CUSTOMER CHARTER

The Assay Office has a regulatory function in ensuring compliance with the Jewellery Act 2007. The Act regulates the dealings in precious metals, namely, gold, silver, palladium and platinum and jewellery made from these precious metals, and of precious and semi-precious stones.

The Assay Office is a Technical Programme Participant in the Convention on the Control and Marking of Articles of Precious Metals (Hallmarking Convention) and benefits from the technical expertise of other members in the field of assaying of precious metals.

The Assay Office is ISO 9001 certified and its Assay Laboratory is accredited to ISO/IEC 17025.

VISION
To enhance consumers’ trust and confidence in the jewellery industry and to offer them consistent jewellery certification and grading services by maintaining the highest level of ethics and integrity.

MISSION
- To provide maximum protection to consumers of jewellery and gemstones.
- To assist to the development of the jewellery sector.
- To help jewellers upgrade the quality of their jewellery.
- To build up customer confidence in relation to purchase and sale of jewellery.
OUR CORE VALUES

- **Integrity** - We are guided by the highest standards of professional ethics.
- **Teamwork** - We achieve synergy among staff.
- **Responsiveness** - We provide highest quality and timely services to meet expectations of the customers.
- **Efficiency** - We achieve optimal results at minimum cost.
- **Quality** - We are committed to providing services of the highest quality to our customers.

OUR OBJECTIVES

The Assay Office has clear objectives to achieve service delivery:

- Issue of a Certificate of Registration of Jewellers within 2 working days from the date of payment.
- Registration of Sponsor’s/Identification/Importer’s Marks within 30 minutes after submission.
- Issue of cupellation results within 3 working days from the date of receipt of sample.
- Issue of X-Ray Spectrometry and touchstone results within 1 working day from the date of receipt of sample.
- Issue of 5 valuation certificates within 1 working day.
- Issue of identification reports for four gemstones within 2 working days.
- Issue of grading reports for three diamonds within 3 working days.
SERVICES/ACTIVITIES

- Registration of jewellers;
- Assaying of gold, silver and platinum jewellery and their alloys;
- Identification of gemstones;
- Grading of diamonds;
- Registration of Sponsor’s, Importer’s and Identification marks;
- Conduct of inspection visits for compliance with the Jewellery Act 2007;
- Investigation of complaints;
- Consumer sensitisation campaigns;
- Valuation of gold jewellery;
- Endorsement of Ownership Declaration Form for the sale of second-hand jewellery; and
- Hotline for daily gold price - 8966.
- Online verification of Gemmology Reports.

ASSAY OFFICE LABORATORIES

The Assay Office operates an Assay Laboratory and a Gemmology Laboratory.

(i) Assay Laboratory

The Assay Laboratory offers testing services for gold, silver and platinum jewellery and their alloys using internationally recognised test methods. Our customers may as well witness their tests.

(ii) Gemmology Laboratory

The Gemmology Laboratory offers identification services for gemstones and grading of diamonds.
FEEDBACK AND COMPLAINTS

Your suggestions and complaints are most welcomed.

You may contact us in one of the following ways:

- You can complete the form at the suggestion box at our reception desk;
- Phone us on (230) 211-0612/13/14;
- Fax us on (230) 211-0617;
- Email us on assay@govmu.org or assaysug@govmu.org;
- In person at our counter; and
- By post.

We assure you that we shall initiate actions for any suggestion or complaint within 5 working days.

CONTACT DETAILS

<table>
<thead>
<tr>
<th>Assay Office</th>
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</thead>
<tbody>
<tr>
<td>11th &amp; 12th Floor, Ken Lee Tower</td>
</tr>
<tr>
<td>Cnr Barracks &amp; St Georges Streets</td>
</tr>
<tr>
<td>Port Louis</td>
</tr>
<tr>
<td>☑ Tel: (230) 211-0612/13/14</td>
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<tr>
<td>☑ Fax: (230) 211-0617</td>
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<tr>
<td>📞 Gold Price Hotline: 8966</td>
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<tr>
<td>🌐 Website: <a href="http://www.assayoffice.org">www.assayoffice.org</a></td>
</tr>
<tr>
<td>🍀 Emails: <a href="mailto:assay@govmu.org">assay@govmu.org</a></td>
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<td>♻ <a href="mailto:assaysug@govmu.org">assaysug@govmu.org</a></td>
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