

Mauritius, the first country to implement nCEN

Since 25 August 2010, the Mauritius Revenue Authority's Customs administration has had a centralized database enabling it to manage and store information on seizures and Customs offences and, more importantly, trained officers to manage and use it.

The decision to develop nCEN with Mauritius as a pilot country goes back to 2008 when the WCO Secretariat first met with Mauritian Customs officials. It was a match: the Secretariat had for some time been mulling over a project to design a centralized database for WCO Members that would enable them to gather and store enforcement data, and was looking for funding to implement the project, while Mauritius on the other hand had expressed the need for just such a tool to improve its risk management.

In preparation for the official launch of the tool in Mauritius, it was decided to host the database provisionally on the WCO server from 25 August and to organise a train-the-trainers session ahead of this date. During early August, 18 Customs officers from Mauritius Customs' IT and enforcement departments were trained on the setup and administrative functions of the nCEN system as well as on the use of the application and its functionalities. The training was highly interactive and feedback from participants is being used to further enhance the application so that it fully



meets end-user needs.

Thanks to German Customs who funded the development of the application and to Japan Customs who funded the training, the setup of the hardware installation in Mauritius is currently underway and nCEN will be officially launched in the country once the system is up and running from Mauritius' own national server.

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