

## INFORMATION TECHNOLOGY SERVICES

### 1. Frequently Asked Questions (FAQ's)

(a) **Question:** What is the website address of the City Council of Port Louis?

**Answer:** <http://www.mccpl.mu>

(b) **Question:** What are the online services provided by the City Council?

**Answer:**

- Online Application for Booking of Sports/Municipal Infrastructure
- Online Request for Facilities
- Online Application for Library Membership (Adult and Student)

Some online services are available through the portal of the Local Authorities, <http://la.govmu.org>, viz.

- (i) Online Application of Building and Land Use Permit (BLP) including online payment of BLP Processing Fee and BLP Fee
- (ii) Online Complaint
- (iii) Online Application for Cessation of Business/Trade
- (iv) Online query of Trade Fees, Rates and Market Fees

(c) **Question:** How do we avail of online services available through the portal of the Local Authorities, <http://la.govmu.org>,

**Answer:** You have to register yourself on the portal by clicking on the label “Login/Register” and then on “Register here”. Mandatory fields required for registration are Title, Company/Surname, Name of Representative/First Name, National Identity Card Number/ Business Registration (Company) Number, Telephone and Email Address.

(d) **Question:** How do I proceed if, after registration and query on the portal of the Local Authorities, my account/fee details, online complaint or online BLP application are not displayed on the portal.

**Answer:** Contact the respective department of the City Council. Possible reasons are:

- (i) Mismatch of National Identity Card Number/ Business Registration (Company) Number in the computerized system of the City Council.
- (ii) Wrongly input National Identity Card Number/ Business Registration (Company) Number at registration process
- (iii) The online complaint/online BLP application has not yet been validated by the Council.

(e) **Question:** Where can I get application forms of the Council?

**Answer:** Either at the Council or on the website of the Council, i.e. on the following address <http://www.mccpl.mu/downloads.php>

(f) **Question:** Where can I have an overview of the services offered by the Council?

**Answer:** On the website of the Council, i.e. on the following address <http://www.mccpl.mu>

**2. Contact Details of Officers who may answer to queries, related to IT matters and online services, that could not be handled by the Call Centre:**

S. NO.	NAME OF OFFICER	DESIGNATION	CONTACT DETAILS	
			Telephone Number	Email Address
1.	Mr. Soobashchandre Protab  (for technical issues)	IT Officer / Systems Administrator	405 6600 Ext. 1809	<a href="mailto:sprotab@mail.la.govmu.org">sprotab@mail.la.govmu.org</a> ; <a href="mailto:mpl.ce@intnet.mu">mpl.ce@intnet.mu</a>
2.	Mrs. Sharmila Rungen  (for technical issues)	Database Supervisor	405 6600 Ext. 1809	<a href="mailto:srungen@mail.la.govmu.org">srungen@mail.la.govmu.org</a> ; <a href="mailto:mpl.ce@intnet.mu">mpl.ce@intnet.mu</a>

3.	Planning Department  (for online BLP)	Inspectors / Frontdesk Officer	405 6600 Ext. 1515 / 1516 / 1519	<a href="mailto:mpl.ce@intnet.mu">mpl.ce@intnet.mu</a>
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