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*CUSTOMER CHARTER*

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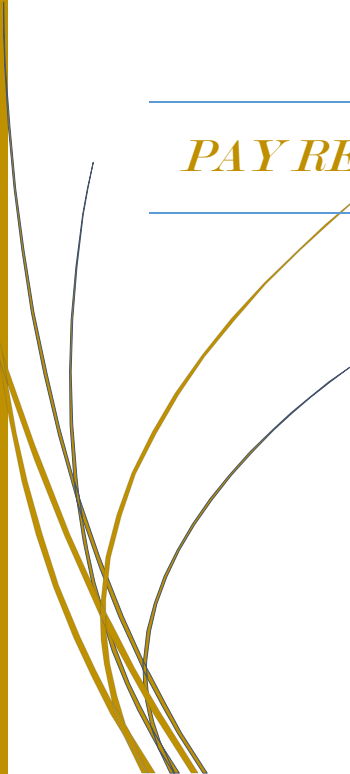
*OUR COMMITMENT TO YOU*

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*PAY RESEARCH BUREAU*

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# **CUSTOMER CHARTER**

**OUR COMMITMENT TO YOU**

**PAY RESEARCH BUREAU**

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***“A Customer is the most important  
visitor on our premises.***

***He is not dependent on us,  
we are dependent on him.***

***He is not an interruption of our work,  
he is the purpose of it.***

***He is not an outsider in our business,  
he is part of it.***

***We are not doing him a favour by serving him.***

***He is doing us a favour by giving us an  
opportunity to do so.”***

***Mahatma Gandhi***

## **Foreword**

It is with great pleasure that I am presenting this updated Customer Charter which provides an insight on the array of services provided by the Pay Research Bureau to its various stakeholders.

The Bureau is ISO-Certified since the year 2007. It has successfully migrated to MS ISO 9001:2015 since 29 August 2019. The certificate has been further renewed up to 28 August 2025, showing our commitment to bring continual improvement in the delivery of our services.

As serving our customers with dedication and professionalism has always been our priority, the standards adhered to, the core values of the Bureau as well as the level of services our customers expect is spelt out in this Charter. We are also providing a roadmap on how to tap our services. To help us further improve, we would greatly appreciate timely feedback on our services from our valued customers.

**I. Peryagh**  
**Director**  
**Pay Research Bureau**  
**27 September 2023**

1. **Parent Ministry**

The Pay Research Bureau is an independent organisation operating under the vote of the Prime Minister's Office.

2. **Vision**

To be a world class organisation in matters of pay and conditions of employment in the Public Sector.

3. **Mission**

To review the pay and grading structures, conditions of employment and organisational structures to enable excellence in the delivery of service in the Public Sector.

#### **4. Objectives**

- (i) To carry out reviews of pay and grading structures and conditions of service in the Civil Service, Rodrigues Regional Assembly, Parastatal and other Statutory Bodies, Local Authorities and the Private Secondary Schools and to make appropriate recommendations with a view to:
  - (a) rendering the sector more efficient and effective;**
  - (b) facilitating recruitment and retention of required skills in the service;**
  - (c) boosting reforms initiatives;**
  - (d) ensuring that reward in the public sector keeps pace with those of corresponding positions in the private sector, to the extent that it is desirable;**
  - (e) establishing and maintaining reasonable differentials in respect of different categories of skills and levels of responsibility; and**
  - (f) ensuring adequate linkage between pay and economic growth in the country.****
- (ii) To conduct research and keep abreast of developments in the fields of Remuneration, Conditions of Employment, Organisation Design and the like.**
- (iii) To advise on the proper design of organisation structures.**
- (iv) To assist in the implementation of our recommendations.**

## **5. Core Values**

**Equity and  
Fairness:**

We ensure that pay policies are just and fair and rewards are commensurate with responsibility, competence and contribution.

**Quality and  
Timeliness:**

We are committed to provide quality and timely services.

**Uniformity and  
Consistency:**

We conduct the affairs of the Bureau in an equitable, uniform, and consistent manner and in line with provisions of the law.

**Integrity:**

We are guided by standards of high professional ethics and operate in a consultative and transparent manner.

**Team Spirit**

We foster teamwork, participation and the sharing of information.

**Yearning for  
Excellence**

We strive to deliver on the frontiers of excellence in all our undertakings.



## **6. Customers**

- **Government**
- **Ministries/Departments**
- **Parastatal and other Statutory Bodies**
- **Local Authorities**
- **Rodrigues Regional Assembly**
- **Private Secondary Schools**
- **Staff Associations**
- **Public Sector Employees**
- **Private Secondary Schools Employees**
- **Public Sector Pensioners**
- **Private Secondary Schools Pensioners**
- **Private Organisations and International Bodies**

## **7. Main Services Provided/Customer Standards**

- **Publish a Report on the General Review of Pay and Grading Structures and Conditions of Service in the Public Sector once every five years or as may be determined by the Government;**
- **Publish an Addendum Report to the main PRB Report subject to decision of Government and within such time frame as may be determined by the Government;**
- **Process requests **within 9 working days** from receipt of relevant/complete information as regards:**
  - **Advice on remuneration and on terms of employment of contract officers.**
  - **Salary grading for new posts.**
  - **Regrading existing posts following changes in duties and job specifications (knowledge, skills and abilities) and entry qualifications.**
  - **Eligibility criteria for duty free facilities on cars and auto/motorcycles and other travelling benefits.**
  - **Determination/Revision of allowances.**
  - **Advice on pensionable emoluments for public sector pensioners.**
  - **Determination of remuneration packages of officers in posts established under the Constitution or any other Law;**
- **Examine and report **within 21 days** as from receipt of all relevant data, on all cases concerning design/redesign of organisation structures;**

- **Examine all queries regarding interpretation /clarification of recommendations and make a reply within five working days from receipt of relevant complete information;**
- **Advise on conditions of service and employee benefits within 12 working days from receipt of all relevant information;**
- **Advise on the proper procedures to make representations in general.**
- **Member of various Standing Committees and other committees on reforms.**
- **Hold consultations with stakeholders, as and when required.**
- **Conduct job analysis exercise in organisations.**
- **Tender advice over the telephone, as and when required.**
- **Provide updated information through our website.**
- **Reply to e-mails of stakeholders.**

## 8. Procedures to tap our services

User	Access to the Bureau
<b>1. Management</b>	
(a) Ministry of Public Service, Administrative and Institutional Reforms (MPSAIR)	Directly.
(b) Other Ministries	Through MPSAIR.
(c) Rodrigues Regional Assembly	Through MPSAIR.
(d) Departments	Through parent Ministry and MPSAIR.
(e) Parastatal Bodies and Local Authorities	Through parent Ministry and MPSAIR.
(f) Private Secondary Schools	Through Private Secondary School Authority, parent Ministry and MPSAIR.
<b>2. Staff Associations and Individual Officers</b>	Generally through Management of organisations concerned or directly in the context of an overall review.
<b>3. Public Sector Pensioners</b>	Through Accountant-General or through Management of organisations concerned.
<b>4. Private Organisations</b>	Directly.

In the context of an overall review of pay and grading structures and conditions of employment and organisation structures in the Public Sector, Parastatal and other Statutory Bodies, Local Authorities and Rodrigues Regional Assembly are allowed to send their representations directly to the Bureau.

## **9. Complaints and Feedback**

We respond to complaints from customers or dissatisfaction with our services by acknowledging letters, emails and investigating into same with a view to bringing corrective measures/improvement wherever necessary.

In this regard, we also welcome suggestions and feedback from Ministries/Departments/Organisations and from individual officers and staff associations.

## **10. Contact Details**

The Pay Research Bureau may be contacted by phone, letter and e-mail. All correspondence should be addressed to the Director, Pay Research Bureau.

Tel No. : 230-211 3046/208 4200

Fax : 230-2087557

Email : [prb@govmu.org](mailto:prb@govmu.org)

Web Site : <https://prb.govmu.org>

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8<sup>th</sup> Floor  
Lislet Geoffroy Street  
Port Louis  
Mauritius

## **11. Legal Disclaimer Notice**

The statement of commitments in this Charter do not confer any legal rights contracted or otherwise. This Charter is published for information purposes only.