

What are mobile apps?

A mobile application, or mobile app, is a type of application software designed to run on a mobile device, such as a smartphone or tablet.

Such mobile apps offer citizen centric services to the population relating to: Agriculture, Economy, Social Services, Entertainment/Games, Music and Fitness apps.

Examples of popular apps on a mobile phone are Facebook, Twitter, WhatsApp, YouTube and Instagram.

What are the apps for Mauritius?

The mobile applications being rolled out by the Government of Mauritius, are designed to assist the user by providing government specific services.

The apps are:

- Search Gov
- Consumer Rights
- Smart Traffic
- School Companion
- Smart Police
- SME Net
- Emergency Alert App
- Green Living Index
- EEMO
- Family Welfare

How to Install the mobile applications on your mobile phone

Ensure that you are connected to the Internet first (via Wi-Fi or Mobile data).

Method 1

Locate and open the App Store (on iPhone) or Play Store (on Android devices) app on your phone.

You may be prompted to sign in with your Apple/Google credentials. It will also require you to accept the terms and conditions.

You can then use the search feature (magnifying glass) to search for the app you want (e.g. Smart Police).

Tap the “Install” or “Get” to install the app. Your device will then install the app and you can start using it.

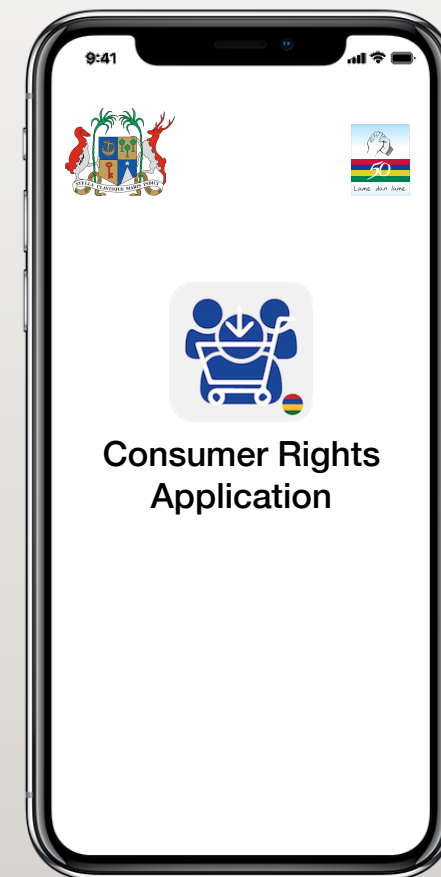
Method 2

You can install any QR Code Reader app on your device, start it up and scan the QR Codes in this leaflet. The image below is an example of a QR Code. It will send you to the Government App Website (mauritiusapps.govmu.org) where you can get more information on the mobile applications:



Nou La Pou Ou!

An initiative of the Ministry of Technology, Communication and Innovation, Mauritius.



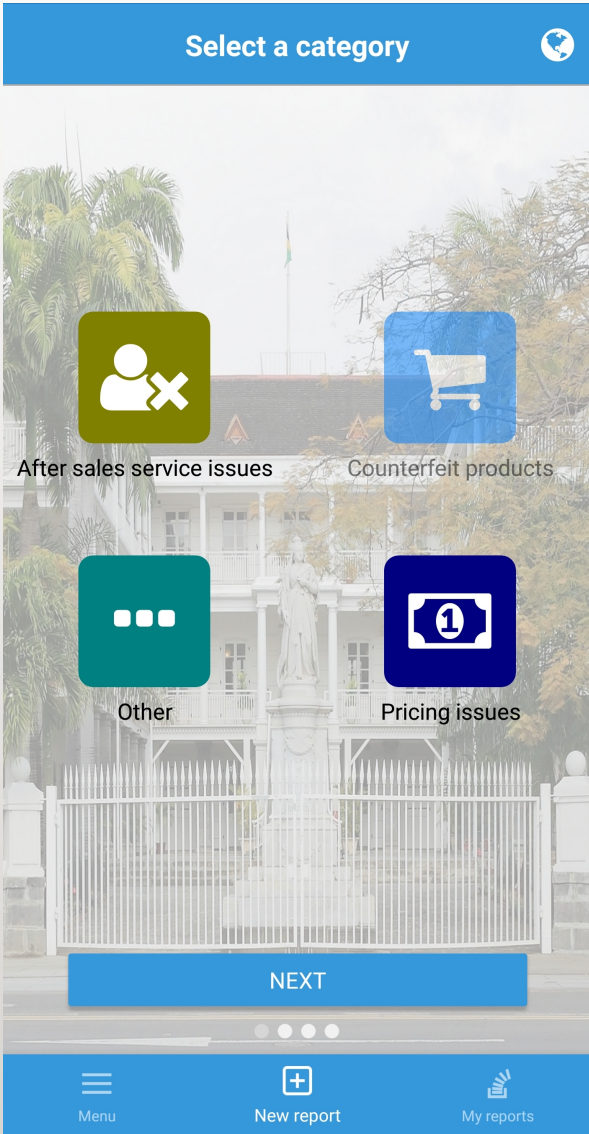
Google Play and the Google Play logo are trademarks of Google LLC.

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Consumer Rights App



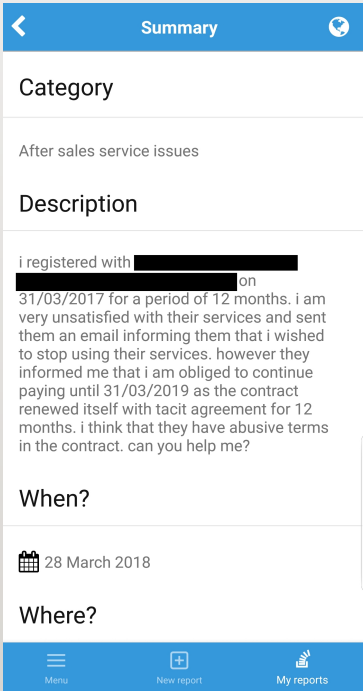
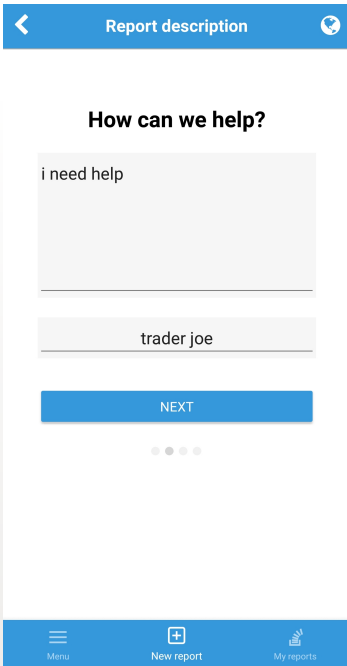
The consumer rights app allows users to register complaints and have a more efficient follow up of these complaints.



Complaints logging

Users can select any one of the categories that best describe their situation.

They are then provided with appropriate screens to enter the required information, including photos/videos that will help the Consumer Affairs Unit to process the complaint.



Follow up

After submitting a complaint, a followup is made at the level of the Consumer Affairs Unit. The user may also consult the report that they have submitted.

Other functionalities

Future functionalities may be added to the app depending on public feedback on most requested features.

The hotline for Consumer Affairs Unit is 185.

The Organisation providing support

The Consumer Affairs Unit is a specialised unit within the Ministry of Industry, Commerce and Consumer Protection, which caters for the protection of consumers.

The CAU has collaborated with the MTCI and the Central Informatics Bureau for the rolling out of the mobile application.

Procedures to download the app

- Visit <https://mauritiusapps.govmu.org/>. Direct links to the apps are available on the site also
- Search for “Consumer Rights” on Play Store or App Store. You may need to add “Mauritius” in case you are having difficulties in finding the app
- Scan the QR Code below using your QR Code Reader app:



See overleaf for more help in installing the app.