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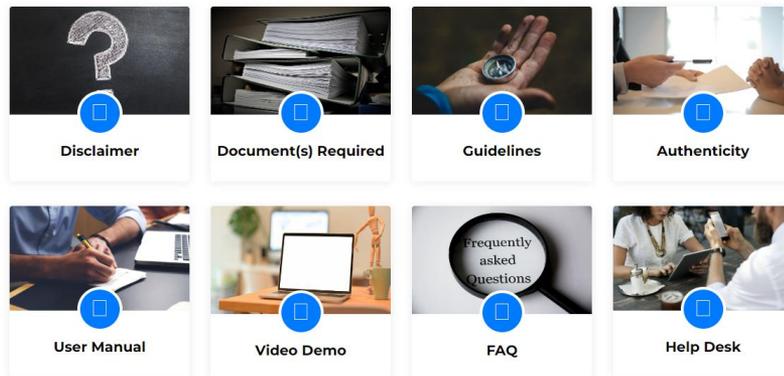
# 1 Home Module

Certificate of character portal can be accessed through <https://ecertificateofcharacter.govmu.org>. The portal is divided into different sections that help a citizen of Mauritius how to apply certificate of character:

- Document(s) Required
- Guidelines
- FAQs
- Disclaimer
- Register
- Forget Password
- Login

## CERTIFICATE OF CHARACTER PORTAL

[Register](#) [Login to Apply](#) [Forget Password](#)



## 1.1 Documents Required

The Document section tells the required documents necessary for citizen and non-citizen for applying a certificate of character.

### Documents Required

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#### A. Online application via Certificate of Character Portal

- o Birth Certificate
- o National Identity Card/ Passport for Non-Citizen
- o Marriage Certificate (where applicable)
- o any relevant documents certifying recent change of name
- o resident/ work permit for non-citizen
- o Authorisation letter ( where applicable)
- o Previous marriage certificate where applicable

#### B. Application at District Head Quarters

- o Birth Certificate
- o National Identity Card/ Passport for Non-Citizen
- o Marriage Certificate (where applicable)
- o Proof of Residence in Mauritius
- o resident/ work permit for non-citizen
- o any relevant documents certifying recent change of name
- o Authorisation letter ( where applicable)

#### C. Applications made on behalf at DHQ

- o Applicant can delegate any person to make the application on his behalf at District Head Quarters.

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## 1.2 Guidelines

The guideline section shows who, how and where to apply for certificate of character.

The Certificate of Character is governed by the Certificate of Character Act 2012 (No 18/2012). It is an official document issued by the Office of the Director of Public Prosecutions which states whether a person has previous convictions recorded against him/her.

#### Who may apply

- Any Citizen of Mauritius of Age 18 or above
- Non-Citizen who holds a resident/ work permit in Mauritius.
- Employer in Mauritius on behalf of their employees (Authorisation letter for employee should be submitted)

Note: Applicant under 18 years should apply via their responsible party/relatives

#### 1. How to apply - Online

Apply online through the web portal (<https://ecertificateofcharacter.govmu.org/>)

Applicant should register on MauPass Portal (if not yet registered) <https://maupass.govmu.org> , prior to log-in to Certificate of Character Portal.

The applicant may effect payment electronically as indicated in the Online Help manual for Certificate of Character or pay at the nearest Police Divisional Headquarters

For online application, upon receipt of notification mail, the applicant may download a printable version

#### 2. How to apply - DHQ:

Applicant wishing to apply in person may do at the nearest Police Divisional Headquarters.

|               | Contact no. |                      | Contact no. |
|---------------|-------------|----------------------|-------------|
| Piton DHQ     | 2641320     | Port Louis South DHQ | 2118917     |
| Rose Hill DHQ | 4674408     | Port Louis North DHQ | 2171154     |
| Flacq DHQ     | 4011329     | Moka Police Station  | 4320975     |
| Curepipe DHQ  | 6742922     | Rose Belle DHQ       | 6274317     |
| Rodrigues DHQ | 8311536     |                      |             |

#### Opening Hours:

|                    |   |
|--------------------|---|
| Mondays to Fridays | 0900 hrs to 1400 hrs (Except for collection up to 1600 hrs) |
| On Saturdays       | 0900 hrs to 1100 hrs (Except for collection up to 1130 hrs) |

The applicant will pay at the nearest Police Divisional Headquarters

#### Applicable Fees:

|                                |
|--------------------------------|
| Rs 100/- Individuals           |
| Rs 50/- Additional Individuals |
| Rs 300/- Companies             |

## 1.3 FAQ's

This section answers common questions.

### FAQ'S

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**1. Who can apply for a COC ?**

Any citizens of Republic of Mauritius & Outer Islands and Foreigner who holds resident/work permit.

**2. Can another person apply my COC?**

Applicant can authorize any person to apply the COC on his/her behalf at the respective DHQ with his authorization in writings.

**3. Can I apply for more than one certificate?**

More than one original of a certificate can be obtained within a period of 3 months from the date of issue of the first certificate. Besides the original application, applicant can apply for two additional certificates within the prescribed period.

**4. What document do I have to produce for my application?**

- o Birth Certificate (computerized A4 format)
- o National Identity Card/ Passport for Non Citizen
- o Marriage Certificate (where applicable)
- o Other documents referring to any annotation on BC & MC (e.g Change of name, Rectification etc)
- o Proof of Residence in Mauritius
- o Authorization letter where applicable

**5. Where can I apply my COC?**

At the nearest Police Divisional Headquarters as follows:-

- o Piton DHQ
- o Port Louis South DHQ
- o Rose Hill DHQ
- o Port Louis North DHQ
- o Flacq DHQ
- o Moka Police Station
- o Curepipe DHQ
- o Rose Belle DHQ
- o Rodrigues DHQ

For online, on the certificate of character portal <https://ecertificateofcharacter.govmu.org>.

**6. How much time does it take to process my application?**

Within a period of two to three weeks or 2-6 weeks.

**7. Why does it take too much time to obtain my certificate?**

If applicant has been convicted before a court of law for a crime or misdemeanor or documents are missing, the processing will take more time.

**8. Can I obtain my certificate in a language other than English or French?**

Certificate will be issued in either English or French only.

**9. Can another person collect my COC?**

For all application made at Police Divisional Headquarters, if applicant is unable to collect his certificate on the mention collection date, he/she can delegate another person to collect same provided an authorization letter is produced mentioning reason thereof and receipt of collection.

## 1.4 Disclaimer

This section shows the disclaimer for the certificate of character.

### Disclaimer

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1. The online application for Certificate of Character has been developed to enhance service delivery. All information submitted at the time of the application is used exclusively for the purpose of processing the application for the Certificate of Character. The applicant shall ensure that all information (including email address) submitted when making an application is true and correct.
2. The printed format should be on plain A4 White Paper only for a valid Certificate of Character.
3. Any application made online after office hours/during weekends/on public holidays will be processed as from the next working day.
4. In case of any discrepancy on a Certificate of Character already issued, the applicant may contact respective Police Divisional Headquarters.
5. For any other queries, the applicant may contact the helpdesk on 2149794 during Office Hours (9:00 to 16:00) or send an email on [coc-support@govmu.org](mailto:coc-support@govmu.org).  
For complaints through email, applicants should ensure that they provide their Name, Surname, NIC/Passport Number, Acknowledgement ID, and Application Reference Number.

## 1.5 Register

To apply for certificate of character online, you must be registered in MAUPASS first. If not, please do so by clicking on the Register button. This will redirect you to the MAUPASS Registration page. The instructions given in the page should be followed to register successfully. After registration, click on the Login to Apply in certificate of character portal to apply for a new certificate of character.

### CERTIFICATE OF CHARACTER PORTAL

Register Login to Apply Forget Password

|   |   |   |  |
|---|---|---|--|
| <br>Disclaimer   | <br>Document(s) Required | <br>Guidelines | <br>Authenticity |
| <br>User Manual | <br>Video Demo          | <br>FAQ       | <br>Help Desk   |



### Register For MauPass

**Please note:**

- 1. You should be 15 years and above to be able to register.
- 2. Enter Surname at birth instead of Surname if you are below 18 years or you do not have the new National Identity Card
- 3. Enter all personal details as per your National Identity Card, including accents and special characters for example ö, ü, -
- 4. In case you are registering your account with your mobile phone number, you will receive a verification code via SMS to activate your MauPass account. If you have specified an email address, you will receive an activation mail to activate your account.

**Personal information**

Surname

First Name

Surname at Birth



Gender  Male  Female

Date Of Birth \*

Are you a citizen of Mauritius?  Yes  No

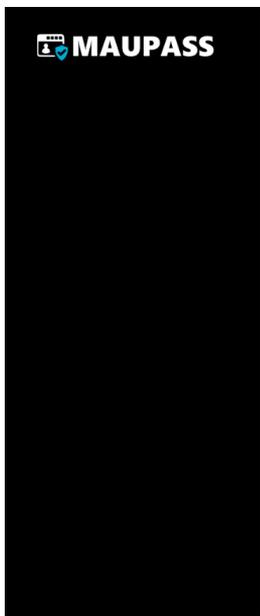
## 1.6 Forget Password

In case password is forgotten, you can always click on the Forget Password button to reset your password. This will redirect you to the MAUPASS forget password screen where the password can be changed if you have a valid account and email address/phone number in MAUPASS System. After resetting of password successfully, click on the Login to Apply in certificate of character portal.

### CERTIFICATE OF CHARACTER PORTAL

Register Login to Apply **Forget Password**

|   |   |   |  |
|---|---|---|--|
| <br>Disclaimer   | <br>Document(s) Required | <br>Guidelines | <br>Authenticity |
| <br>User Manual | <br>Video Demo          | <br>FAQ       | <br>Help Desk   |



### Forgot password?

Please select option below to reset your password.

Select Option

- Select Option
- Email**
- SMS

## 1.7 Login

After getting username and password, login button can be clicked. The user is redirected to the MAUPASS login where valid username and password should be entered to gain access to the home page of Certificate of Character.

### CERTIFICATE OF CHARACTER PORTAL

Register Login to Apply Forget Password

- Disclaimer
- Document(s) Required
- Guidelines
- Authenticity
- User Manual
- Video Demo
- FAQ
- Help Desk



**Vous ne voulez pas utiliser le nom d'utilisateur et le mot de passe pour vous connecter?**

Cliquez sur le bouton MAUPASS APP pour utiliser l'application mobile MauPass pour vous connecter

MAUPASS APP

### Se connecter

sjohn

\*\*\*\*\*

Se souvenir de moi

Retour **Se connecter**

[Forgot username?](#) | [Mot de passe oublié?](#)

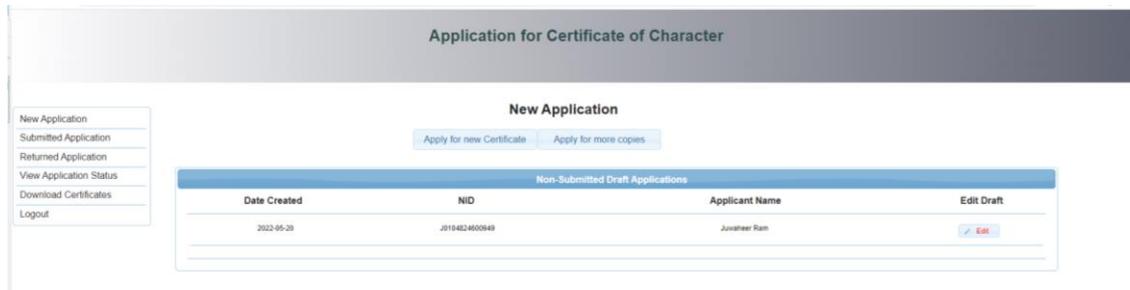
In case you are unable to access your account or you do not remember your email address, then send an email at [support@ncb.mu](mailto:support@ncb.mu), providing your First name, Surname, NIC and a scanned copy of your NIC or call Helpdesk on +230 4549955.

[Créer un compte](#) | [Email activation](#)

## 2 Online Certificate of Character Module

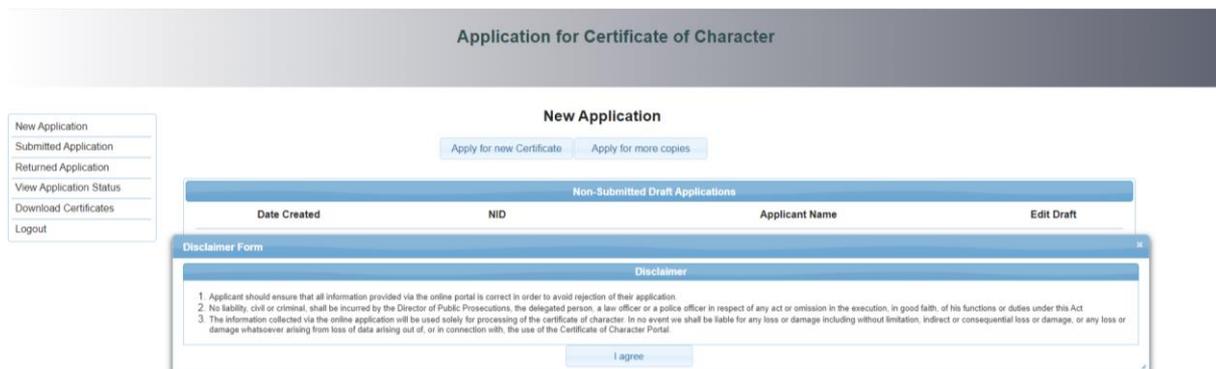
After entering the credentials, the user home page appears as shown below. In the Home page, a user can do the following:

1. Apply for new certificate.
2. View Returned applications from Police Divisional Headquarters.
3. View Application Status.
4. Download Certificates when Ready for collection.



### 2.1 Apply for new Certificate

User can edit application not yet submitted for processing or user can Apply for new Certificate. When clicking on New Certificate, A disclaimer dialogue box will appear where user has to read carefully and click on I agree button.



After clicking on the I agree button, the Type of Application screen appears. The user has to choose the applicant Category. If the Applicant Category is SELF, then the user chooses the certificate language which can be either in English or French.

The following screen will appear:

1 Type of Application 2 Applicant Info 3 Contact Details 4 Upload Documents 5 Payment

Type of Application

Applicant Category: \* Self

Certificate required in: Select language

Certificate required in: \*English 1 Certificate required in: \*French 0

Home-Draft Next

If the Applicant Category is Responsible Party for Applicant, the following fields are mandatory.

1 Type of Application 2 Applicant Info 3 Contact Details 4 Upload Documents 5 Payment

Type of Application

Applicant Category: \* Responsible party for applicant

NID of Responsible Party: \* C68768768888 Name of Responsible Party: \* camadoo

Address of Responsible Party: \* Pailles Contact No. of Responsible Party: \* 2425252

Certificate required in: Select language

Certificate required in: \*English 1 Certificate required in: \*French 0

Home-Draft Next

If the Applicant Category is Employer applying on behalf of Applicant, the following fields are shown.

1 Type of Application 2 Applicant Info 3 Contact Details 4 Upload Documents 5 Payment

Type of Application

Applicant Category: \* Employer applying on behalf of Applicant

Company Name: \* CatsMan BRN: \* C98756787

NID of Representative: \* N4567987678998 Name of Representative: \* camadoo

Address of Representative: \* Surinam Contact No. of Representative: \* 7685334

Certificate required in: Select language

Certificate required in: \*English 1 Certificate required in: \*French 0

Home-Draft Next

Clicking on the Next button, the application Info appears. NID/Passport No, Surname and First name will be filled automatically. The applicant has to fill other mandatory fields. There is check that is made to verify the NID with the First name and Surname.

Welcome nitish.jowaheer [Logout](#)

1 Type of Application 2 Applicant Info 3 Contact Details 4 Upload Documents 5 Payment

**Applicant Info**

Is Applicant born in Mauritius?: \* YES

Gender:\* Male

Applicant Surname:\* Smith

Date of Birth:\* 01/04/1982

Has Applicant got Nationality of Mauritius?: YES

NID/Passport No:\* 5773687687

Marital Status:\* Single

Applicant First name:\* John

Has Applicant ever been convicted by a court of law for any crime or misdemeanour in the Republic of Mauritius?:\* Select

Have you had any change/rectification of name before? Refer to Annotation(s) – Mention(s) in BC and MC:\* Select

[Home](#) [Back](#) [Next](#)

If the information filled is genuine and accurate, contact Details page is displayed. Most of the information will already be displayed. Any missing information like occupation will have to be input.

1 Type of Application 2 Applicant Info 3 Contact Details 4 Upload Documents 5 Payment

**Contact Details**

Address: \* Quatre Bornes

Town/Village:\* Plaines Wilhems

Phone No +23057877387

Mobile:

Email Address:\* smith@hotmail.com

Occupation: \* EMPLOYED

[Home](#) [Back](#) [Next](#)

After clicking on the Next button, the upload section comes where the applicant has to upload all the documents requested. Otherwise, the application will not be processed.

1 Type of Application 2 Applicant Info 3 Contact Details 4 Upload Documents 5 Payment

**Document Details**

Upload Document: [+ Choose](#) Please upload the following Documents: Birth Certificate

[Delete Document](#)

| File Name |                   |
|-----------|-------------------|
| abd.docx  | <a href="#">↓</a> |
| abd.docx  | <a href="#">↓</a> |

[Home](#) [Back](#) [Next](#)

The last part is the payment page where the applicant can choose from E-Payment or pay at the respective police divisional headquarters. All the below checkboxes must be checked before submission.

1 Type of Application 2 Applicant Info 3 Contact Details 4 Upload Documents 5 Payment

**Payment Details**

No of Copies: 1 Amount to be paid: 100

Payment Method:  Epayment  Pay at the respective DHQ

I certify that the information and annexed documents provided for this application are true and correct  
 I have read and understood the disclaimer  
 I have uploaded all the required documents in step 4 for processing the application

Upon payment your application will be processed, after which you will be able to download your certificate of character. A notification will be sent at following email address : smith@hotmail.com. Please confirm or update if required on Maupass.

Back Home Submit Save Draft

If the E-Payment is chosen, the SBM gateway is displayed where the applicant has to fill the credit card number and other details. If the payment is successful, the applicant will see an acknowledgement screen with the online Id.

**SBM**

| Order number       | Total      |
|--------------------|------------|
| 00000082_gpxu1qebw | 100.00 MUR |

Session expired in 19:51

Credit card number:

year end card: 1 - January / 2022

My name:

Enter the code CVC2/CVV2:   
(located on the back of the card)

Submit

VISA SECURE mastercard ID Check JCB J/Secure

## 2.2 Returned Application

The Returned Application show all the applications have been returned by DHQ for upload of missing documents.

## Application for Certificate of Character

- New Application
- Submitted Application
- Returned Application
- View Application Status
- Download Certificates
- Logout

### Returned Application

| Returned Applications |                       |                     |                      |
|-----------------------|-----------------------|---------------------|----------------------|
| Online Ref            | Applicant Name        | Status              | Edit                 |
| 00000150              | Jowaheer Nitish Kumar | Returned for Update | <a href="#">Edit</a> |

**Police District Headquarters(DHQ) Instruction**

DHQ Remarks:

DHQ Officer:

Officer Contact:

**Applicant Info**

Upload document, if any [+ Click to upload](#)

To upload more documents use 'click to upload' button. To submit the application click on 'Submit' button.

| Delete File |                   |
|-------------|-------------------|
| File Name   |                   |
| COC.pdf     | <a href="#">↓</a> |

Input Remarks:

[Back](#) [Submit](#)

## 2.3 View Application Status

The View Application Status screen shows the progress of the application.

## Application for Certificate of Character

|                         |
|-------------------------|
| New Application         |
| Submitted Application   |
| Returned Application    |
| View Application Status |
| Download Certificate    |
| Logout                  |

## View Application Status

| Previous Submitted Applications |                 |                      |
|---------------------------------|-----------------|----------------------|
| Reference                       | Applicant Name  | Status               |
| FQ/31/01/2022/063432            | Douglas Smila   | Ready for Collection |
| PIT/17/01/2022/063414           | Douglas Mathias | In-Progress          |
| PIT/17/01/2022/063416           | Douglas Tom     | In-Progress          |

## 2.4 Download Certificates

The download certificate enables the applicant to download the certificate when it is ready, and the latter will be notified through mail. The applicant must click on the Download Encrypted certificate. The download will begin after a short moment.

| Download Encrypted Certificate   | Send Password |
|--|---------------|
| <p>Please click on the Download Encrypted Certificate button to download the Certificate of character.<br/>After Download, please go to the 'Send Password' section.</p> <p style="text-align: center;"><a href="#">+ Download Encrypted Certificate</a></p> |               |

After download, the Password tab page will be enabled and clicking on it will request the password to be sent to the applicant through mail. The applicant should check his/her mailbox. The certificate can now be opened by entering the password sent.

[Download Encrypted Certificate](#) [Send Password](#)

Please note that the certificate of Character is password protected. Please click on the 'Send Password' button to request for Password.

[Send Password](#)