards the participation fees and also rewarding the winners both male and female in all the categories.</p> <p>A certificate award ceremony was held on Monday 11th September 2023 at St Gabriel Centre</p>

TEWF Regional Office Rodrigues

The TEWF set up a Regional Office in Port Mathurin, Rodrigues in June 2024 and organised an official inauguration ceremony to mark the occasion, with the Chief Commissioner of Rodrigues as Chief Guest. The Fund had, in February 2024, recruited an Officer to be posted in the Rodrigues Regional Office. 900 employees of the Rodrigues tourism sector are contributing to the Fund as at date.

2.2.4 ECOLE HOTELIERE SIR GAETAN DUVAL (EHSGD)

The MITD Ecole Hôtelière Sir Gaëtan Duval (EHSGD), falling under the Mauritius Institute of Training and Development (MITD) and under the aegis of the Ministry of Tourism, is the main institution responsible for Technical and Vocational Education and Training (TVET) courses in Hospitality and Tourism in Mauritius.

The training centre was set up in 1971 and was formerly known as the Hotel School of Mauritius. Its creation resulted from a joint venture between the United Nations Development Programme, International Labour Organisation and the French Government with an aim to train employees in the tourism and hospitality industry.

ENROLMENT

- ***Full time courses***

The enrolment for Full Time and National Apprenticeship Programme (NAP) took place in April/May 2024. A total of 1,085 trainees were enrolled, out of which 487 were female.

- ***Part time courses***

17 Part Time courses were delivered in various fields such as Food Production, Pastry, Customer care, Housekeeping for the public, hotels and tourism employees including hospital cooks.

5 groups of school leavers were also trained in Front Office, Housekeeping and Restaurant Operations in November/ December 2023 to take summer jobs in hotels.

A total of 386 people was trained, out of which 236 were female.

- ***Output***

An average consolidated pass rate of 92% was achieved for all award courses.

EHSGD participated in various activities such as World Chef's Day, Salon du Prêt à Partir, Messe du Tourisme, International culinary competitions in Monaco and India, La fête du pain, and Open Days, Career & Job Fairs.

2.3 STATUS ON IMPLEMENTATION OF KEY ACTIONS 2023/2024

Outcome				
Mauritius maintained as an attractive and sustainable tourism destination				
Outcome Indicator			Actual 2023/24	Target 2024/25
Tourists Arrivals			1,311,009	1,400,000
Delivery Unit	Main Service	Key Performance Indicator	Actual 2023/24	Target 2024/25
Ministry of Tourism	Improve and diversify tourism products	Number of tourism signage panels maintained and upgraded	60	50
	Improve safety and security at sea	Number of new zoning systems implemented	2	2
Mauritius Tourism Promotion Authority	Market and promote the Mauritian destination	Number of Online Campaigns	500	550
		Participation in Fairs	12	13
		Roadshows	18	20
Tourism Authority	Regulate Activities in the sector	Number of Licensed Operators	447	469
		Number of Licensed Tourist Establishment inspected	1,704	1,789
	Sustainable Tourism Unit	Number of engaged operators on the Horizon.eco platform	50	500
		Number of Certified GSTC Operators	43	50
Ecole Hôtelière Sir Gaëtan Duval	Provision of training in the Tourism & Hospitality sector	Percentage of students who successfully complete courses	90.3 %	≥ 90 %

2.4 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 2023.

ITEM	Action Taken
<i>Governance Issue – Non-compliance with Legislation</i>	
<ul style="list-style-type: none"> • Non-submission of Reports on Performance 	The Report on Performance for financial years 2021-22 and 2022-23 have been submitted to the Ministry of Finance, Economic Planning and Development on 05 & 27 June 2024, respectively.
<ul style="list-style-type: none"> • Annual Reports not laid before the National Assembly (MTPA for FY 2021-22) 	A copy of the report has already been tabled in the National Assembly on 31 January 2024.
<i>Follow-up of Matters raised in the Audit Report 2021-22</i>	
<ul style="list-style-type: none"> • Illegal Occupation of Government Property – Le Batelage 	The case has been fixed for disposal on 25 July 2024.

FINACIAL PERFORMANCE OF THE MINISTRY



3.1 FINANCIAL HIGHLIGHTS



As per budget estimates, for Financial Year 2023/2024, the Ministry of Tourism has 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 382 million for the Financial Year 2023/2024, out of which Rs 263 M was allocated as Grant to Extra-Budgetary Units as follows:

Institution	Amount (Rs)
Mauritius Tourism Promotion Authority	69 million
Tourism Authority	120 million
Ecole Hoteliere Sir Gaetan Duval	74 million

3.3 STATEMENT OF REVENUE AND EXPENDITURE

Table 4.1: Statement of Revenue 2023/2024

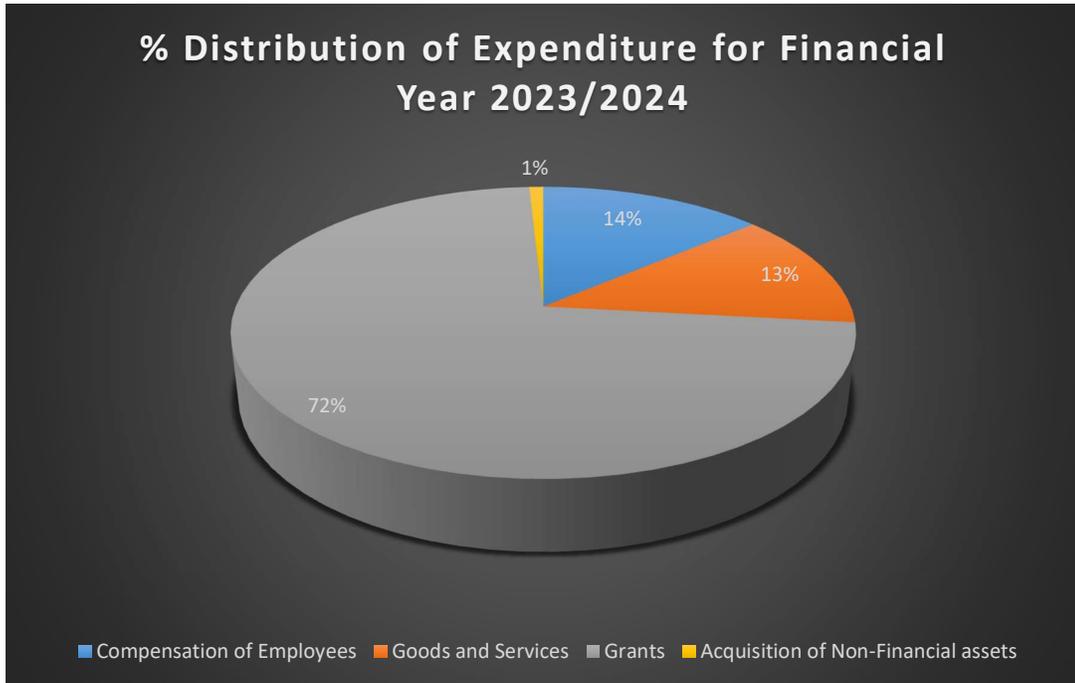
STATEMENT OF REVENUE 2023/2024			
	2022/2023	2023/2024	2023/2024
Revenue	Actual	Estimates	Actual
Rs Million	Rs 000	Rs 000	Rs 000
Property Income	-	-	-
Sales of Goods and Services	-	-	-
Fines, Penalties and Forfeits	-	-	-
Miscellaneous Revenue	-	-	-
Total Revenue from property Income, User Fees and Other sources	-	-	-

Table 4.2: Statement of Expenditure 2023/2024

Statement of Expenditure 2023/2024			
Head/Sub-Head of Expenditure	2022/2023	2023/2024	2023/2024
	Estimates	Estimates	Actual
	Rs 000	Rs 000	Rs 000
Compensation of Employees	49,400	51,400	48,967
Goods and Services	34,800	51,500	46,217
Subsidies	0	0	0
Grants	251,800	266,600	257,556
Social Benefits	0	0	0
Other Expense	0	0	0
Acquisition of Non-Financial assets	16,000	12,500	3,041
Acquisition of Financial assets	0	0	0
TOTAL	352,000	382,000	355,781

The pie chart below shows the expenditure incurred during the last financial year.

Figure 4.2 Expenditure 2023/2024



4.1 TREND AND CHALLENGES

4.1.1 TRENDS

The future of tourism and the tourist market is poised to evolve significantly, shaped by emerging trends and shifting traveller preferences. Here are some potential developments we might see:

- **Sustainability at the forefront:** With growing environmental awareness, sustainable travel will become even more central. Tourists are expected to increasingly opt for eco-friendly accommodations, low-carbon transport options, and experiences that contribute positively to the local ecosystem and community.
- **Technology integration:** The integration of advanced technologies like AI, VR, and IoT will enhance the travel experience, offering personalised itineraries, virtual tours, and seamless connectivity.
- **Experiential travel:** The demand for unique, immersive experiences will continue to rise. Travellers will seek out activities that offer a deep dive into local cultures, cuisines, and traditions, moving away from generic tourist attractions towards more authentic, off-the-beaten-path experiences.
- **Health and wellness tourism trends:** The focus on health and wellness will intensify, with tourists looking for destinations that offer wellness retreats, spa experiences, outdoor activities, and culinary tours focused on healthful eating.
- **Bleisure travel:** The blend of business and leisure travel, or 'bleisure', is expected to grow, driven by remote work trends. Professionals will extend business trips for leisure purposes, seeking destinations that can cater to both productivity and relaxation.
- **Digital nomadism:** With the rise of remote working, destinations offering 'digital nomad visas' and facilities catering to long-term stays for remote workers will attract a new wave of travellers.
- **Accessible tourism:** Greater emphasis will be placed on making travel accessible to everyone, including people with disabilities, ensuring that accommodation options, attractions, and transportation are inclusive and barrier-free.
- **Cultural and heritage preservation:** Tourism that supports the preservation of cultural and historical sites will gain traction, with more tourists participating in conservation efforts and educational tours.
- **Safety and security:** In the wake of global challenges, including health crises and geopolitical tensions, tourists will prioritise destinations known for their safety, stability, and robust health infrastructure.

4.1.2 CHALLENGES

- Uncertainties to the growth of global travel and tourism in view of geopolitical instability.
- Inflationary tendencies and cost of living crisis in source markets.
- Maintaining and enhancing quality of service delivery across the tourism value chain.
- Regulation of unlicensed operators.
- Ensuring optimal conditions for travel and access to Mauritius, including increased air and sea connectivity.
- Improving cleanliness and attractiveness of the destination.
- Attracting cruise ships to service and homeport in Mauritius throughout the year.

- Addressing skills mismatch and shortage of local skilled labour in the tourism sector.
- Improving customer experience through digitalisation and streamlining of processes at the port and airport.
- Developing inland tourism and related infrastructure and services.
- Mitigating risks of climate change and rising sea levels.

4.1.3 STRATEGIC DIRECTION

Product definition & diversification

- Enactment of new Tourism Law
- Setting up of the Tourism Development Office Establishment of a National Register of Tourism assets
- Licensing of all Short-Term Rental (STR) accommodation
- Licensing of in-demand services such as hiking guides
- Development of new tourism attractions and enhancement of tourism experience in existing ones
- Development of a National Trails Strategy for a major North to South and East to West national trail (hiking and cycling) connecting key tourism areas with national parks
- Regeneration of capital city and coastal towns starting with pilot projects in Port Louis and main tourism hubs

Consolidate the position of Mauritius as a safe destination

- Implement zoning systems in the lagoon to ensure safety and security of beach and sea users
- Coordinate with relevant authorities to ensure safety, cleanliness and a tourist eco-friendly environment
Increase professionalism of tourism operators in service and product delivery for enhanced visitors' experience

Increase tourism spending

- Improve infrastructure and services of our tourist attractions with a particular focus on cultural sites and nature-based attractions
- Organise events and market them through a calendar of events. Promotion of flagship events such as the kite surfing World Championships, trail running, golf and other sporting events, food festivals and cultural events in Mauritius
- Develop an investment strategy to attract a large new flagship tourist attraction to Mauritius which aligns with adventure, nature-based or culture vision
- Promote cultural tourism and inland tourism to complement our core product
- Increase average length of stay of tourists through promotion activities
- Promote sport, wellness, cultural and ecotourism activities to broaden the tourism portfolio

Support adequate connectivity with key and opportunity markets

- Improve flight frequencies of existing airlines and encourage airlines from emerging markets to service Mauritius
- Strengthen cruise tourism marketing to promote the Vanilla Islands region as a high-end cruise destination and motivate cruise liners to come to Mauritius

Greening

- Accelerate the certification of Mauritius as green destination by 2030
- Greening of operations of tourism activities through the certification of tourism operators with focus on SMEs.

Reinforcing destination presence in global markets

- New campaign 'Feel Our Island Energy' has served its time (1 year), and it's vital that we are on the market with a new campaign that would reinforce our presence in the premium segment.
- Conduct a robust consumer survey in existing and potential markets to establish new sources of demand
- Content production
- Being abreast with digital and marketing transformation
- Presence in high impact global network
- Consolidate presence in markets via PR/Advertising
- Joint promotional projects