

# **User Guide**

**For**

**Business Obstacles Alert Mechanism**

**(BOAM)**

**Economic Development Board**

**(EDB)**

**USER MANUAL**



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## Introduction

The **Business Obstacle Alert Mechanism (BOAM)** has three web interfaces, namely, the **User Portal** accessed by applicants and the **Back-End Portal** accessible to officers of the EDB and the administrator.

The BOAM will consist of the following modules/functions:

- Registration Portal
  - Registration Form for Individual
  - Registration Form for Company
  - Registration Form for Management Company
- User Portal
  - Registration of Obstacles.
  - List of Obstacles.
  - Details of Obstacles.
  - Applicant’s details.
- Back-End Portal
  - Administrator
  - Maintenance
  - Obstacles
  - Access Rights

## Registration Page

User can choose which kind of account he/she wants to create in the Registration Portal.

Create New Account for Individual or Organisation

– Please, choose an Applicant Type

Individual / Company\* :

Select

Select

Individual

Company

Management Company

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## Registration for individual.

- In this Registration Form, the User needs to insert data in some mandatory fields to be able to complete the Registration Process.
- An error message will be displayed if User do not insert necessary credentials.

Create New Account for Individual or Organisation

– Please, choose an Applicant Type

Individual / Company\* : Individual

– Individual Info

Title\* : Mr

Firstname\* : Elenio

Last Name\* : Brembilla

NID\* : Passport\* : E12345678

– Contact Info

Email Address :

Mobile No: Office No:

– Other Info

Country : IT - Italy

– Sectors of Activities

<input type="checkbox"/> Agri Industry	<input type="checkbox"/> Bio Industry	<input type="checkbox"/> Blue Economy	<input type="checkbox"/> Creative Industry
<input type="checkbox"/> Education	<input type="checkbox"/> Film Industry	<input type="checkbox"/> Financial Services	<input type="checkbox"/> Freeport and Logistics
<input checked="" type="checkbox"/> ICT	<input type="checkbox"/> Manufacturing	<input type="checkbox"/> Occupational Permit	<input type="checkbox"/> Real Estate & Hospitality
<input type="checkbox"/> Renewable Energy	<input type="checkbox"/> Sector for Test Purpose	<input type="checkbox"/> Silver Economy	<input type="checkbox"/> Sports Economy

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- A message will also be displayed after the User has successfully been Registered.
- Username and Password will be sent by Email.

### Info



User was added Successfully and Password sent through EMAIL!; username=EleBreTEXyw

## Registration for Company / Management Company.

The Registration Form for Company and Management Company is the same. Here also, the User should insert data in mandatory fields to register successfully.

- An error message will be displayed if User do not insert necessary credentials.
- A message will also be displayed if Registration is successful.

**Create New Account for Individual or Organisation**

– Please, choose an Applicant Type

Individual / Company\* :

– Organisation Info

Company Name\*:

Company BRN:

– Contact Info

Email Address :

Mobile No:  Office No:

– Other Info

Country :  No of Employees:

– Contact Person's Detail

Title\* :

Firstname\* :

Last Name\* :

Email Address :

Mobile No:  Phone No:

– Sectors of Activities

Agri Industry   
 Bio Industry   
 Blue Economy   
 Creative Industry  
 Education   
 Film Industry   
 Financial Services   
 Freeport and Logistics  
 ICT   
 Manufacturing   
 Occupational Permit   
 Real Estate & Hospitality  
 Renewable Energy   
 Sector for Test Purpose   
 Silver Economy   
 Sports Economy

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## User Portal

In this portal, User will be able to:

- See list of Obstacles.
- View details of Obstacles.
- Create new Obstacles.

## List of Obstacles

Business Obstacle Alert Mechanism (BOAM)											
Submitted Obstacles		In Process		RESOLVED		PENDING		UNRESOLVED			
26		25		1		0		0			
Obstacles ( 26 / 26 )											
No	Obstacle ID	Description	Nature	Sector	Status	Remarks	Result	Submitted Date	Resolved Date	Elapsed Days	View
1	BOAM_202442	Testing	Regulatory and Legal Problems	Blue Economy - Fishing, Aquaculture	Action Completed			05/07/2024			
2	BOAM_202441	ELUP - Delay	Time constraints	Manufacturing - Light Engineering	Open			30/05/2024			
3	BOAM_202441	Delays in obtaining import permit	Administrative burden and delays	ICT -	In Process	Kindly submit appropriate proforma invoice mentioning exact ligs to be imported		30/05/2024			
4	BOAM_202445	Delays in processing and issue of license	Administrative burden and delays	ICT -	In Process	In Process		30/05/2024			
5	BOAM_202449	Delays in clearance for import of cosmetics samples	Regulatory and Legal Problems	Financial Services -	In Process	In Process		30/05/2024			
6	BOAM_202434	Undue delay for issue of license	Administrative burden and delays	ICT -	In Process	In Process		30/05/2024			
7	BOAM_202433	Delays in processing and issue of license	Regulatory and Legal Problems	ICT -	In Process	In Process		30/05/2024			
8	BOAM_202435	Delays in approval of marketing scheme	Administrative burden and delays	ICT -	In Process	In Process		30/05/2024			
9	BOAM_202442	Request for a license of importer of second-hand motor vehicles	Regulatory and Legal Problems	Renewable Energy -	In Process	In Process		30/05/2024			
10	BOAM_202448	Delays for issue of clearance of import of potato seeds	Administrative burden and delays	Financial Services -	Closed	Permit issued	Resolved	30/05/2024	03/06/2024	5 days	
11	BOAM_202422	Delays in issue of license for manufacturer of liquor	Administrative burden and delays	Renewable Energy -	In Process	In Process		30/05/2024			
12	BOAM_202423	Import permit for meat	Administrative burden and delays	Financial Services -	In Process	In Process		30/05/2024			
13	BOAM_202424	Occupation Permit Holder with the turnover slightly below requirement is not considered as valid candidate for the 20-year Permanent Residence Permit	Regulatory and Legal Problems	Financial Services -	In Process	In Process		30/05/2024			
14	BOAM_202425	Vessel clearance procedure is cumbersome	Regulatory and Legal Problems	Renewable Energy -	In Process	In Process		30/05/2024			
15	BOAM_202426	Delays in obtaining a license for an insurance company	Administrative burden and delays	Financial Services -	Action Required	In Process		30/05/2024			
16	BOAM_202427	Pleasure Craft License is not transferable	Regulatory and Legal Problems	Renewable Energy -	In Process	In Process		30/05/2024			
17	BOAM_202432	Delays in obtaining License - registration of training institute	Administrative burden and delays	Renewable Energy -	In Process	In Process		30/05/2024			
18	BOAM_202447	Delays for issue of license Export Health Certificate	Administrative burden and delays	ICT -	In Process	In Process		30/05/2024			
19	BOAM_202429	Company facing delays in OIP	-	ICT -	Open			22/05/2024			
20	BOAM_202420	Regular Power Cuts at the factory	Administrative burden and delays	Manufacturing - Light Engineering	Open			17/05/2024			

## Filter data

User can search for more precise information by clicking on the eye button in toolbar to filter data.

No	Obstacle ID	Description	Nature	Sector	Status	Remarks	Result	Submitted Date	Resolved Date	Elapsed Days	View
1	BOAM/2024/42	testing	Regulatory and Legal Problems	Blue Economy - Fishing, Aquaculture	Action Completed			05/07/2024			

## Details of Obstacles

To view details of the obstacles created, User should click on the View Button found in the last column.

**Business Obstacle Alert Mechanism (BOAM)**

Obstacle Registration

Obstacle ID: BOAM\_2024/19

Obstacle ID: BOAM\_2024/19

Nature of Obstacle: Regulatory and Legal Problems

Have you faced this obstacle before?: Yes

Sector: Bio Industry

SubSector: Select

Subject: Delays in clearance for import of cosmetics samples  
(148 characters remaining)

Problem Description: (1) Application for clearance of samples of cosmetics products is submitted through the TradeLink System. (2) Samples are imported to be tested under specific conditions by biotechnology laboratories. (3) The lifespan of the samples is in the order of 1 day maximum. Therefore, customs clearance upon arrival at the airport (or PAFS) must be done in urgency so as not to compromise the nature of the sample. (4) Currently, the administrative delays in obtaining clearance from both customs and the pharmacy board can exceed the expiry time of the sample. (5) Express clearance is sought due to the severe time constraints under which the laboratories must conduct their tests.  
(3310 characters remaining)

Additional Request

Uploaded Documents (1)

Document Name	Uploaded by	Type	Description	View	Download	Remove
Applicant - Certificate of Incorporation.pdf	appl					

## Registration Form for Obstacle

- The User should insert data in mandatory fields to register successfully.
  - o An error message will be displayed if User do not insert necessary credentials.
  - o A message will also be displayed if Obstacle is successfully created.
- User can upload documents by clicking on either “**New Document**” Button or “**Upload Document**” Button.

The difference between those 2 buttons is that the “**New Document**” Button contains an option where the User can add a small description of the file being uploaded.

- User can save Obstacle as draft to complete later by clicking on the “**Save (Obstacle as DRAFT)**” Button.
- User can successfully create the Obstacle by clicking on the “**Submit Obstacle**” Button.

## Obstacle Registration

Home > Obstacles

### Obstacle ID

**Obstacle ID**

Nature of Obstacle : Regulatory and Legal Problems

Have you faced this obstacle before?\* Yes

Sector : Blue Economy

SubSector : Fishing, Aquaculture

Subject : Test  
( 196 characters remaining )

Problem Description : Testing purpose  
( 3985 characters remaining )

### Additional Request

Uploaded Documents ( 2 )						
Document Name	Uploaded by	Type	Description	View	Download	Remove
ID.pdf	appl					
ID.pdf	appl	Id proof				

« < > » 10

+ New Document + Upload Document

Save Obstacle as DRAFT Submit Obstacle

## Applicant Details

ECONOMIC DEVELOPMENT BOARD

Business Obstacle Alert Mechanism (BOAM)

### Applicant Details

Home > Applicant Details

**Applicant Details**

Organisation Info

Company Name\*: Company Name

Company BRN: Company Name

Contact Info

Email Address : elenio.brembilla@lci.mu

Mobile No. : S5070447 Office No. :

Other Info

Country : italy No of Employees: 500

Contact Person's Detail

Title : Mr

Firstname : Elenio

Last Name : Brembilla

Email Address : elenio.brembilla@lci.mu

Mobile No. : S5070447 Phone No. :

Sectors of Activities