

MINISTRY OF TOURISM

ANNUAL REPORT ON
PERFORMANCE FOR
FINANCIAL YEAR
2022/2023

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

As we move forward in an increasingly dynamic world, tourism is required to be one step ahead to be able to face economic, geopolitical and environmental challenges, the more so for Small Island Developing States like Mauritius. Against this backdrop, I am pleased to present the Annual Report for the Ministry of Tourism for the Financial Year 2022/2023.

According to the United Nations World Tourism Organisation (UNWTO), international tourism is well on its way to returning to pre-pandemic levels, with twice as many people travelling during the first quarter of 2023 than in the same period of 2022.

Tourism has demonstrated strong performance during this period, with 1,217,200 tourists visiting the destination (by air and sea) as compared to 1,402,625 during the financial year 2018/2019, prior to the COVID-19 pandemic. Accordingly, the recovery rate stands at 86.8% which is higher than the global tourism recovery which stood at 63.1% in 2022, compared to pre-pandemic levels. Tourism earnings in Financial Year 2022/2023 amounted to Rs 81.3 billion compared to Rs 61.6 billion in Financial Year 2018/19.

These figures are testimony to the resilience of our tourism sector, in the wake of global uncertainties triggered by the Russia-Ukraine war and the rising cost of living. Having said this, I cannot stress enough that our success is underpinned by the continued close collaboration between public and private stakeholders. The successful relaunch of the tourism sector in 2022 was championed by the Public-Private Sectors Joint Working Group (JWG) and the JWG is now developing a strategy for 2023-2024 to formulate recommendations and initiatives to be taken to enable the tourism sector to return to pre-pandemic level in terms of tourist arrivals and tourism earnings by end of 2023, while ensuring sustainable, inclusive and resilient growth of the tourism and hospitality industries. To ensure a holistic approach, four Sub-Committees have been set up under the umbrella of the JWG, namely Marketing, Product Development and Customer Experience, Talent Management and Air and Sea Connectivity.

With a view to consolidating these efforts and instilling a shared vision, I advocated for all stakeholders to deliver as 'One Mauritius'.

One of our achievements during this year was the launch of the 'Feel Our Island Energy' campaign in March 2023, building on the success of the #MauritiusNow campaign. This campaign serves to reposition Mauritius as a multi-faceted destination with a diverse product portfolio appealing to all tourists.

Another achievement of my Ministry was our participation in the second edition of the 'Best Tourism Villages' Initiative by the UNWTO. The village of Grand Bay was selected under the 'Best Tourism Villages by UNWTO' Upgrade Programme and will benefit from technical assistance to improve its rating as per UNWTO criteria. Moreover, at the 24th session of the UNWTO General Assembly held in Spain on 30 November to 03 December 2021, Mauritius was conferred the position of Vice-Chair of the Executive Council of UNWTO for the period 2022/2023.

Our involvement in tourism initiatives at international and regional level was not limited to the UNWTO. In fact, my Ministry is the Chair of the Indian Ocean Rim Association (IORA) Core Group on Tourism

and organised two key events during this Financial Year with the collaboration of the Association. Firstly, a Workshop was organised on the theme “Nature-Based Tourism & Lessons Learned from COVID-19” in May 2023. This successful event brought together participants from diverse tourism professional backgrounds, such as policy-makers, private tourism operators, associations, non-governmental organisations, academics, among others to deliberate on this theme. Secondly, in the context of the International Women’s Day, a virtual workshop on mitigating the impact of COVID-19 on women owned and led tourism businesses in the Indian Ocean region was held in March 2023.

In line with our vision to become a leading and sustainable Island Destination, I am pleased to note that the Tourism Authority became a Destination Member of the Global Sustainable Tourism Council (GSTC), which reaffirms our commitment to sustainable tourism.

In spite of the vulnerabilities of our tourism sector, it must be reckoned with that tourism has an immense power to become an instrument of peace, to bring together global and local communities and contribute to wider socio-economic development. With this in mind and considering that tourism remains a fundamental pillar of our economy, we must continue to strive for the sustainable growth of tourism for the benefit of one and all.

I wish to place on record the tremendous efforts made by the personnel of my Ministry, the tourism industry partners, and all the stakeholders of the sector, for their hard work and support during this year. I look forward to further collaboration in order to rebuild tourism as a driver of sustainable, inclusive and equitable world in the years to come.

Louis Steven Obeegadoo

Deputy Prime Minister,

Minister of Housing and Land Use Planning,

Minister of Tourism.

STATEMENT FROM THE SENIOR CHIEF EXECUTIVE

The Financial Year 2022-2023 marked a significant phase in the recovery of the global tourism sector. According to the World Travel and Tourism Council's Travel & Tourism Economic Impact Report 2023, the sector witnessed a remarkable growth in momentum despite global challenges such as the Russia-Ukraine conflict, inflation, and labour shortages. Notably, the contribution of Travel & Tourism to global GDP grew by 22%, and the sector created 21.6 million new jobs in 2022.

Mauritius experienced a transformation of its tourism sector during this time. The strategic initiatives of the Public-Private Sectors Joint Working Group (JWG), chaired by the Hon. L. S. Obeegadoo, Deputy Prime Minister, Minister of Housing and Land Use Planning, Minister of Tourism, have been pivotal in driving the significant recovery in tourist arrivals and earnings, while simultaneously building the resilience of the sector.

Through sustained public-private partnerships, Mauritius has made commendable efforts to promote and sustain tourism amidst global uncertainties. The total number of tourist arrivals during this period was approximately 1.2 million, an 80% increase from the 780,000 arrivals recorded during the 2021-2022 period. Europe remained the largest source market, with a share of 60% of total arrivals, with France, Germany, and the United Kingdom being the highest contributors.

In addition to initiatives taken at international and regional level in collaboration with the United Nations World Tourism Organisation and the Indian Ocean Rim Association, Mauritius had the honour of being invited by the Government of the Republic of India to participate in all four meetings of the Tourism Working Group under the G20 India Presidency, culminating in a Ministerial Meeting. It is a matter of pride that Mauritius was accorded the opportunity to play a proactive role in the elaboration of the "Goa Roadmap for Tourism as a Vehicle for Achieving the Sustainable Development Goals." Moreover, our participation in the G20 Tourism Working Group has been instrumental in advocating our conviction that rethinking tourism and building resilience of the tourism sector mean that we need to go beyond tourism, make tourism relevant and look beyond tourism in a context of daunting challenges.

I wish to express my gratitude to the Hon. Deputy Prime Minister, Minister of Housing and Land Use Planning, Minister of Tourism for his vision and leadership during these challenging times and to the staff of the Ministry for their unflinching support and commendable work ethic.

Mohammad Salim Joomun
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) 2022/2023. 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

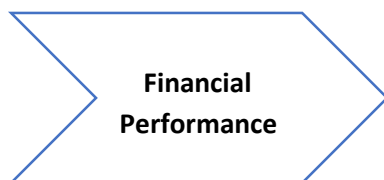


Part I outlines the vision, mission, roles and functions of the Ministry and parastatal bodies operating under its aegis. It gives a brief overview of the structure of the Ministry in pursuance of its policy making and service delivery objectives.

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



- 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;
- 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 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**.

One Senior Statistical Officer and three 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 Permanent Secretary (01 July 2022 to 01 March 2023) Senior Chief Executive (with effect from 09 March 2023)	Phone : 211-7930 Ext 201/202 Fax : 211-0058 Email : mjoomun@govmu.org
2.	Mr Jean Daniel Philippe LABONNE Permanent Secretary (with effect from 02 March 2023)	Phone : 211 7930 Ext 356 Fax : 208 6776 Email : jlabonne@govmu.org
3.	Ms Gyaneswaree CALLYCHURN Deputy Permanent Secretary	Phone : 211-7930 Ext 228 Email : grcallychurn@govmu.org

4.	Mrs Ishrat Bibi MOORABY Assistant Permanent Secretary	Phone: 211-7930 Ext. 224 Email: imooraby@govmu.org	
5.	Mrs. Purvashee BANARSEE Assistant Permanent Secretary	Phone: 211-7930 Ext. 225 Email: pbanarsee@govmu.org	
6.	Mr Nirvaan Nareshlall SEEDOYAL Assistant Permanent Secretary	Phone: 211-7930 Ext. 226 Email: nseedoyal@govmu.org	
7.	Mr Ashwin Kumar SEETARAM Director Tourism	Phone : 211-7930 Ext 335/336 Email : ashsetaram@govmu.org	
8.	Mrs. Sharmila NARAYANEN Principal Tourism Planning Executive	Phone: 211-7930 Ext. 348 Email: snarayanen@govmu.org	
9.	Mr. Rishi PURUSRAM Principal Tourism Planning Executive	Phone: 211-7930 Ext. 345 Email: rpurusram@govmu.org	
10.	Mrs Paola LI SHUK KUNG-TOOFANY Senior Tourism Planning Executive (with effect from 16 June 2023)	Phone : 211 7930 (Ext 339) Email : ptoofany@govmu.org	
11.	Miss. Chintamane BISSUMBHUR Organiser, Leisure Events	Phone : 210-9151 Fax : 210-6225 Email : cbissumbhur@govmu.org	
12.	Mrs Ummeeta GHUNOWA-RAMLALL Senior Leisure Events Officer	Phone : 210-9644 Fax : 210-6225 Email : uramlall@govmu.org	
13.	Mrs Linda Tang Chow Siong CHEUNG HI YUEN Manager, Human Resources	Phone: 211-7930 Ext. 222 Email: lccheung-hi-yuen@govmu.org	
14.	Mr Gurudeo Murlidhar Prushad JANKEE Manager, Financial Operations (with effect from 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			
Tourism Planning Executive	7	Office Management Assistant	6
Tourism Enforcement Officer	1	Management Support Officer	25
Human Resource Executive	1	Confidential Secretary	4
Leisure Events Officer	2	Word Processing Operator	2
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 an important component of the Human Resource Management and is part of the overall strategy to nurture a culture of performance in the Public Service. It is critical for organisational development and competitiveness since it produces a positive change in the functioning of the organization and enhances productivity.



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 2022/2023. An amount of Rs 192,700, representing 96% of the allocated budget, was spent on training programmes organised by the Civil Service College, Mauritius and on customized courses for officers of the Leisure Events Unit conducted by the Management Technology Education Training Centre.

Furthermore, training sessions on "How to manage stress" were organised for all staff of the Ministry which was attended by 59 officers. A presentation on e-filing and e-payment which was also carried out by the Mauritius Revenue Authority and was attended by 24 officers.

A breakdown of the training courses followed by officers during the Financial Year 2022/2023, is shown in Table 1 below:

Training/Workshops/Seminars	No. of Staff
Overseas	4
Local	48
In-house	59
Online - Overseas	5

Table 1: Training Courses

(ii) Tourism Authority

A total of 49 staff have attended training and development programmes during FY 2022/2023 as follows:

Tourism Authority	
Training/Workshops/Seminars	
Training/Workshops/Seminars	No. of Staff
Local	28
In-House	-
Online-Local	-
Online -Overseas	21

(iii) Mauritius Tourism Promotion Authority

A total of 10 staff have attended training and development programmes during FY 2022/2023 as follows:

Mauritius Tourism Promotion Authority	
Training/Workshops/Seminars	
Training/Workshops/Seminars	No. of Staff
Local	6
In-House	NA
Online-Local	NA
Online -Overseas	4

1.7 COORDINATION COMMITTEE ON SEA-BASED TOURISM PROJECTS

For the period 2022-23, the Coordination Committee has examined and assessed 10 sea-based tourism projects. The Committee 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.

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

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 six meetings in FY 2022-23, 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 chaired by the Deputy Permanent Secretary of the Ministry held two meetings in FY 2022-23. 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 issues relating to gender mainstreaming in policies, strategies and programmes.

After taking note of the Concluding observations and Recommendations that the UN Committee on the Rights of Childs had adopted at its 2698th meeting held in February 2023 in relation to the 6th and 7th Combined Periodic Report of Mauritius, the Ministry of Tourism in collaboration with the Tourism Authority organised awareness campaigns on child rights and protection with operators in the Tourism Sector on 26 June 2023. The aim of these campaigns was to sensitise operators in the tourism sector as to the relevant provisions of the Children's Act. This activity was financed through the Budget of Rs 200, 000 for gender mainstreaming allocated to this Ministry by the Ministry of Gender Equality & Family Welfare. Licensed operators in the accommodation sector namely Hotels, Guest Houses and Tourist Residences, and the hospitality sector attended the workshops.

The Tourism Authority is continuing to sensitise operators and raise awareness on Gender Mainstreaming and Child Protection among its licensees through the organisation of similar workshops.

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.

A Corruption Prevention Review has been conducted for the Leisure Unit and Sea-Based Unit of the Ministry. The Integrity Pledge of the Independent Commission Against Corruption (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
- 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 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 Soobeeraj Phone: 211 - 4343 Fax: 213 - 5462 Email: tewfund@intnet.mu



Ecole Hôtelière Sir Gaëtan Duval (EHS GD)

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

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



2.1.1 INDUSTRY PERFORMANCE

After a turbulent two-year period marked by the COVID-19 crisis, international tourism in 2022 was challenged by the onset of the Russia-Ukraine war. However, in spite of the mounting economic and geopolitical challenges, statistic published by the UNWTO revealed that more than 900 million tourists travelled internationally in 2022, which is twice the number recorded in 2021, though still 63% of pre-pandemic levels. In so far as Africa is concerned, the region recovered 65% of its pre-pandemic arrivals in 2022.

Contribution of Tourism Sector to the Mauritian Economy

Tourism remains a fundamental pillar of the Mauritian economy. Tourism earnings in FY 2022/2023 amounted to Rs 81.3 billion compared to Rs 61.6 billion in FY 2018/19.

From July 2022 to June 2023, Mauritius welcomed 1,217,200 tourists to the destination (by air and sea) as compared to 1,402,625 tourists during the financial year 2018/2019, prior to the COVID-19 pandemic. Accordingly, the recovery rate stands at 86.8%.

The tourism sector has performed well for the period July 2022 to June 2023, with tourist arrivals exceeding 2019 figures in the months of April and May 2023.

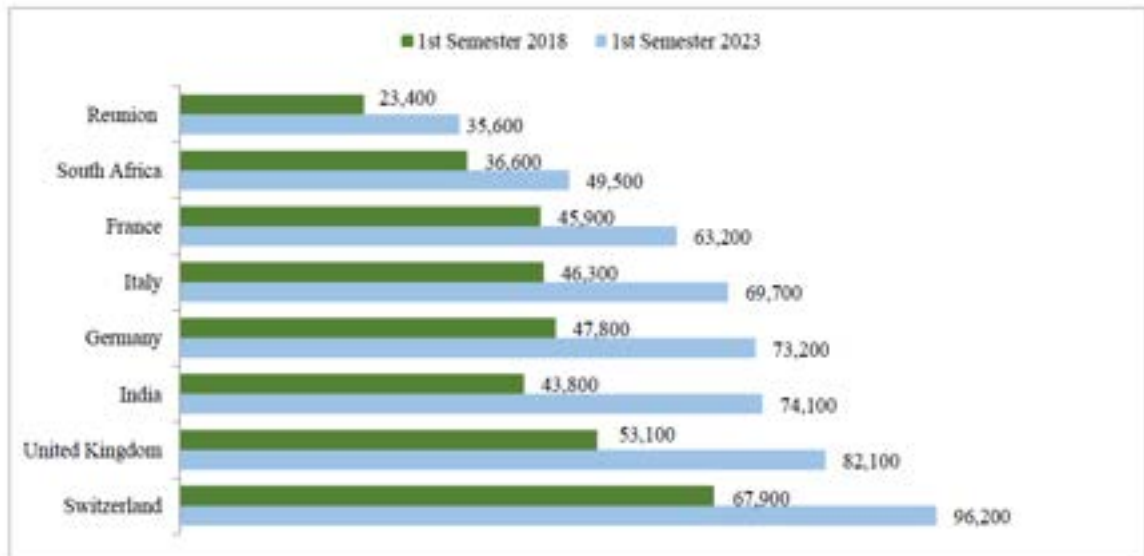
The performance of the tourism sector for the financial year 2022/2023 indicates that we are on the right track. However, our objective is to return to pre-pandemic levels to ensure sustainable, inclusive and resilient growth of the tourism and hospitality industries.

The survey of Inbound Tourism is carried out by Statistics Mauritius to gather information on tourists visiting Mauritius, mainly on their spending pattern, purpose and frequency of visits, place of stay and rating of the Mauritian destination. In 2023, the survey was conducted during each month during the first semester from January to June and data was collected from departing tourists at Sir Seewoosagur Ramgoolam International Airport. The survey does not cover tourists in VIP lounges and tourists departing by sea.

The main findings of the Survey of Inbound Tourism for the first semester of 2023 are as follows:

- the main purpose of visit to Mauritius was for holiday with an increase of 92% compared to 81.4% for the same period in 2018
- the average party size of 2.1 has remained the same as compared to 2018;
- the duration of visit has increased with an average number of 11.4 nights in 2023 compared to 10.4 in 2018;
- the return visit rate of tourists who visited Mauritius has increased to 40.9% compared to 35.8% in 2018
- an increase in spending in tourists from Germany, Italy, Switzerland, United Kingdom, and India compared to the same period in 2018 as shown in figure below:

Average expenditure (Rs) per tourist by selected country, 1st semester 2018 and 1st semester 2023



Source: Statistics Mauritius (Survey of Inbound Tourism, 1st Semester 2023)

Comparative Analysis of Tourist Arrivals - FY 2022/23 compared to FY 2021/22

In financial year (FY) 2022-23, tourist arrivals from Europe which accounted for 65.3% of total tourist arrivals reached 795,427 as compared to 411,776 tourists in FY 2021-22, representing a growth of 93.2%. Arrival from France, our leading market which accounted for 24.1% of total tourists and 36.8% of the European market, increased by 102.8% to reach 292,743 in FY 2022-23. The growth of other major European countries was as follows: United Kingdom (65.4%), Germany (90.3%), Switzerland (107.2%) and Italy (170.5%).

Arrivals from Africa, with a share of 21.8% of total tourist arrivals registered an increase of 203.2% in FY 2022-23, to attain 265,757 tourists as opposed to 87,655 in FY 2021-22. The Republic of South Africa which is among the top generating markets registered a growth of 100.6% in FY 2022-23. Growth in tourist arrivals were also observed in markets such as Reunion Island (449.0%), Malagasy Republic (294.0%), Seychelles (215.2%) and Kenya (100.6%).

Tourist arrivals from Asia, which constituted 9.8% of total tourist arrivals for FY 2022-23, increased by 176.2% to reach 119,377 compared to 43,229 for FY 2021-22. Arrivals from India increased by 182.3% to reach 49,419 tourists compared to 17,507 tourists for the previous financial year. Increase from Saudi Arabia (208.5%) and United Arab Emirates (184.8%) were also noted.

Tourist arrivals from Oceania in FY 2022-23 increased by 597.0% compared to FY 2021-22 due to an increase from Australia by 669.2%. Tourist arrivals from American continent increased by 165.6% in FY 2022-23 as a result of the performance of USA (160.6%) and Canada (157.8%).

Total tourist arrivals in FY 2022-23, stood at 1,217,200 with arrivals mainly from Europe (France, United Kingdom and Germany as key traditional markets), followed by Africa (Republic of South Africa and Reunion Island) and Asia (India and Saudi Arabia).

In FY 2022-23, our top ten tourist generating countries, registered a growth of 117.3% as follows:

Country of residence	FY 2021 - 2022	FY 2022 - 2023	% Increase
	No. of tourists	No. of tourists	
France	144,370	292,743	102.8
United Kingdom	89,824	148,554	65.4
Reunion Island	21,727	119,286	449.0
Germany	58,345	111,018	90.3
South Africa Rep. of	49,946	100,202	100.6
India	17,507	49,419	182.3
Switzerland	16,083	33,330	107.2
Italy	10,763	29,113	170.5
Saudi Arabia	8,038	24,795	208.5
Belgium	10,550	19,694	86.7
Total	427,153	928,154	117.3

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 6M has been earmarked for the Financial Year 2022/2023 for the zoning of lagoon. 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).

Damaged zoning systems were reinstated at Pereybere, Trou d'Eau Douce/ Ile aux Cerfs, Belle Mare, Palmar, Wolmar and Flic en Flac.

Speed Limit Zones were reinstated at Flic en Flac and Trou d'Eau Douce.

22 speed limit marker buoys at Trou d'Eau Douce and Ile aux Cerfs and eight speed limit marker buoys at Flic en Flac were reinstated.



2.1.3 TOURISM SIGNAGE

The Ministry of Tourism kickstarted 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 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.

For the FY 2023/23, the Ministry embarked on the Maintenance of Tourism Signage Panels for Routes No. 5 (Poste de Flacq to Mahebourg) and 6 (Vacoas to Black River Gorges National Park). The project consists of the upgrading of existing panels and replacement of damaged or missing panels.

New directional panels are also being installed along the roads from La Citadel, Chamarel, Bras d'Eau, Trou aux Cerfs, Curepipe and Ville Bague. The project is expected to be completed in August 2023.

2.1.4 G20 Tourism Working Group

Mauritius was invited by the Republic of India to participate in all four meetings of the Tourism Working Group and the Ministerial Meeting under the G20 India Presidency which were held as follows:

1. Rann of Kutch, Gujarat - 07 – 09 February 2023
2. Siliguri, Darjeeling, West Bengal - 01 – 03 April 2023
3. Srinagar, Jammu & Kashmir - 22 - 24 May 2023
4. Goa - 19-20 June 2023 (followed by the Ministerial meeting on 21 June 2023).

The theme of the Indian Presidency for the G20 meeting was “*Vasudhaiva Kutumbakam*”, translated as “One Earth · One Family · One Future”.

The Ministry actively participated in the elaboration of the outcome document of the Tourism Working Group, that is, the “Goa Roadmap for Tourism as a Vehicle for Achieving the Sustainable Development Goals.” The aim of the Goa Roadmap was to provide national governments and other tourism stakeholders with recommendations to design and implement tourism policies that leverage the sector’s significant potential to address each of the G20 Tourism Working Group five priority areas and advance the Sustainable Development Goals (SDGs). The five interconnected key building blocks identified by G20 India for the outcome document were Green Tourism, Digitalisation, Skills, Tourism micro-, small- and medium-sized enterprises (MSMEs): and Destination Management.

The Tourism Working Group has been an appropriate platform for the Ministry to highlight issues impacting on Small Island Developing States such as SIDS suffering from disproportionate consequences of climate change and difficulty to attract finance adaptation projects among others. Mauritius also used this opportunity to highlight that there is a need to acknowledge that the future of the tourism sector will be determined by how we address global challenges and in this respect, there is a need to go beyond tourism which comprises three key dimensions, namely:

- a) before turning the page on the Covid-19 pandemic, we need to draw lessons from COVID-19 which has led to a breakdown in multilateralism.
- b) there is a need to address climate change and there is a need for climate justice; and
- c) leveraging on the power of tourism as an engine of peace.

2.1.5 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.

The Executive Council is the governing board of the UNWTO and the highest decision-making body of the Organisation. It meets at least twice a year and is composed by Members elected by the General Assembly.

At its General Assembly held on 30 November to 03 December 2021 in Madrid, Spain, Mauritius, represented by the Hon. Deputy Prime Minister, Minister of Housing and Land Use Planning and Minister of Tourism, was allocated one of the seats reserved for the African Region on the Executive Council of the UNWTO for a period of two years (2022 – 2023). Mauritius was also conferred the position of Vice-Chair of the Council for the same period.

2.1.6 Indian Ocean Rim Association

The Indian Ocean Rim Association is an inter-governmental organisation which was established in 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.

Workshop on Nature-Based Tourism & Lessons Learned from Covid-19

Considering the importance of nature-based tourism and to avoid the risk of failing to draw lessons from the pandemic, the Ministry of Tourism, in collaboration with Indian Ocean Rim Association (IORA), hosted a Workshop on “Nature-Based Tourism & Lessons Learned from COVID-19” in May 2023.

The aim of the workshop was to gather participants from diverse tourism professional backgrounds, such as policy-makers, private tourism operators, associations, non-governmental organisations, academics, among others under one roof in an in-person workshop for sharing and exchange of knowledge and experience.

The workshop was attended by representatives of IORA Member States namely Bangladesh, French Republic (Reunion Island), Iran, Kenya, Madagascar, Malaysia, Maldives, Mozambique, Seychelles, Somalia, Sri Lanka and Tanzania. Out of ten Dialogue Partners, three attended, namely, China, Italy and Turkey. The UNWTO also participated in the meeting.

The main objectives of the workshop were, *inter-alia*, to:

- understand the key concepts and principles of nature-based tourism;
- understand how Nature-Based Tourism can be viewed as a solution for recovery post-COVID while fostering socio-economic development and environment protection;
- enhance capacity of Member States for the development of nature-based tourism through the sharing of best practices and relevant tools (policies, planning, partnership, visitor management, among others);
- identify financial mechanisms which can be tapped into for the development of Nature-Based Tourism;
- sharing of best practices put in place by Member States for the recovery of the tourism post-COVID; and
- fostering Member States' capacities to adapt to external shocks and build resiliency towards a more robust and sustainable tourism sector.

Participants were exceptionally pleased with the high level of representation from Member States, Dialogue Partners and local delegates and had the opportunity to hear from a panel of experts and share knowledge and best practices on:

- importance of nature-based tourism to promote sustainability, resilience, and inclusiveness;
- tools & mechanism for the sustainable development of nature-based tourism; and
- understanding types of nature-based tourism & effective marketing; and visitor management for nature-based tourism.



Webinar on “Capacity-Building for Women-owned and -led tourism businesses in the Indian Ocean Region for post-COVID recovery”

In the context of the International Women’s Day, the Ministry of Tourism in collaboration with IORA hosted a virtual workshop on “Capacity building directly targeted at women owned and led tourism operators/businesses in the Indian Ocean region to mitigate COVID’s impact on women” in March 2023. This workshop shed light on Women across the IOR region and provided a platform to share lessons learned on how women-owned / -led tourism-related enterprises have survived the pandemic.

The Webinar was attended by 11 Member States and two Dialogue Partners.

Under the leadership of Mauritius, as Chair of the IORA Core Group on Tourism, three projects from the Calendar of Activities have been completed during the Financial Year.

2.1.7 CONTROL OF POPULATION OUTBREAKS OF CROWN OF THORNS (COTS)

COTs starfish is an invasive, coral eating marine species which also represent a danger to individuals because of their venomous spikes.

In 2021, the project for the control of COTs was initiated by the Ministry of Tourism in collaboration with Ministry of Blue Economy, Marine Resources, Fisheries and Shipping, Reef Conservation & National Environment and the Climate Change Fund (NECF).

Out of 4,696 COTs observed during this project, including 4,554 live organisms, a total of 3,763 have been eliminated. Moreover over 2,200 community members were sensitised through organised project presentations. The project was completed in February 2023.

At the request of the Ministry of Blue Economy, Marine Resources, Fisheries and Shipping, the Ministry of Tourism handed over the project upon its completion in February 2023.



2.1.8 FESTIVAL KILTIR EK LANGAZ KREOL MORISIEN EDISION 2022



An amount of Rs 12M was earmarked under the budget of the Mauritius Tourism Promotion Authority for the organisation of the Festival Kiltir ek Langaz Kreol Morisien (FKLKM) 2022.

The theme for this year's Edition of FKLKM is 'Nou Langaz, Nou Repiblik'.

The Ministry of Arts and Cultural Heritage in collaboration with the Ministry of Tourism and the Mauritius Tourism Promotion Authority made the necessary arrangements for the organisation of the following events:

- Regat, Salon Kiliner, Expozision Artizanal ek Gran Konser;
- Symposium Ior Langaz Kreol Morisien; and
- Sware Poezi.



2.2 PARASTATAL BODIES

2.2.1 TOURISM AUTHORITY



The Sustainable Island Mauritius project, co-funded by the European Union under the Switch Africa Green Programme, ended in December 2022. However, a series of activities in relation to tourism sustainable development was undertaken by the Tourism Authority during the financial year 2022/23 with the following results:

- The Tourism Authority became a Destination Member of the Global Sustainable Tourism Council (GSTC)
- Organisation of webinars in regard to the Hotels Sustainability Basics (HSB) of the World Travel and Tourism Council (WTTC)
- Completion of Training of nearly 1,000 tourism professionals in Rodrigues in collaboration with the Rodrigues Regional Assembly and Ecole Hôtelière Sir Gaetan Duval.
- Assistance to Bel Ombre region to become the first destination in Mauritius to obtain the 'Green Destinations' Certification through coordinating its initial applications.
- Participation in various local and international platforms such as:
 - Global Conference of the GSTC (Sevilla in December 2022 and Turkiye in May 2023);
 - "Destination next: people, planet and progress" round table (Johannesburg); and
 - Green Destination Annual Summit (Greece).
- Completion of Training of 85 Tour Guides in a Top up Course in collaboration with Ecole Hôtelière Sir Gaetan Duval.
- Development of two videos on Local Food Products Sourcing and on Adventure Tourism with the support of the Mauritius Film Development Corporation.
- Receipt of several international distinctions including 'Best Tourism NDC Initiative of the Year' at the first edition of the Africa NDC Investment Awards during the COP27 in 2022 and two Gold Distinctions at the last World Travel Market Africa Responsible Awards 2023 in two distinct categories. The Tourism Authority also obtained the Gold Award in the 'Public sector Category' at the NPQEA 2023 organized by the National Productivity and Competitiveness Council (NPCC).
- Organisation of the Second edition of the Sustainable Tourism Mauritius Awards at Le Meridien on the 1st of June 2023.
- Launching of the Horizon.eco digital platform, co-financed by the 'Organisation Internationale de la Francophonie'.



Licensing and Monitoring operations for the period July 2022 to June 2023

No. of Tourist Enterprise Licence (New)	71
No. of Tourist Accommodation Certificate (New)	67
No. of Pleasure Craft (Private and Commercial) Licence (New)	121 - Private 6 - Commercial
No of Skipper's licence (New)	197
Total New Licences issued	462
No. of inspections carried out both land & Sea based activities	1,850
Established No. of Contraventions both land & Sea based activities	28

2.2.2 MAURITIUS TOURISM PROMOTION AUTHORITY

Promotional Activities

Mauritius, as a tourism destination, was in the spotlight during the prestigious 2023 World Travel Awards Indian Ocean, winning three key awards namely:

- 'Indian Ocean's Leading Wedding Destination';
- 'Indian Ocean's Leading Sustainable Tourism Destination' and
- 'Indian Ocean's Best Cruise Destination.

The Promotional Campaign 'Feel Our Island Energy' was launched in March 2023 and has been a success in markets.

The partnership with Liverpool Football Club is operational. Football Legends such as Robbie Fowler and Jason McAteer visited Mauritius. Key marketing activities comprised of their videos streamed online, led TV advertising during home matches, the launching of the 'memories last forever' campaign, treasure hunt videos, quiz, amongst others.

Diversification of markets is key in making the tourism industry resilient. It was vital to set up the right structure to capture growth in tourist arrivals from Eastern European markets. Actions were initiated to appoint MTPA Representatives in Russia, Czech Republic, Poland, Hungary and Romania. Concurrently, marketing actions were also coordinated with key players to boost the Middle East market and the Nordic market. Joint marketing initiatives were consolidated with Kenya Airways to further develop 'bush and beach' tourism in Africa. These efforts have led to a recovery of 88% in our main markets whilst opportunity markets grew by 10%.

The cruise segment is gradually recovering and a positive development for the season October 2023 to April 2024 is expected.

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 through the provision of loans, educational schemes, training of employees, SC and HSC Grants, Laureate gifts and TEWF Scholarship. To this end the TEWF has set up various social, educational, financial and welfare schemes to meet the welfare needs of the employees of the sector and their families. The main achievements of the TEWF for the year 2022/2023 are as follows:

(i) Educational Schemes

An amount of Rs 698,688 has been disbursed under the various educational schemes including training of employees, scholarship schemes and one-off educational grants.

(ii) Social Schemes

The Fund spent an amount of Rs 3,105,000 under various social one-off grant schemes for example Retirement Gift, Death Grant, Employee and Dependent Relative, Marriage Gift and Parental Gift.

Several Welfare Activities were held during the Financial Year 2022/2023 as follows:

TEWF Housekeeping Competition	The TEWF had organised its annual Housekeeping Competition from August 2022 to October 2022. The Theme for this year was 'Welcoming Honeymooners'. 21 hotels participated in this Competition.
TEWF Young Chef Challenge 2022 and Table Dressing Competition 2022	The TEWF in collaboration with the Mauritian Chefs' Association (MCA) had organized the Young Chefs' Challenge and Table Dressing Competition 2022 to celebrate World Chef's Day. The Theme for the year was 'Modern culinary cuisine of Mauritius'.
TEWF Best Barista 2022	The TEWF in collaboration with SIP company Ltd had organised the Best Barista competition 2022 which had seen the participation of 21 hotels and restaurants. All the participants were offered a one-day training by Master Barista Ivo Filigi of Goriziana Coffee on Tuesday 23 rd November 2022 at MITD Ecole Hôtelière Sir Gaëtan Duval and 13 candidates were pre-selected for the final which took place in November.
TEWF Mixed Domino Tournament	The TEWF Mixed Domino Tournament 2023 was held in March 2023. 25 institutions participated in this competition.
Mixed Volleyball Tournament	The TEWF Mixed Volleyball Festival 2023 was held in May 2023. 16 institutions participated in this tournament.
TEWF Activities in Rodrigues from 4th to 12th November 2022 & Trail of Rodrigues	A delegation comprising the Chairperson, Secretary, Programme Welfare Officer, and three board members visited Rodrigues in November 2022. Several activities were scheduled during the visit namely a Sensitisation Meeting and On job Training. The delegation also participated in the 7 kilometers long "Trail De Tortue" open to the employees of the Tourism Sector.

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 2023. A total of 1,126 trainees were enrolled, out of which 525 were female.

- ***Part time courses***

14 Part Time courses were delivered including a Masterclass in Oenology by Dynamic Wine Solutions South Africa to the public, hotels, tourism staff and Rodrigues tourism operators. A total of 797 people were trained, out of which 533 were female.

- ***Output***

An average consolidated pass rate of 89.2% was achieved for all award courses.

MARKETING/PROMOTION, SOCIAL ACTIVITIES

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. EHSGD also organised a full day workshop on Human Resource Challenges in Tourism and Hospitality Industry in Mauritius in line with International Tourism Day 2022 on the 27th September 2022

2.3 STATUS ON IMPLEMENTATION OF KEY ACTIONS 2022/2023

Vote 3-3: Tourism					
Outcome	Outcome Indicator		Target 2022/23	Achievement at 30 Jun 2023	Remarks
Mauritius maintained as an attractive and sustainable tourist destination	Tourist arrivals		1,400,000	1,204,158	
Delivery Unit	Main Service	Key Performance Indicator	Target 2022/23	Achievement at 30 Jun 2023	Remarks
Ministry of Tourism	Improve and diversify tourism products	Number of tourism signage panels maintained and upgraded	75	NIL	Approval of artworks was done in June 2023. Works are ongoing since then for manufacturing of panels by the Contractor. Expected completion date is 30 August 2023
	Improve safety and security at sea	Number of new zoning systems implemented	1	2	
MTPA	Market and promote the Mauritian tourist destination	Number of events organised	5	8	
		Number of online campaigns	250	365	
Tourism Authority	Regulate activities in the tourism sector	Percentage of compliance in inspections	≥95%	≥84%	To recruit to reinforce the monitoring and compliance unit
Ecole Hôtelière Sir Gaëtan Duval	Provision of training in the hospitality sector	Percentage of students who successfully complete courses	≥90%	89%	The pass rate relates to October 2021 exams and results being released in March 2022.

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 2022.

ITEM	Action Taken
Illegal Occupation of Government Property Batelage - Unpaid Rentals reached Rs 3.2 million	Legal action has been initiated against Mr Rajkoomar since 2012 through the Attorney General's Office (AGO) to recover the arrears of rental. A Civil Case is currently ongoing before the Intermediate Court. The Ministry of Tourism has clearly informed the AGO of its decision for needful to be done to evacuate Mr Rajkoomar from the premises. Since the matter is being heard before a Court of Justice, this Ministry has no other alternative than to await the outcome of the Court Case. The trial has been fixed for 20 October 2023.



3.1 FINANCIAL HIGHLIGHTS



As per budget estimates, for financial year 2022/2023, 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 352 million for the financial year 2022/2023, out of which Rs 247.7 was allocated as Grant as follows:

Institution	Amount (Rs)
Mauritius Tourism Promotion Authority	68 million
Tourism Authority	115.7 million
Ecole Hoteliere Sir Gaetan Duval	64 million

3.3 STATEMENT OF REVENUE AND EXPENDITURE

Table 4.1: Statement of Revenue 2022/2023

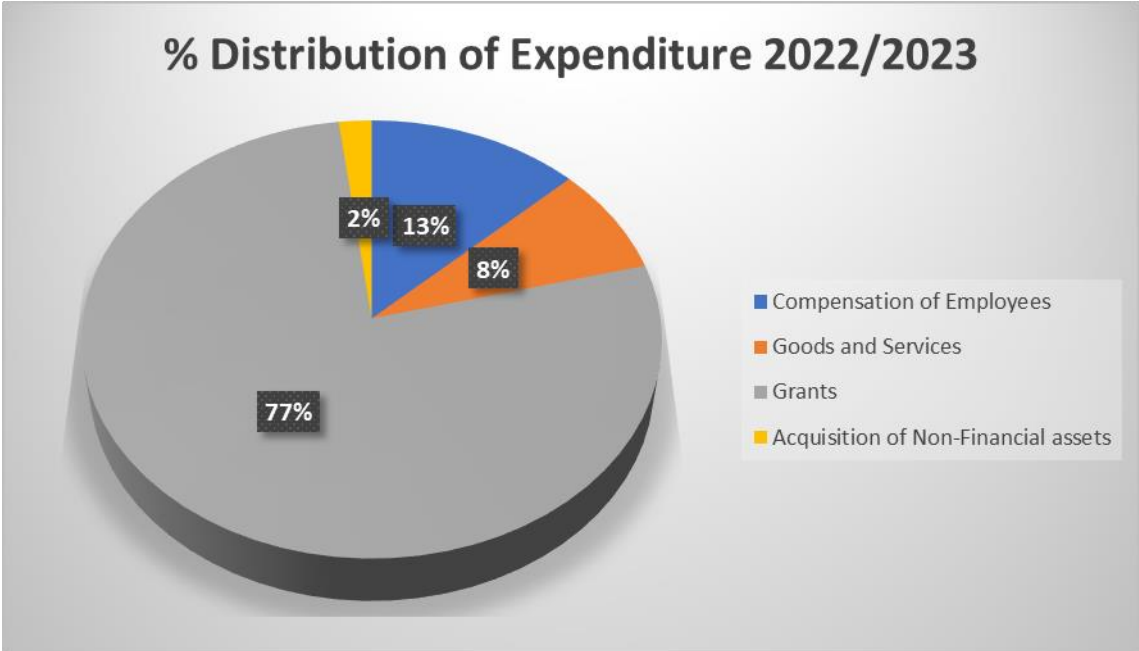
STATEMENT OF REVENUE 2021/2022			
	2021/2022	2022/2023	2022/2023
Revenue	Actual	Estimates	Actual
Rs Million	Rs 000	Rs 000	Rs 000
Property Income	-	-	-
Sales of Goods and Services	-	-	-
Fines, Penalties and Forfeits	-	-	-
Miscellaneous Revenue	-	-	-
Total Revenue from property Income, User Fees and Other sources	-	-	-

Table 4.2: Statement of Expenditure 2022/2023

Statement of Expenditure 2021/2022			
Head/Sub-Head of Expenditure Rs Million	2021/2022 Estimates Rs 000	2022/2023 Estimates Rs 000	2022/2023 Actual Rs 000
Compensation of Employees	45,100	49,400	44,329
Goods and Services	17,400	34,800	26,122
Subsidies	0	0	0
Grants	213,100	244,800	250,901
Social Benefits	0	0	0
Other Expense	0	0	0
Acquisition of Non-Financial assets	16,000	16,000	7,259
Acquisition of Financial assets	0	0	0
TOTAL	291,600	345,000	328,611

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

Figure 4.2 Expenditure 2022/2023



PART IV – WAY FORWARD

4.1 TREND AND CHALLENGES

4.1.1 TRENDS

The progress towards normalisation is on track since the full reopening of our borders to international travel as from October 2021 with the following objectives:

- To consolidate destination presence and to position Mauritius as a premium destination in traditional, emerging and opportunity markets
- To mainstream inclusiveness, greening and sustainability in tourism development
- To enhance the visibility of Mauritius as a leading and safe tourist destination

4.1.2 CHALLENGES

- Uncertainties for the recovery of global travel and tourism in view of the Russia-Ukraine war and the global economic slowdown;
- Consolidation of main markets and development of opportunity markets to attain 2019 level of tourists arrivals and increase average length of stay;
- Embark on the development and upliftment of local tourism sites;
- Build and enhance the capacity of tourist licensees to offer high standard services;
- Ensure optimal conditions for travel and access to Mauritius, including increased air and sea connectivity;
- Improve cleanliness and attractiveness of the destination;
- Address skills mismatch and shortage of labour in the tourism sector;
- Improve customer experience through digitalisation and upgrading of airport processes;
- Attract cruise ships to service and homeport in Mauritius throughout the year; and
- Develop inland tourism and promote tourism-related services and products.

4.1.3 STRATEGIC DIRECTION

Consolidating 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 tourist operators in service and product delivery for enhanced visitors' experience

Improving Tourism Spending

- Formulate a 10-year Blueprint for the Tourism sector
- 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
- Promote cultural tourism and inland tourism to complement our core product
- Increase average length of stay of tourists through promotion activities

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

Mainstream eco-friendly practices in tourism development

- Elaborate guidelines based on green and sustainable practices for the conduct of tourism activities
- Elaborate and implement of a new accommodation strategy for hotels, guesthouses and tourist residences
- Build capacity of tourist operators
- Encourage tourist enterprises to be ecolabel certified