



Republic of Mauritius

# Annual Report 2017

**PAY RESEARCH BUREAU**  
Prime Minister's Office

## Foreword from Director



It is a privilege for me to present the Annual Report of the Bureau for the year 2017. Through this Report, the Bureau aims at informing its stakeholders and the public at large of its achievements during the year. It also gives an overview of the functions of the Bureau, staffing structure and main activities.

In line with our mission and core values, we are committed to creating value for our stakeholders through the services we provide. We have geared up efforts through our past Reports to foster engagement among our key stakeholders in an attempt to satisfy customer needs.

Notwithstanding the difficult context in which we operate, the Bureau stood the test of time. Besides, conscious to the fact that customer needs are constantly evolving, suggestions for improvement are welcome through our open door policy.

During the year 2017 officers at different levels were provided training as we recognize the importance of an ongoing development and learning culture to sustain an effective, efficient and well-informed staff to meet challenges in the daily performance of their duties. Technical staff equally benefitted from overseas training. With a view to promoting efficiency and work life balance, the flexible working arrangement has been implemented at the Bureau on a pilot basis as from April 2017.

As we move on embarking in our next Report which is due for publication in the year 2020, we look at the future with confidence owing to our strategic approach. We remain committed to be a transparent, innovative and successful organisation. In so doing, we strive to create long-term value for our stakeholders preserving the image and reputation of the Bureau as an independent institution.

I am proud to be supported by a capable, passionate and dedicated staff. They deserve ample credit for their unflinching support and valuable contributions to achieve the objectives of the Bureau in line with Vision 2030 of the Government in transforming the Public Sector.

I would also like to seize this opportunity to amiably thank all our stakeholders for their congenial working relations and support.

**A. Nagamah**  
**Director**



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## **Part I**

**VISION  
MISSION  
MAIN OBJECTIVES  
CORE VALUES  
VALUE STATEMENT OF THE BUREAU**



## Vision and Mission

### Vision

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

### 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.

## Main 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:
  - rendering the sector more efficient and effective;
  - facilitating recruitment and retention of required skills in the service;
  - boosting reforms initiatives;
  - 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;
  - establishing and maintaining reasonable differentials in respect of different categories of skills and levels of responsibility; and
  - 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.



## Core Values



## Value Statement of the Bureau

### **Our Customers**

We value our customers. We are responsive and courteous and treat them fairly and honestly with high standards of professionalism and integrity.

### **Our Staff**

We value our staff. We maximize their potential through continuous learning and development and look forward that they develop high level of commitment, resourcefulness and enterprise.

### **Our Services**

Our competent personnel are committed to provide excellent, qualitative, equitable, fair and timely services within prescribed standards and the limits of affordability. This is the measure of our efficiency as it is primordial for our existence.

### **Our Partners**

We thrive with our partners for a first-class Public Service-capable, innovative and forward-looking one of the best in the region.



## **Part II**

### **OVERVIEW OF THE BUREAU**



## An overview of the Bureau

The Pay Research Bureau operates under the aegis of the Prime Minister's Office as an independent organisation. Its main objective is to keep under continuous review the Pay and Grading Structures and Conditions of Service in the Public Sector comprising the Civil Service, Parastatal and Other Statutory Bodies, Local Authorities, Rodrigues Regional Assembly and the Private Secondary Schools. The Bureau was administratively set up in 1977 following the Report of the Salary Commissioner, Sedgwick in 1973 where he recommended the creation of a Pay Unit to collect data on wage movements to compare salaries obtained in the Private and Public Sectors and to ensure fair and equitable wages and conditions of service in these sectors.

The first Report of the Bureau was published in 1982. Subsequent Reports were published on a quinquennial basis on the overall review of the Pay and Grading Structures and Conditions of Service in the Public Sector and the Private Secondary Schools in the years - 1987, 1993, 1998, 2003, 2008 and 2013. Based on the recommendation of the EOAC Report 2013, the last PRB Report was published in 2016 within a period of three years.

As has been the practice in the past, following the implementation of a main Report, the Errors, Omissions and Clarifications Report is normally published after 12 months to address genuine errors and omissions arising out of the main Report and also to provide clarifications in an endeavour to facilitate implementation of our recommendations. Nevertheless, with the publication of the 2016 Report, an Addendum Report to the 2016 PRB Report was published after six months.

The Bureau carries out the Pay and Grading exercise in respect of Ministries (25), Departments/ Divisions of the Civil Service (55), Parastatal Bodies (99), Local Authorities (12), the Rodrigues Regional Assembly and the Private Secondary Schools (110). The Bureau also makes specific recommendations for public service pensioners, holders of constitutional posts and other statutory posts as well as for advisers/officers employed on contract. In addition, it determines the salary grading for new posts, re-grades existing posts following changes in duties and /or qualification requirements and determines new allowances while revises existing ones.

Requests from our stakeholders are generally attended through the Ministry of Civil Service and Administrative Reforms in respect of salary gradings, review of conditions of service, interpretations/ clarifications, design/redesign of organisation structures and other related cases. However, the Bureau also provides direct services over the phone, through e-mail, letters and personal contact. Our customer base consists of around 185 organisations, 300 staff associations, 88,000 public officers and 25,000 public service pensioners.

In the fulfillment of its objectives, officers of the Bureau are called upon to participate actively in public talks, workshops and seminars to enlighten stakeholders on our recommendations and to provide necessary information/clarifications. Technical staff also act as Resource person in training programmes organised by the Civil Service College, Mauritius; Federations/Unions and other stakeholders.

The Bureau is headed by a Director who is supported in his duties by two Deputy Directors. The technical staff comprises officers in the grades of Principal Job Analyst, Job Analyst and Survey Officer. Support services are provided by the Secretary, PRB, a Principal Financial Officer, a Procurement and Supply Officer/Senior Procurement and Supply Officer and officers in the General Services and Office Auxiliary cadres.

## Corporate Information

### Directorate



**Mr. A. Nagamah**  
Director

☎: (230) 211 2514

F : 2087557

✉ : anagamah@govmu.org



**Mr. S. Nursing**  
Deputy Director

☎: (230) 211 2419

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**Mr. I. Peryagh**  
Ag Deputy Director

☎: (230) 2112418

Fax No.: 2087557

✉ : iperyagh@govmu.org



## Technical Staff



Title	Name and Contact Details
<b>Principal Job Analyst</b>	Mr A. S Badurally Adam Phone No.: 211 2514 Fax No.: 2087557 Email: sbadurally@govmu.org
<b>Principal Job Analyst</b>	Mr D. A. Hulman Phone No.: 2080007 Fax No.: 2087557 Email: dhulman@govmu.org
<b>Ag Principal Job Analyst</b>	Mr J. Ganoo Phone No.: 211 3040 Fax No.: 2087557 Email: jganoo@govmu.org
<b>Job Analyst</b>	Mr A. Dumur Phone No.: 208 0960 Fax No.: 2087557 Email: ardumur@govmu.org

Title	Name and Contact Details
<b>Job Analyst</b>	Mr P. P. Bhugwant Phone No.: 211 2524 Fax No.: 2087557 Email: pbhugwant@govmu.org
<b>Job Analyst</b>	Mr J. Boodhun Phone No.: 2087672 Fax No.: 2087557 Email: jaboodhun@govmu.org
<b>Temporary Job Analyst</b>	Mrs S. Nobutsing-Shibloll Phone No.: 210 1871 Fax No.: 2087557 Email: sshibloll@govmu.org
<b>Temporary Job Analyst</b>	Mr V. Subrun Phone No.: 2112813 Fax No.: 2087557 Email: vsubrun@govmu.org
<b>Survey Officer</b>	Mr S. Seebah Phone No.: 208 1287 Fax No.: 2087557 Email: sseebah@govmu.org
<b>Survey Officer</b>	Mrs R. Hauroo Phone No.: 208 2035 Fax No.: 2087557 Email: rhauroo@govmu.org
<b>Survey Officer</b>	Mrs A. Daramsing Phone No.: 211 2580 Fax No.: 2087557 Email: adaramsing@govmu.org
<b>Survey Officer</b>	Mrs P. Ghoorun Phone No.: 208 2035 Fax No.: 2087557 Email: pghoorun@govmu.org

Title	Name and Contact Details
<b>Survey Officer</b>	Mrs D. Bancharam-Doorga Phone No.: 211 2580 Fax No.: 2087557 Email: dbancharam@govmu.org
<b>Survey Officer</b>	Miss S. Boyjonauth Phone No.: 208 1287 Fax No.: 2087557 Email: sboyjonauth@govmu.org
<b>Survey Officer</b>	Mrs B. D. Jacmohun Phone No.: 208 1287 Fax No.: 2087557 Email: bdjacmohun@govmu.org
<b>Survey Officer</b>	Mrs A. Ujoodha Phone No.: 208 2035 Fax No.: 2087557 Email: asujoodha@govmu.org
<b>Survey Officer</b>	Mr R. Chariyan Phone No.: 211 3020 Fax No.: 2087557 Email: rchariyan@govmu.org
<b>Survey Officer</b>	Mrs C. Sohan Phone No.: 211 3020 Fax No.: 2087557 Email: csohan@govmu.org

## Support Staff

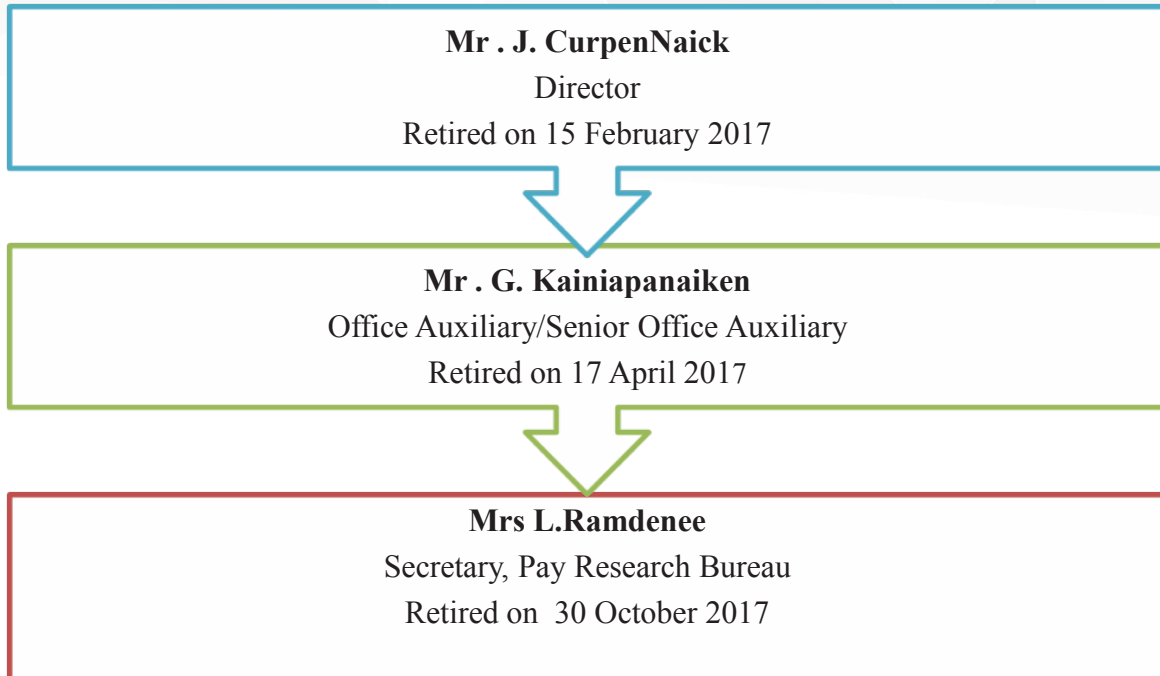


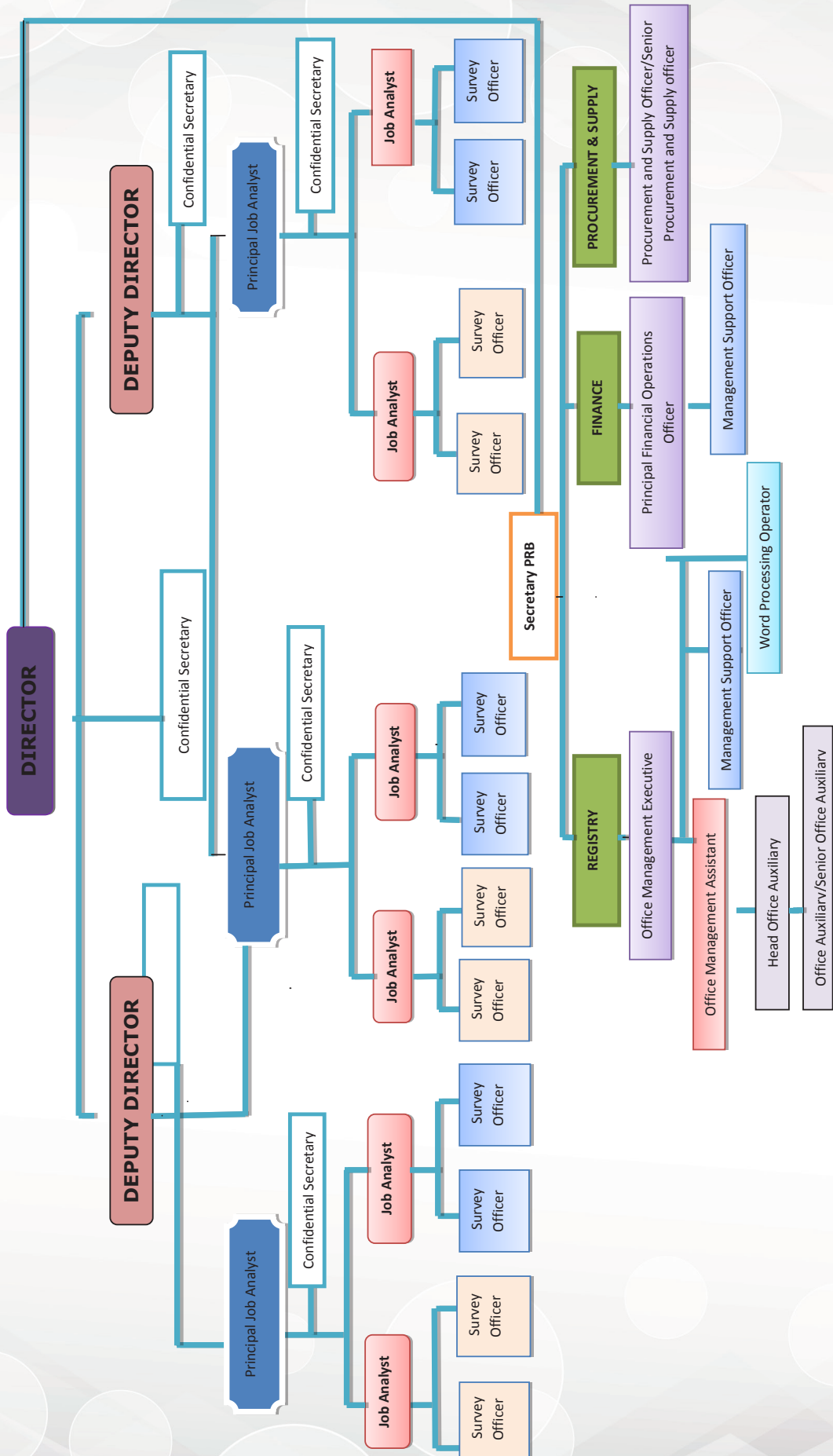
Name	Telephone	E-mail Address
<b><u>Secretary, PRB</u></b>		
Mrs L. Ramdenee	(230) 208 4216	<a href="mailto:lramdenee@govmu.org">lramdenee@govmu.org</a>
<b><u>Office Management Executive</u></b>		
Mrs U. Pursun	(230) 211 3045	<a href="mailto:upursun@govmu.org">upursun@govmu.org</a>
<b><u>Principal Financial Operations Officer</u></b>		
Mrs L. Ragavaloo	(230) 208 6989	<a href="mailto:lravaloo@govmu.org">lravaloo@govmu.org</a>
<b><u>Confidential Secretaries</u></b>		
Mrs N. Lai Lim	(230) 211 2514	<a href="mailto:nlailim@govmu.org">nlailim@govmu.org</a>
Mrs R. Paraouty	(230) 211 2418	<a href="mailto:brparaouty@govmu.org">brparaouty@govmu.org</a>
Mrs A.B. Luchmun	(230) 211 2419	<a href="mailto:bluchmun@govmu.org">bluchmun@govmu.org</a>
Miss F. Khodabocus	(230) 211 3040	<a href="mailto:fekhodabocus@govmu.org">fekhodabocus@govmu.org</a>
Mrs P. Appadoo	(230) 211 2513	<a href="mailto:puappadoo@govmu.org">puappadoo@govmu.org</a>
Mrs M. Chuckowry	(230) 208 0007	<a href="mailto:mchuckowry@govmu.org">mchuckowry@govmu.org</a>

<b>Name</b>	<b>Telephone</b>	<b>E-mail Address</b>
<b><u>Temporary Office Management Assistant</u></b> <b>Miss D. Mohit</b>	(230) 208 4200	dmohit@govmu.org
<b><u>Management Support Officers</u></b> <b>Mrs J. Lobin</b> <b>Mrs S. Souky</b> <b>Mrs A. Beetul</b> <b>Miss K. Sandoram</b> <b>Miss A. Goolab</b> <b>Mrs G. Anjoree</b>	(230) 2113046 (230) 211 3046 (230) 208 4200 (230) 208 4200 (230) 208 6989 (230) 211 3046	-
<b><u>Temporary Word Processing Operator</u></b> <b>Miss R. Luchmun</b>	(230) 211 2514	-
<b><u>Head Office Auxiliary</u></b> <b>Mr G. Becceea</b>	(230) 211 3046	-
<b><u>Office Auxiliaries/Senior Office Auxiliaries</u></b> <b>Mr G. Kainiavanaiken</b> <b>Mr H. Taukoor</b> <b>Mr O. Khoosy</b> <b>Mrs N. Chaundee</b>	(230) 211 3046 (230) 211 3046 (230) 211 3046 (230) 211 3046	-

## Mobility of Staff

Officers who have left the Bureau during the year 2017 following their retirement are as below:





## **Part III**

### **ACTIVITIES OF THE BUREAU**





## Quality Management System

The Bureau is an ISO certified organisation. It was awarded the MS ISO 9001:2008 certification under the National Quality Management System Certification Scheme in 2007. The Certificate of Registration remained valid up to 27 February 2016 upon its renewal on 28 February 2013 following a recertification audit carried by external Auditors of the Mauritius Standards Bureau (MSB).

For the year 2017, the MSB carried out its Surveillance Audit on 21 February. Internal audit exercises were also carried out covering all processes of our Quality Manual in the areas of Quality Management System, Technical, Registry and Administration, Finance and Procurement.

With the latest version of 2015, action has been initiated towards the migration of the new standard ISO 9001:2015. To facilitate this exercise, officers of the Bureau have undergone specific training sessions conducted by the MSB and the Civil Service College, Mauritius.

## Performance Management System

The Bureau has in place a Performance Management System (PMS) since 2009 and it is successfully being implemented. At each level of operation, performance objectives are agreed upon at the beginning of the year and continuous feedback is provided throughout the year. Appraisal exercises are carried out through a mid-term review and a final appraisal is conducted at the end of the year.

The PMS is an effective tool for the Bureau to identify skill gap and the need for training in specific areas. While inculcating a performance oriented culture in the organisation, this system paves the way towards providing enhanced service delivery.

## Research

As a core activity of the Bureau, research is continuously carried out in the fields of remuneration practices, pay systems, grading structures, conditions of service and civil service reforms to keep abreast of latest developments and to keep pace with the changing environment in the local context as well as in foreign jurisdiction.

To deliver on this activity, necessary ICT tools and equipment are in place to include a dedicated Server, around 25 personal computers and 12 laptops. Internet facilities are provided through the Government Online Centre.

Research materials in the form of periodicals, books, reports, research papers, magazines, journals and statutes are also available in the documentation unit of the Bureau for consultation.

## Staff Training and Development

During the year 2017, officers of the Bureau participated fully in different training courses organised by the Civil Service College, Mauritius. A few technical staffs equally benefitted from overseas training. Lists of training courses followed by the officers are highlighted in the table below:

<b>NAME</b>	<b>DESIGNATION</b>	<b>TRAINING FOLLOWED</b>	<b>DATE</b>
<b>Mrs Shibloll Mrs Jacmohun</b>	Temporary Job Analyst Survey Officer	Training Programme on Managing Resources	<b>17 &amp; 24 January 2017</b>
<b>Mr Badurally Adam Mr Hulman</b>	Principal Job Analyst Principal Job Analyst	Training Programme on Managing Change for Transformation	<b>18 &amp; 25 January 2017</b>
<b>Mr Dumur</b>	Job Analyst	Training Programme on Talent Management	<b>18 &amp; 25 January 2017</b>
<b>Mrs Appadoo</b>	Confidential Secretary	Induction Course for Confidential Secretary	<b>23 &amp; 24 January 2017</b>
<b>Mrs Pursun</b>	Office Management Executive	Mentoring Session on Auditing ISO:2015 Version	<b>30 January 2017</b>
<b>Mrs Ragavaloo</b>	Principal Financial Operations Officer	Mentoring Session on Auditing ISO:2015 Version	<b>30 January 2017</b>
<b>Mrs Chuckowry</b>	Confidential Secretary	Induction Course for Confidential Secretary	<b>30 &amp; 31 January 2017</b>
<b>Mrs Jacmohun Mrs Sohan</b>	Survey Officer Temporary Survey Officer	Training Programme on Training Needs Analysis	<b>03 &amp; 10 February 2017</b>
<b>Mr Boodhun Mr Chariyan</b>	Job Analyst Temporary Survey Officer	Training Programme on Talent Management	<b>14 &amp; 21 February 2017</b>

<b>NAME</b>	<b>DESIGNATION</b>	<b>TRAINING FOLLOWED</b>	<b>DATE</b>
<b>Mr Dumur</b> <b>Mrs Daramsing</b> <b>Miss Boyjonauth</b>	Job Analyst Survey Officer Survey Officer	Training Programme on Managing Change for Transformation	<b>20 &amp; 27 February 2017</b>
<b>Mr Peryagh</b> <b>Mr Boodhun</b> <b>Mr Seebah</b> <b>Mr Chariyan</b>	Acting Deputy Director Job Analyst Survey Officer Temporary Survey Officer	Training Programme on Managing Resources	<b>27 February &amp; 06 March 2017</b>
<b>Mr Peryagh</b> <b>Mr Badurally Adam</b> <b>Mr Seebah</b>	Acting Deputy Director Principal Job Analyst Survey Officer	Training Programme on Training Needs Analysis	<b>03 &amp; 10 March 2017</b>
<b>Ms Hauroo</b> <b>Mrs Ghoorun</b>	Survey Officer Survey Officer	Training Programme on Talent Management	<b>06 &amp; 16 March 2017</b>
<b>Mr Badurally Adam</b> <b>Mr Hulman</b> <b>Mr Dumur</b> <b>Mrs Ghoorun</b> <b>Miss Boyjonauth</b>	Principal Job Analyst Principal Job Analyst Job Analyst Survey Officer Survey Officer	Training Programme on Managing Resources	<b>10 &amp; 17 March 2017</b>
<b>Mr Bhugwant</b>	Job Analyst	Training Programme on Managing Change for Transformation	<b>20 &amp; 27 March 2017</b>
<b>Mr Peryagh</b> <b>Mr Badurally Adam</b> <b>Mr Bhugwant</b> <b>Mr Boodhun</b> <b>Mrs Doorga</b> <b>Miss Boyjonauth</b>	Acting Deputy Director Principal Job Analyst Job Analyst Job Analyst Survey Officer Survey Officer	Training Programme on Managing Performance in the Public Sector	<b>22 March 2017</b>
<b>Mr Nursing</b>	Deputy Director	Workshop of Top Management in ISO:2015	<b>30 March 2017</b>

<b>NAME</b>	<b>DESIGNATION</b>	<b>TRAINING FOLLOWED</b>	<b>DATE</b>
<b>Mr Dumur</b> <b>Mr Boodhun</b>	Job Analyst Job Analyst	Training Programme on Quality Management: Towards ISO 9001: 2015	<b>17 &amp; 24 April 2017</b>
<b>Mrs Jacmohun</b>	Survey Officer	Training Programme on Managing Performance in the Public Sector	<b>02 May 2017</b>
<b>Mr Ganoo</b>	Acting Principal Job Analyst	Training Programme on Strategic Thinking	<b>03 &amp; 10 May 2017</b>
<b>Mr Seebah</b> <b>Mrs Shibloll</b>	Survey Officer Survey Officer	Training Programme on Managing Performance in the Public Sector	<b>18 May 2017</b>
<b>Ms Hauroo</b>	Survey Officer	Training Programme on Quality Management: Towards ISO 9001: 2015	<b>15 &amp; 22 May 2017</b>
<b>Mr Hulman</b>	Principal Job Analyst	Training Programme on Managing Performance in the Public Sector	<b>01 June 2017</b>
<b>Mr Chariyan</b> <b>Mrs Sohan</b>	Survey Officer Survey Officer	Training Programme on Quality Management: Towards ISO 9001: 2015	<b>29 May &amp; 05 June 2017</b>
<b>Mr Seebah</b> <b>Ms Hauroo</b> <b>Mrs Shibloll</b>	Survey Officer Survey Officer Survey Officer	Seminar on " Reform of Government Organisations for Mauritius in China"	<b>08 to 19 June 2017</b>
<b>Mrs Daramsing</b> <b>Mrs Doorga</b>	Survey Officer Survey Officer	Training Programme on Strategic Thinking	<b>14 &amp; 22 June 2017</b>
<b>Mr Dumur</b>	Job Analyst	Training Programme on Managing Performance in the Public Sector	<b>21 June 2017</b>

<b>NAME</b>	<b>DESIGNATION</b>	<b>TRAINING FOLLOWED</b>	<b>DATE</b>
<b>Mr Boodhun</b>	Job Analyst	Training Programme on Statutory Interpretation	<b>15 &amp; 22 June 2017</b>
<b>Mrs Ujoodha</b>	Survey Officer	Training Programme on Managing Performance in the Public Sector	<b>04 July 2017</b>
<b>Mr Subrun</b>	Survey Officer	Training Programme on Quality Management: Towards ISO 9001: 2015	<b>03 &amp; 10 July 2017</b>
<b>Ms Hauroo</b> <b>Mrs Doorga</b>	Survey Officer Survey Officer	Training Programme on Statutory Interpretation	<b>06 &amp; 13 July 2017</b>
<b>Mrs Daramsing</b>	Survey Officer	Training Programme on Managing Performance in the Public Sector	<b>20 July 2017</b>
<b>Miss Luchmun</b>	Word Processing Operator	Induction Course for Word Processing Operator	<b>14 &amp; 19 July 2017</b>
<b>Mrs Shibloll</b>	Temporary Job Analyst	Training Programme on Strategic Thinking	<b>20 &amp; 27 July 2017</b>
<b>Mrs Chuckowry</b>	Confidential Secretary	Workshops: Advanced Secretary Course	<b>02 &amp; 30 August 2017</b>
<b>Mr R. Chariyan</b>	Survey Officer	Training Programme on Managing Performance in the Public Sector	<b>07 August 2017</b>
<b>Mrs Jacmohun</b> <b>Miss Boyjonauth</b>	Survey Officer Survey Officer	Training Programme on Quality Management: Towards ISO 9001: 2015	<b>01 &amp; 08 August 2017</b>

<b>NAME</b>	<b>DESIGNATION</b>	<b>TRAINING FOLLOWED</b>	<b>DATE</b>
<b>Mrs Sohan</b>	Survey Officer	Training Programme on Statutory Interpretation	<b>03 &amp; 10 August 2017</b>
<b>Mrs Jacmohun</b> <b>Miss Boyjonauth</b>	Survey Officer Survey Officer	Training Programme on Strategic Thinking	<b>17 &amp; 24 August 2017</b>
<b>Mrs Appadoo</b>	Confidential Secretary	Workshops: Advanced Secretary Course	<b>16 August &amp; 13 September 2017</b>
<b>Mr Hulman</b>	Principal Job Analyst	Workshop on Inclusive Leadership	<b>23 August 2017</b>
<b>Mr Hulman</b>	Principal Job Analyst	Workshop on Inclusive Leadership	<b>24 August 2017</b>
<b>Mrs Shibloll</b>	Temporary Job Analyst	Training Programme on Leadership: Making a difference	<b>12 &amp; 19 September 2017</b>
<b>Mr Hulman</b> <b>Mrs Souky</b>  <b>Miss Sandoram</b>  <b>Mr Becceea</b>	Principal Job Analyst Management Support Officer Management Support Officer Head Office Auxiliary	2 days Training on Fire safety and Fire Risk Management	<b>20 &amp; 21 September 2017</b>
<b>Mr Chariyan</b> <b>Mrs Sohan</b>	Survey Officer Survey Officer	Training Programme on Strategic Thinking	<b>15 &amp; 22 September 2017</b>
<b>Mr Subrun</b> <b>Mrs Shibloll</b>	Temporary Job Analyst Temporary Job Analyst	Training Programme on " Level 4- Certificate of Achievement in Service and Performance Excellence	<b>04- 12 December 2017</b>

## Ongoing Activities

### ❖ Number of cases received/processed during the year 2017

	Jan-Mar	Apr-June	July-Sept	Oct-Dec	Total
<b>Adhoc (Salary Grading and Conditions of Service, etc.)</b>	87	108	97	103	395
<b>Interpretation/Clarifications</b>	3	4	9	2	18
<b>Organisation Design/Redesign</b>	6	1	1	-	8
<b>Others</b>	16	11	13	14	54
<b>Total</b>	112	124	120	119	475

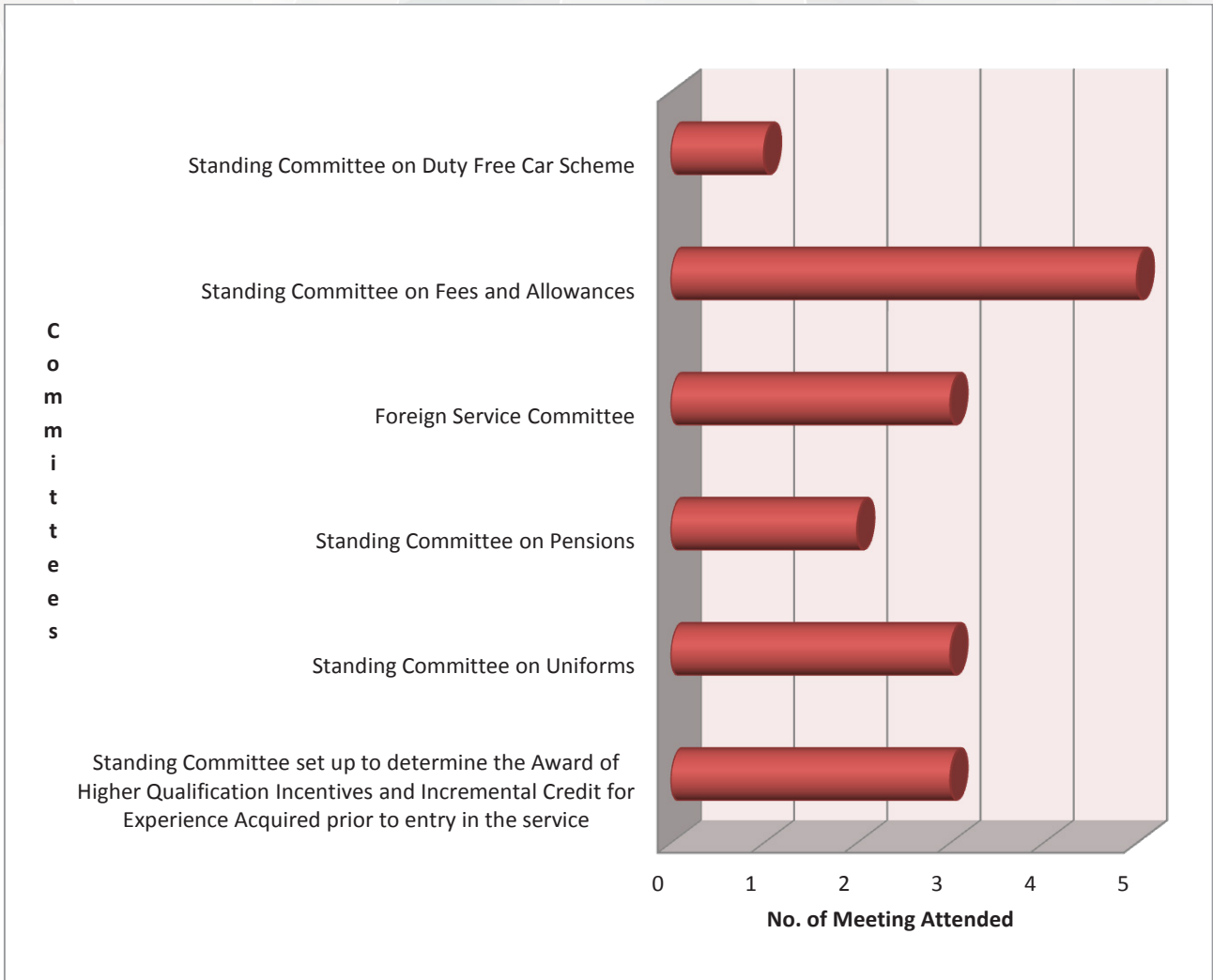
### ❖ Attending Court/Commission for Conciliation and Mediation/Tribunals

Officers represented the Bureau in Court/Commission for Conciliation and Mediation/Tribunals as witness or co-defendant in cases of industrial disputes arising out of interpretation/clarification of recommendations of the PRB Report.

### ❖ Participation in Standing Committees

Standing Committees under the chairmanship of the Senior Chief Executive of the Ministry of Civil Service and Administrative Reforms were attended by the Director and/or his representatives to provide technical input and assistance to facilitate decisions. The number of meetings attended during the year 2017 can be viewed in the chart below:





❖ **Central Implementation and Monitoring Committee**

The Central Implementation and Monitoring Committee (CIMC) chaired by the Secretary for Public Service has been set up at the level of the MCSAR to facilitate the smooth and timely implementation of the recommendations of the PRB Report.

Following the publication of the 2016 PRB Report, the Director, PRB and/or his representatives as members of the CIMC attended three meetings in the year 2017 to look into unresolved issues at the level of the Department Implementation and Monitoring Committee.

### ❖ High Powered Committee

The Director is a member of the High Powered Committee which is chaired by the Secretary to Cabinet and Head of the Civil Service. The Committee looks into issues arising out of the implementation of recommendations made in PRB Reports amongst others.

### ❖ Visits of Delegates

A delegation from the Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis, [AIGGPA] from India visited the Bureau in August 2017. The Director-General, AIGGPA and his team had a working session with Directorate of the Bureau to discuss matters pertaining to grading of public officers and training issues.

## Other Activities

The PRB Staff Welfare Association was set up in the year 2009 having for purpose to cater for the welfare of the staff members. Every year, the Association organizes several activities such as outings and participates in the Civil Service Kermesse organized by the Ministry of Civil Service & Administrative Reforms.

During the year 2017, the PRB Staff Welfare Association has successfully organized an outing to Vallée de Ferney and Blue Bay beach on Sunday 21 May 2017 and also took part in the Civil Service Kermesse which was held on Sunday 05 November 2017. It is to be noted that the Association offers birthday cards, 'get well soon cards' and shields upon reaching the age of 60 years to its members.

The end of year get-together party was organised at Radisson Blue, Poste la Fayette on 20 December 2017.



## **Part IV**

# **FINANCIAL HIGHLIGHTS**



**Financial Highlights**

The expenses of the Bureau for the period July 2016 to June 2017 are as follows:

<b>Rs</b>	
<b>Compensation of Employees</b>	
Personal Emoluments	25,951,921
Other Staff Costs	2,503,261
Social Contributions	204,814
<b>Goods and Services</b>	
Cost of Utilities	1,011,237
Rent	2,339,216
Office Equipment and Furniture	641,077
Office Expenses	157,609
Maintenance	140,713
Cleaning Services	78,660
Publications & Stationery	436,609
Fees for Training	102,000
Uniforms	26,750
<b>TOTAL</b>	<b><u>33,593,867</u></b>



## **Part V**

# **CUSTOMER CHARTER**





## Parent Ministry

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

### Vision

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

### 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.

## Our 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.

## Our Core Values

<b>Equity and Fairness:</b>	We ensure that pay policies are just and fair and rewards are commensurate with responsibility, competence and contribution.
<b>Quality and Timeliness:</b>	We are committed to provide quality and timely services.
<b>Uniformity and Consistency:</b>	We conduct the affairs of the Bureau in an equitable, uniform, and consistent manner and in line with provisions of the law.
<b>Integrity:</b>	We are guided by standards of high professional ethics and operate in a consultative and transparent manner.
<b>Team Spirit</b>	We foster teamwork, participation and the sharing of information.
<b>Yearning for Excellence</b>	We strive to deliver on the frontiers of excellence in all our undertakings.

## Our Customers



## 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.
- Form part of various Standing Committees and other committees on reforms.
- Have consultations with stakeholders, as and when required.
- Conduct job analysis exercise in organisations.
- Tender advice over the telephone, as and when required.
  - Answer calls within three rings.
  - Provide the required information in a courteous manner.

- Provide updated information through our website.
- Make replies to e-mails within two working days.

### Procedures to tap our services

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

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.

### Complaints and Feedback

We respond to complaints from customers or dissatisfaction with our services by acknowledging letters, emails and investigating into same.

We also welcome suggestions and feedback from Ministries/Departments/Organisations and from individual officers and staff associations to further improve our services.

The Pay Research Bureau may be contacted by phone, letter and e-mail.

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**All correspondence should be addressed to:  
The Director  
Pay Research Bureau.**



