



Republic of Mauritius

Annual Report

2018 & 2019

Pay Research Bureau

Prime Minister's Office

FOREWORD

from the Director

We migrated to the ISO 9001:2015 standards in 2019 to ensure a sustained provision of quality service.

Training remains a priority for the Bureau to boost the performance and productivity of staff. In that respect, training has been provided to officers at all levels during the years 2018 and 2019. Overseas training has also been provided to the technical staff. As regards the staffing complement, vacant posts have been filled and new Survey Officers have been recruited in the year 2019.

I am very much grateful for the commitment and dedication of my staff who had to put extra energy and effort during the years under reference. I am also confident that they will continue to discharge the duties entrusted to them with professionalism and vigour.

I am also particularly thankful to those Federations, Unions and Management of organisations for having provided us with the necessary information to facilitate discussions during scheduled meetings.

The year 2020 will indeed be a very busy and challenging one, but I am convinced that with the continued collaboration of our stakeholders and unflinching support of my staff, the Bureau will attain its objectives.



I am pleased to present this two-year Annual Report of the Pay Research Bureau. The years 2018 and 2019 have been momentous for us as we embarked on a series of activities in view of the publication of our ninth Report on Pay and Grading Structures and Conditions of Service in the Public Sector.

It is worth highlighting that the preparation of a Report of such magnitude would not be possible without the collaboration and input of all our stakeholders.

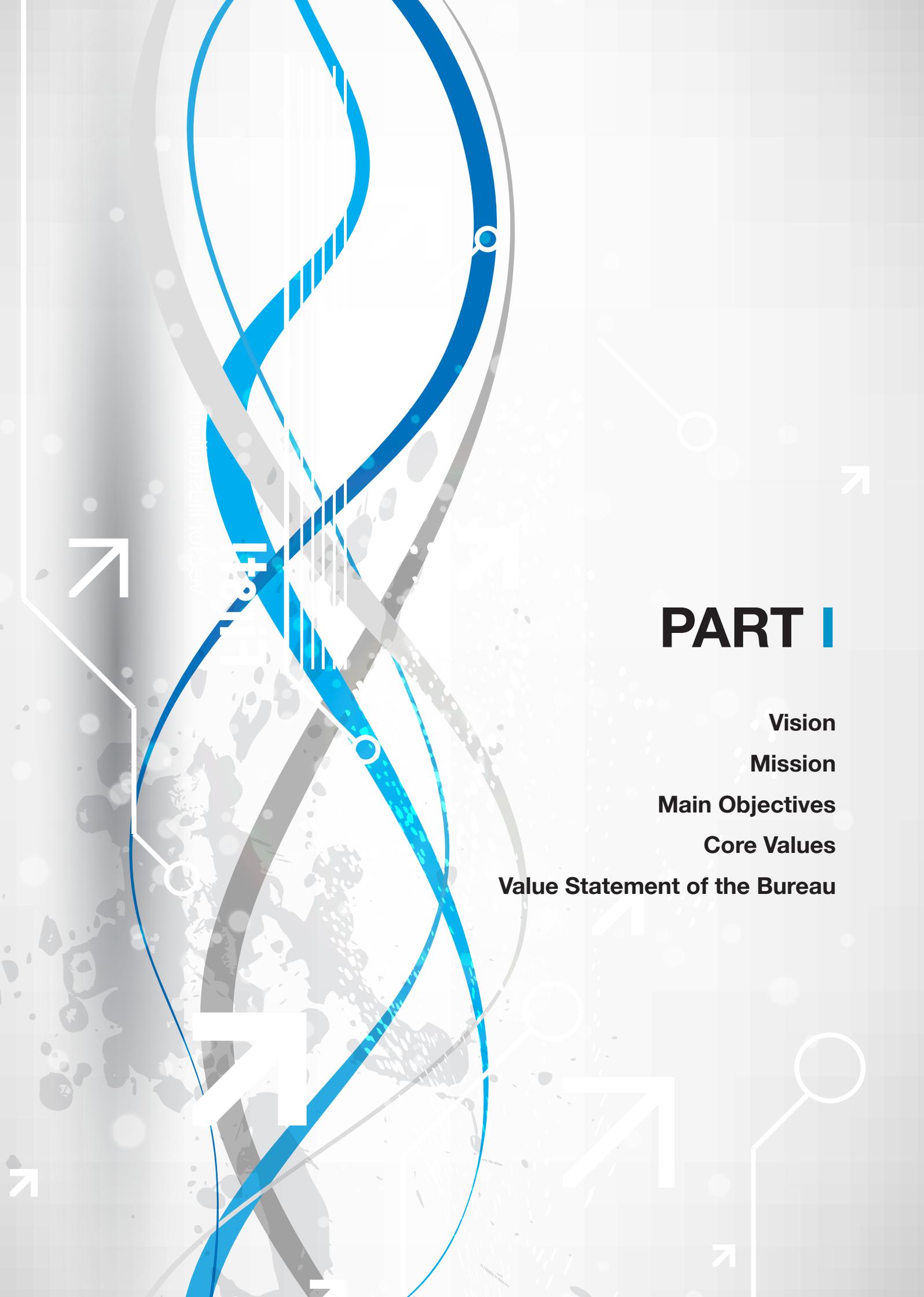
As at December 2019, the Bureau had held some 270 meetings with staff associations and management of organisations during which representations were examined and discussed thoroughly in a consultative and transparent manner. Site visits were equally conducted in organisations for a better understanding of work processes.

As an independent institution, the Bureau maintains a transparent approach in dealing with its stakeholders.

I. Peryagh
for Director

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PART I

Vision

Mission

Main Objectives

Core Values

Value Statement of the Bureau

Vision, Mission and Main Objectives

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.

Our Core Values

Quality and Timeliness

We are committed to provide quality and timely services

Equity and Fairness

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

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.



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

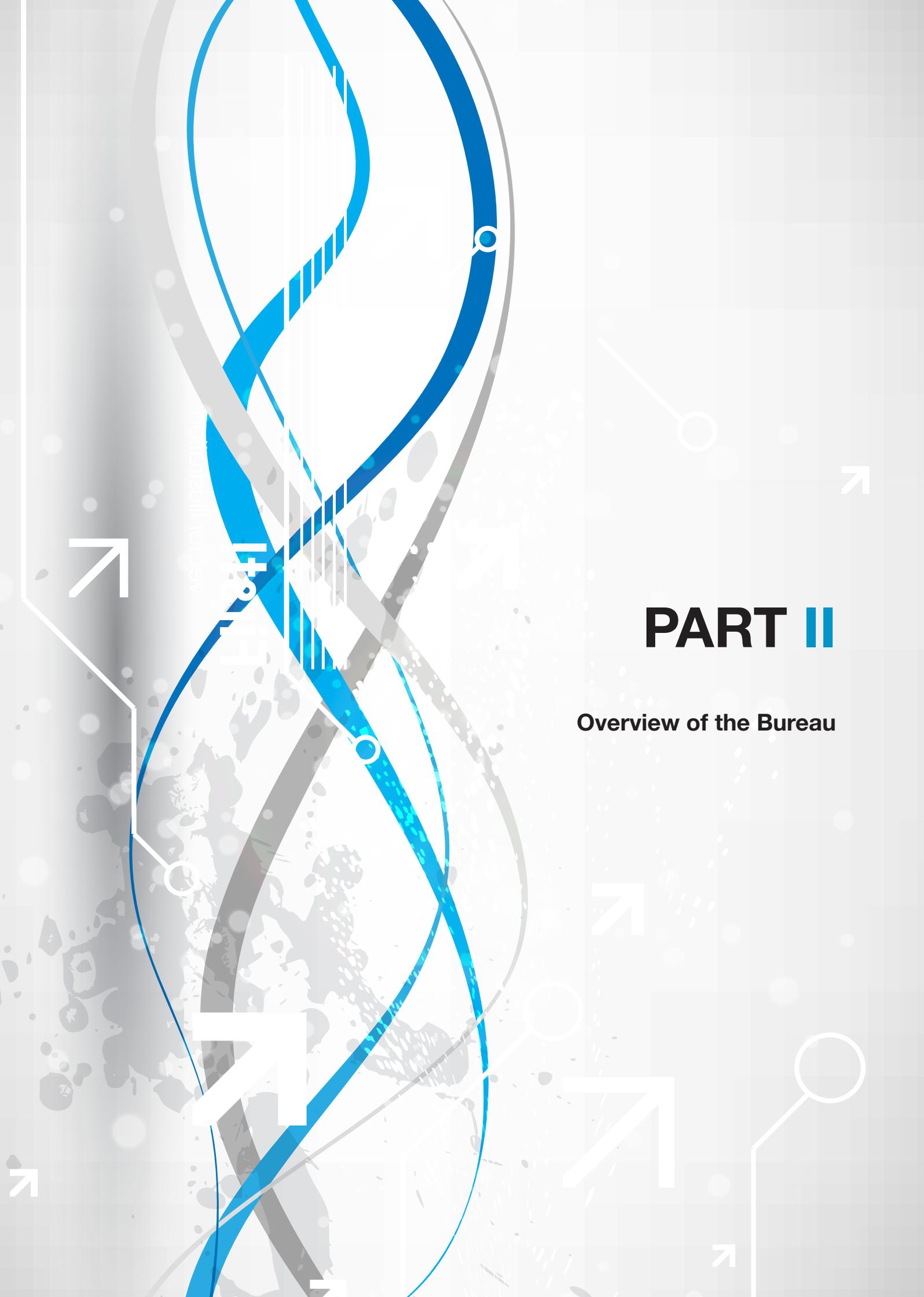
We value our staff. We maximize their potential through continuous learning and development and look forward that they develop high level of commitment, resourcefulness and enterprise.

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.



vector illustration

PART II

Overview of the Bureau

Overview of The Bureau

The Pay Research Bureau, operates under the aegis of the Prime Minister's Office. 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 General Review exercise covers 24 Ministries and 55 Departments/Divisions, 99 Parastatal Bodies, 12 Local Authorities, the Rodrigues Regional Assembly and the 110 Private Secondary Schools. Recommendations also cater for public service pensioners, holders of Constitutional posts and posts established under any other law as well as Advisers/Officers on contract.

According to its Customer Charter, the Bureau deals with its stakeholders through the Ministry of Public Service, Administrative and Institution Reforms regarding salary gradings, review of conditions of service, interpretations/clarifications, design/redesign of organisation structures and other related ad hoc cases. Nevertheless, where possible direct service is also provided either over the phone, through e-mail, letters or through personal contacts to a large customer base comprising around 185 organisations, 300 staff associations, 88000 public officers, 25000 public service pensioners and foreign delegates.

As a preliminary activity before embarking on a General Review, the Bureau meets the main Federations to reinforce relationship and apprise them of its calendar activities. Technical staff of the Bureau also attend workshops/work sessions organised by Federations/Unions to provide explanations and clarifications sought on PRB recommendations and the job description exercise. During the years 2018 and 2019, in the context of the overall review exercise, consultative meetings were ongoing with Union members/individual officers as well as Management of Public Sector organisations. Many site visits were also conducted, upon request, to take stock «de visu» of the work processes in some Parastatal Organisations/Local Authorities and Government institutions. Through its web site, the Bureau provides easy accessibility of information to its stakeholders and the public at large.

The staff complement of the Bureau comprises a Director at the helm of the organisation who is supported by two Deputy Directors and technical staff in the grades of Principal Job Analyst, Job Analyst and Survey Officer. Support services are provided by officers in the grades of Secretary, PRB, Principal Financial Operations Officer, Principal Procurement and Supply Officer, Human Resource Executive, Assistant Financial Officer as well as officers in the General Services and Office Auxiliary Cadres.

Corporate Information

Directorate



Mr. S. Nursing

Acting Director (as from 16.11.2018)

Director (as from 04.06.2019)

(On retirement leave as from 13.02.2021)

Phone No.: 211-2513

Fax No.: 2087-7557

Email: snursing@govmu.org



Mr. I. Peryagh

Deputy Director

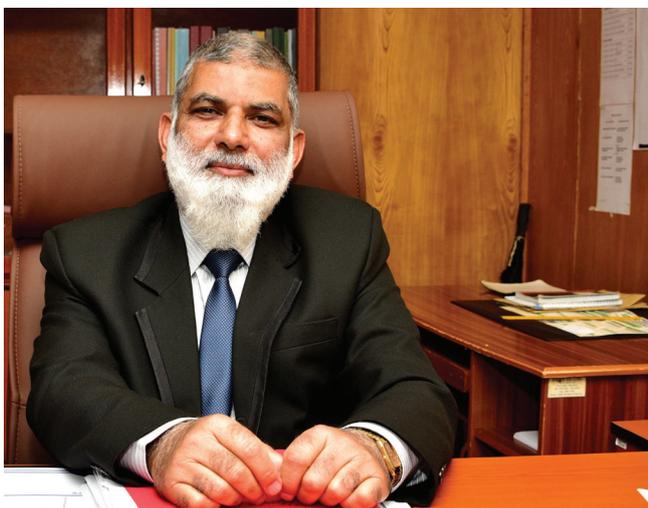
Acting Director (as from 11.02.2020)

Director (as from 24.02.2021)

Phone No.: 211-2513

Fax No.: 2087-557

Email: iperyagh@govmu.org



Mr. A. S. Badurally Adam

Acting Deputy Director (as from 16.11.2018)

Temporary Deputy Director (as from 16.01.2021)

Phone No: 211-2419

Fax No.: 208-7557

Email: sbadurally@govmu.org



Technical Staff

	TELEPHONE	FAX	E-MAIL ADDRESS
Principal Job Analyst			
Mr. D. A. Hulman	211-2418	208-7557	dhulman@govmu.org
Mr. J. Ganoo	211-2514	208-7557	jganoo@govmu.org
Acting Principal Job Analyst (As from 16 November 2018)			
Mr. A. Dumur	208-0007	208-7557	ardumur@govmu.org
Job Analyst			
Mr. P. P. Bhugwant	211-3040	208-7557	pbhugwant@govmu.org
Mr. J. Boodhun	208-7672	208-7557	jaboodhun@govmu.org
Mrs. S. Nobutsing-Shibloll	211-2524	208-7557	sshibloll@govmu.org
Mr. V. Subrun	210-1871	208-7557	vsubrun@govmu.org
Ms. R. Hauroo	208-0960	208-7557	rhauroo@govmu.org
Mrs. A. Daramsing	211-2580	208-7557	adaramsing@govmu.org
Job Analyst (As from 11 March 2019)			
Mrs. A. Daramsing	211-2580	208-7557	adaramsing@govmu.org
Survey Officer			
Mrs. P. Ghoorun	208-2035	208-7557	pghoorun@govmu.org
Mrs. D. Bancharam-Doorga	211-2580	208-7557	dbancharam@govmu.org
Mrs. S. Boyjonauth-Ramdhun	208-1287	208-7557	sboyjonauth@govmu.org
Mrs. B. D. Jacmohun	208-1287	208-7557	bdjacmohun@govmu.org
Mrs. A. Ujoodha	208-2035	208-7557	asujoodha@govmu.org
Mrs. C. Sohan	211-3020	208-7557	csohan@govmu.org
Temporary Survey Officer			
Mrs. P. Guirdharry	208-2035	208-7557	pguirdharry@govmu.org
Mrs. H. Thorul	211-2580	208-7557	hthorul@govmu.org
Mrs. L. Jaulim-Ramdolin	211-3020	208-7557	ljaulim@govmu.org
Mrs. Z. Lalla-Saib	208-1287	208-7557	zlallasaib@govmu.org
Mrs. S. Gopaloodoo	211-3020	208-7557	sbhoojhowon@govmu.org
Mrs. N. Ragudu-Appadoo	211-3020	208-7557	nrappadoo@govmu.org



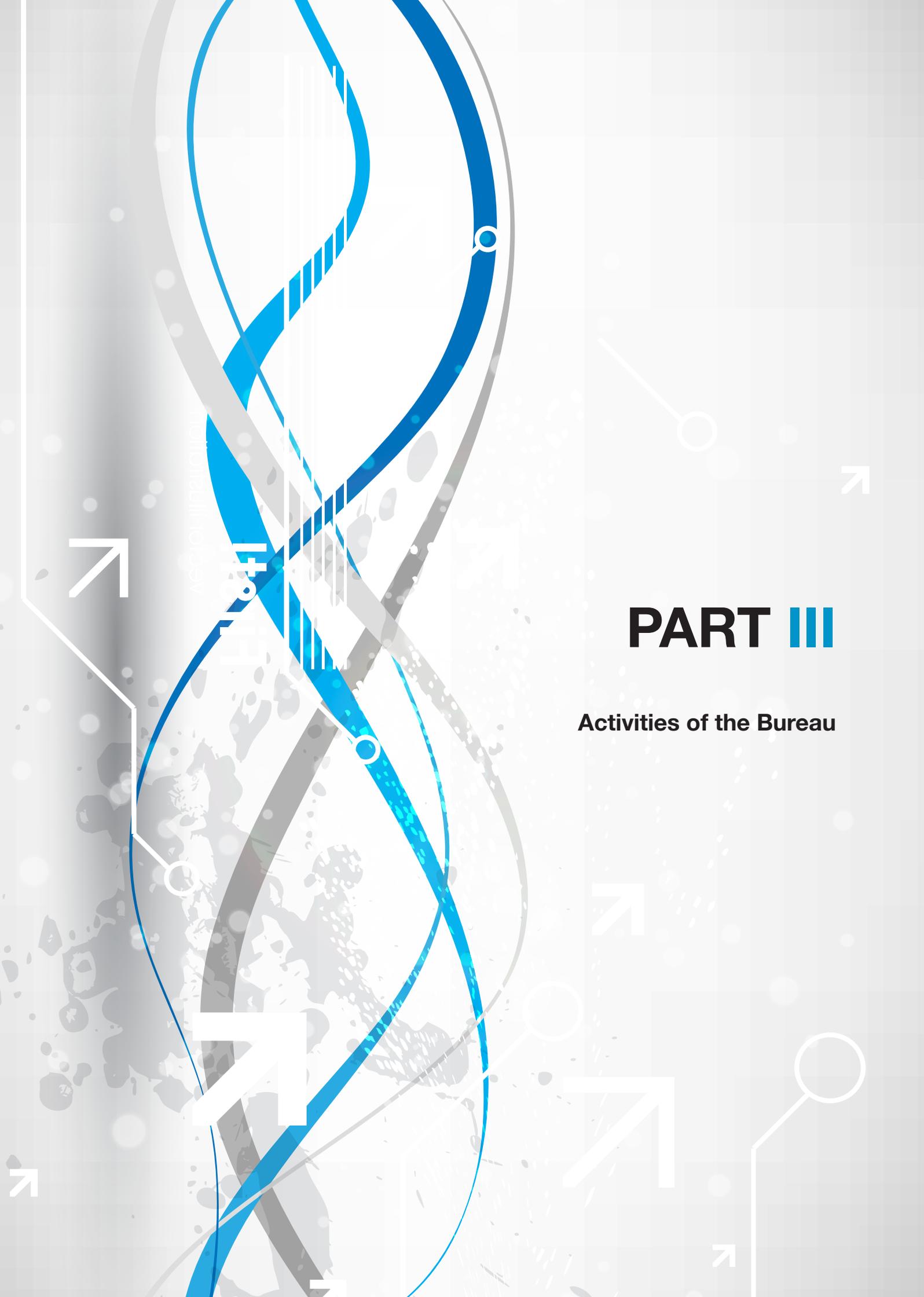
SUPPORT STAFF

NAME	TELEPHONE	E-MAIL ADDRESS
Secretary, PRB		
Mrs. S. Kisto (Joined the Bureau on 17 October 2018)	(230) 208-4216	shakisto@govmu.org
Office Management Executive		
Mrs. O. J. Sayed-Houssen (Joined the Bureau on 16 October 2018)	(230) 211-3045	osayed-houssen@govmu.org
Human Resource Executive		
Mrs. R. Balgobin	(230) 211-3045	rbalgobin@govmu.org
Finance Section		
Mrs. R. R. Mussai – Principal Financial Operations Officer	(230) 208-6989	rmussai@govmu.org
Mrs. S. Bissoon – Assistant Financial Officer	(230) 208-6989	shbissoon@govmu.org
Procurement and Supply Section		
Mr. Y. Oozeer – Principal Procurement and Supply Officer	(230) 202-0609	yoozeer@govmu.org
Confidential Secretaries		
Mrs. N. Lai Lim	(230) 211-2514	nlailim@govmu.org
Mrs. R. Paraouty	(230) 211-2419	brparaouty@govmu.org
Mrs. A. B. Luchmun	(230) 211-2513	bluchmun@govmu.org
Mrs. M. Chuckowry	(230) 208-0007	mchuckowry@govmu.org
Mrs. M. Joysury (Joined the Bureau on 12 June 2018)	(230) 211-2419	mjoysury@govmu.org
Miss Y. Aliar (Joined the Bureau on 16 July 2018)	(230) 211-3040	yaliar@govmu.org
Office Management Assistant		
Mrs. K. Samnath (Ag OMA)	(230) 211-3046	
Management Support Officers		
Ms. S. Ghooray	(230) 208-4200	
Miss C. M. K. Sookun	(230) 211-3046	
Miss M. Z. Toorabally	(230) 211-3046	
Miss T. Jaunky	(230) 211-3046	
Mr. Noor-Mohammad Sumun	(230) 208-4200	
Temporary Word Processing Operators		
Miss F. B. Moosbally	(230) 211-2514	
Mrs. C. Job	(230) 211-2418	
Head Office Auxiliary		
Mr. G. Becceea	(230) 214-1425	
Office Auxiliaries/Senior Office Auxiliaries		
Mrs. T. Ruttun	(230) 214-1425	
Mrs. P. Ramnath	(230) 214-1425	
Mr. B. Duymun	(230) 214-1425	

Mobility of Staff

During the years 2018 and 2019, the Bureau witnessed some changes in terms of mobility of staff due to promotion/resignation/reversion/retirement and change in posting as follows:

NAME OF OFFICER	DESIGNATION	STATUS
Miss. F. Khodabocus	Confidential Secretary	Change in posting on 24 January 2018
Mrs. S. K. Poonyth	Confidential Secretary	Change in posting on 04 April 2018
Mrs. P. Appadoo	Confidential Secretary	Change in posting on 18 June 2018
Miss. D. Mohit	Temporary Office Management Assistant	Change in posting on 29 June 2018
Miss. R. Luchmun	Temporary Word Processing Operator	Change in posting due to promotion on 26 July 2018
Mrs. S. Souky	Management Support Officer	Change in posting due to promotion on 27 July 2018
Mrs. J. Lobin	Management Support Officer	Change in posting due to promotion on 20 August 2018
Mrs. U. Pursun	Office Management Executive	Change in posting on 16 October 2018
Mr. A. Nagamah	Director	Retired on 16 November 2018
Mrs G. Anjoree	Management Support Officer	Change in posting 29 January 2019
Mrs A. Beetul	Management Support Officer	Change in posting 29 January 2019
Mrs L. Ragavaloo	Principal Financial Operations Officer	Change in posting 28 February 2019
Miss A. Goolab	Management Support Officer	Change in posting 25 March 2019
Mr. H. Taukoor	Office Auxiliary/Senior Office Auxiliary	Retired on 29 April 2019
Mr. R. Chariyan	Survey Officer	Resigned on 14 May 2019
Ms R. Samigoundan	Principal Financial Operations Officer	Change in posting 17 June 2019
Mrs Z. B. Lalla Saib	Temporary Office Management Assistant	Appointed Temporary Survey Officer on 01 July 2019
Mr N. Baboo	Temporary Survey Officer	Reverted to Educator (Primary) on 19 August 2019
Mrs H. Jeelall	Temporary Survey Officer	Reverted to Labour and Industrial Relations Officer on 11 September 2019
Mr. S. Seebah	Survey Officer	Retired on 24 September 2019
Ms A. Bibi Hossen	Temporary Survey Officer	Appointed Assistant Permanent Secretary on 18 December 2019



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PART III

Activities of the Bureau

Activities of the Bureau for the Years 2018 And 2019

Years 2018 and 2019 have been marked by the preparatory exercise in connection with the publication of the forthcoming PRB Report. These years have been hectic as the Bureau had to conduct its activities and discharge its responsibilities in line with its mandate while embarking concurrently on the publication of its Ninth Report.

Preliminary Work

Once greenlight was obtained from the Government in year 2018, the Bureau started the preliminary work related to the overall review of Pay and Grading Structures and Conditions of Service in the Public Sector.

Consultations/Meetings

Face-to-face contact is important for the Bureau to have first hand information from its stakeholders. In that respect, the Bureau held consultative meetings with Federations of Trade Unions on general conditions of service; staff associations of Parastatal Bodies, Local Authorities and Civil Service on their submissions; and Management of Parastatal Bodies and Local Authorities on their proposals for the next Report. As at December 2019, the Bureau had held 162 meetings with Unions and 108 meetings with Management of Public Sector organisations. Moreover, the staff of the Bureau also attended several workshops/seminars organised by Federations of Trade Unions.

Site Visits

Much emphasis was also laid on site visits. Upon request or wherever deemed necessary, officers of the Bureau effected site visits for a better understanding of the complexity of certain jobs, the work environment/conditions, work processes and the impact of new technology thereon.

Quality Management System

Since the beginning of the year 2018, the Bureau has embarked on the migration process from MS ISO 9001:2008 to MS ISO 9001:2015 Certification.

On 11 December 2018, an awareness session was carried out with all the staff to facilitate the migration process.

Subsequently, on 29 August 2019 the Bureau has been successfully ISO Certified to MS ISO 9001:2015 and the Certificate is valid until 28 August 2022.

Officers who have undergone training sessions on “Quality Management System” conducted by the Mauritius Standards Bureau during the years 2018 and 2019 are as follows:

Name	Designation	Courses followed
Mr D. A. Hulman	Principal Job Analyst	Training Programme on Quality Management System – Implementer Course 11, 12, 15 May 2018
Mr A. Dumur	Job Analyst	ISO 9001:2015 QMS Internal Auditor 28 – 29 March 2018
Mr P. Bhugwant	Job Analyst	Training Programme on Quality Management System – Internal Auditor Course 28 – 29 March 2018
Mrs K. Dookhy	Temporary Survey Officer	Training Programme on Quality Management System – Implementer Course 19 - 21 August 2019
Mrs S. Kisto	Secretary, PRB	Training Programme on Quality Management System – Internal Auditor Course 22 – 23 May 2019
Mrs O. J. Sayed-Houssen	Office Management Executive	Training Programme on Quality Management System – Lead Auditor 25 – 28 Feb, 01 March 2019
		Training Programme on Quality Management System – Implementer Course 26 - 28 March 2019
Ms S. Ghooray	Management Support Officer	MS ISO 9001:2015 Implementer Course 19 – 21 August 2019

Performance Management System

The Bureau is successfully sustaining its Performance Management System (PMS) since 2009. Performance Agreements are being signed between appraisers and appraisees and the final appraisal exercises on the performance of each officer are being carried out at the end of each year. Through this system, the Bureau has been continuously strengthening its performance culture to achieve desired results.

Research

Being an inbuilt core activity of the Bureau, research is carried out in the fields of remuneration practices, pay systems, grading structures, conditions of service and public sector reforms to keep abreast of latest developments both at the national level and in overseas jurisdictions such as OECD/Commonwealth countries.

As part of the research work required to enable the formulation of policies and appropriate recommendations for the forthcoming Report, several surveys were conducted. The Bureau generally makes use of research tools such as survey questionnaires, face-to-face interviews and observations based on site visits. Thereafter, the results are compiled by using the software/statistical tools.

Findings of the surveys have allowed the Bureau to improve existing policies whilst reviewing those which require further attention. The ultimate goal is to induce the desired employee behaviour and motivation to perform.

With a view to facilitating the research process, the Bureau makes full use of its ICT equipment comprising a dedicated Server and around 40 Personal Computers/Laptops. The Bureau also has a Local Area Network which is connected to the Government Online Centre (GOC) through which the officers have easy access to internet facilities.

The Documentation Unit of the Bureau has a wide collection of statutes, books, reports, periodicals and research papers which are used by staff in the performance of their duties.

Staff Training and Development

There was full participation of officers of the Bureau in different training courses organised by the Civil Service College, Mauritius, and other institutions/organisations during the years 2018 and 2019. A few technical staff equally benefitted from overseas training courses. The list of officers who have followed training is as hereunder:

NAME	DESIGNATION	TRAINING FOLLOWED	DATE
Mr Nursing	Director	Brainstorming Workshop on Strategic Directions at Le Labourdonnais Hotel.	27 February 2018
		Seminar - "Public Administration for Civil Servants of African Countries" held in China.	04 -24 June 2018
Mr Badurally Adam	Ag Deputy Director	Training course on "Building A Future - Ready Public Service" held in Singapore under SCPTA/SIDSTEC Programme.	15-19 January 2018
Mr Hulman	Principal Job Analyst	Seminar on "Job Analysis and Descriptions, Job Evaluation and Grades and HR Remuneration Strategy Masterclass" held in Johannesburg, Republic of South Africa.	21-25 May 2018
Mr Dumur	Ag Principal Job Analyst	ISO 9001:2015 – Quality Management System (QMS) Internal Auditor Training.	28 & 29 March 2018
		Leadership Next: Inspired by the Icons.	03 July 2019
Mrs Shibloll	Job Analyst	Leadership Next: Inspired by the Icons.	03 July 2019
Mr Seebah	Survey Officer	Training Programme on Customer Service Excellence.	27 March & 03 April 2018
		Level 4: Certificate of Achievement in Service and Performance Excellence.	15, 17, 21,23 & 25 May 2018
Mrs Ujoodha	Survey Officer	Level 4: Certificate of Achievement in Service and Performance Excellence.	19, 21 ,23 February and 01 & 02 March 2018
Mr Chariyan	Survey Officer	Level 4: Certificate of Achievement in Service and Performance Excellence.	19, 21, 23 February and 01 & 02 March 2018

NAME	DESIGNATION	TRAINING FOLLOWED	DATE
Mrs Sohan	Survey Officer	Level 4 - Certificate of Achievement in Service and Performance Excellence.	05, 07, 13, 15 & 23 March 2018
Ms Hauroo	Survey Officer	Training Programme on Managing Performance in the Public Sector.	2 April 2018
Miss Boyjonauth	Survey Officer	Level 4: Certificate of Achievement in Service and Performance Excellence.	22, 24, 28 & 30 May and 01 June 2018
Mrs Ghoorun	Survey Officer	Level 4: Certificate of Achievement in Service and Performance Excellence.	22, 24, 28 & 30 May and 01 June 2018
Mrs Dookhy	Temporary Survey Officer	Implementer Course - MS ISO 9001:2015.	19 - 21 August 2019
Mrs Kisto	Secretary	ISO 9001:2015 Quality Management System (QMS) Internal Auditor Training Program.	22 & 23 May 2019
Mrs Pursun	Office Management Executive	ICAC Training Session for integrity officers.	15 May 2018
Mrs Sayed-Houssen	Office Management Executive	ISO 9001:2015 Auditor/Lead Auditor Course.	25, 26, 27, 28 February and 01 March 2019
		ISO 9001:2015 Quality Management Systems - Implementer Course.	26, 27 and 28 March 2019
		Level 3: Certificate of Achievement in Service and Performance Excellence.	17, 19, 23, 25 and 29 April 2019
		Workshop for Chairperson of Anti-Corruption Committees and Integrity Officers.	02 October 2019
		Induction Course for Office Management Executive.	18 & 20 November 2019
Mrs Ragavaloo	Principal Financial Operations Officer	Training Programme on Public Financial Management Planning and Control.	26, 28 February & 02 March 2018
		Training on e-PSIP system.	15 March 2018
		E- Budget 2018 -2019 Training.	21 March 2018
		MRA Training session for submission of NPF/NSF/Levy returns, additional returns and amendments by Ministries and Government department.	07 May 2018
		Level 3: Certificate of Achievement in Service and Performance Excellence.	15, 21, 23 & 25 May and 07 June 2018
		E- Budget Training.	30 November 2018
Miss Samigoundan	Principal Financial Operations Officer	Training programme on 'Gender Mainstreaming' and 'Gender Responsive Budgeting'.	04 & 05 April 2019

Ms Mohit	Temporary Office Management Assistant	Level 3: Certificate of Achievement in Service and Performance Excellence.	20, 22 & 26 February and 19 March 2018
Mrs Lalla Saib	Temporary Office Management Assistant	Induction Course for Office Management Assistant.	27 & 31 July and 03, 06 & 08 August 2018
		Level 3: Certificate of Achievement in Service and Performance Excellence.	07, 11, 13, 15 and 19 February 2019
Mrs Lobin	Management Support Officer	Level 2: Certificate of Achievement in Service and Performance Excellence.	01, 02, 06 & 07 March 2018
Mrs Beetul	Management Support Officer	Level 2: Certificate of Achievement in Service and Performance Excellence.	13, 16, 19 & 21 March 2018
Mrs Anjoree	Management Support Officer	Level 2: Certificate of Achievement in Service and Performance Excellence.	25 & 27 April and 03 & 07 May 2018
Miss Goolab	Management Support Officer	Level 2: Certificate of Achievement in Service and Performance Excellence.	13, 16, 19 & 21 March 2018
Mrs Souky	Management Support Officer	Level 2: Certificate of Achievement in Service and Performance Excellence.	20, 21, 23 & 27 February 2018
Miss Sandoram	Management Support Officer	Level 2: Certificate of Achievement in Service and Performance Excellence.	20, 21, 23 & 27 February 2018
Miss Ghooray	Management Support Officer	MS ISO 9001:2015 Implementer Course.	19, 20 and 21 August 2019
Mrs Bissoon	Assistant Financial Officer	Induction Course for Assistant Financial Officers.	23, 26 & 31 October 2018
Mrs Paraouty	Confidential Secretary	Level 2: Certificate of Achievement in Service and Performance Excellence.	13, 16, 19 & 21 March 2018
Mrs Chuckowry	Confidential Secretary	Level 2: Certificate of Achievement in Service and Performance Excellence.	22, 26, 28 & 30 March 2018
Mrs Lai Lim	Confidential Secretary	Level 2: Certificate of Achievement in Service and Performance Excellence.	25 & 27 April and 03 & 07 May 2018
Mrs Luchmun	Confidential Secretary	Level 2: Certificate of Achievement in Service and Performance Excellence.	18, 22, 24 & 28 May 2018
Mrs Aliar	Confidential Secretary	Advanced Secretarial course for Confidential secretary.	30 July 2018
		Performance and Public Service Excellence for Support Staff.	19, 21, 23 and 27 August 2019

Mrs Joysury	Temporary Confidential Secretary	Induction Course for Confidential Secretaries.	30 July & 02 August 2018
	Confidential Secretary	Level 2: Certificate of Achievement in Service and Performance Excellence.	06, 08, 12 and 14 February 2019
Miss Luchmun	Temporary Word Processing Operator	Level 2: Certificate of Achievement in Service and Performance Excellence.	20, 21, 23 & 27 February 2018
Miss Moosbally	Temporary Word Processing Operator	Induction Course for Word Processing Operator.	27 & 29 August 2018
	Employment to give Assistance at WPO Level	Performance and Public Service Excellence for Support Staff.	16, 18, 20 and 23 September 2019
Mrs Job	Temporary Word Processing Operator	Induction Course for Word Processing Operator.	3 & 7 September 2018
	Employment to give Assistance at WPO Level	Performance and Public Service Excellence for Support Staff.	01, 03, 07 and 09 October 2019
Mr Becceea	Head Office Auxiliary	Level 2: Certificate of Achievement in Service and Performance Excellence.	20, 21, 23 & 27 February 2018
Mr Duymun	Temporary Office Auxiliary/ Senior Office Auxiliary	Induction Course for Office Auxiliaries/ Senior Office Auxiliaries.	22 & 29 January 2018
		1- Day Training Programme on " Basic Techniques for Electrical Safety in Offices".	30 August 2018
		Level 1: Certificate of Achievement in Service and Performance Excellence.	30 April and 03, 07 & 09 May 2018
Mrs Ruttun	Temporary Office Auxiliary/ Senior Office Auxiliary	Induction Course for Office Auxiliaries/ Senior Office Auxiliaries.	26 & 28 February 2018
		Level 1: Certificate of Achievement in Service and Performance Excellence.	10, 12, 16 & 18 April 2018
Mrs Ramnath	Temporary Office Auxiliary/ Senior Office Auxiliary	Induction Course for Office Auxiliaries/ Senior Office Auxiliaries.	26 & 28 February 2018
		Level 1: Certificate of Achievement in Service and Performance Excellence.	23, 25 & 27 April and 02 May 2018
Mr. Oozeer	Senior Procurement and Supply Officer	Training on Use of New Version of Local Purchase Voucher.	10 January 2018

Ongoing Activities

Number of cases received/processed during the year 2018/2019

	Total 2018	Total 2019
Adhoc (Salary Grading and Conditions of Service, etc.)	310	321
Interpretation/Clarifications	18	17
Organisation Design/Redesign	4	1
Others	56	46
Total	388	385

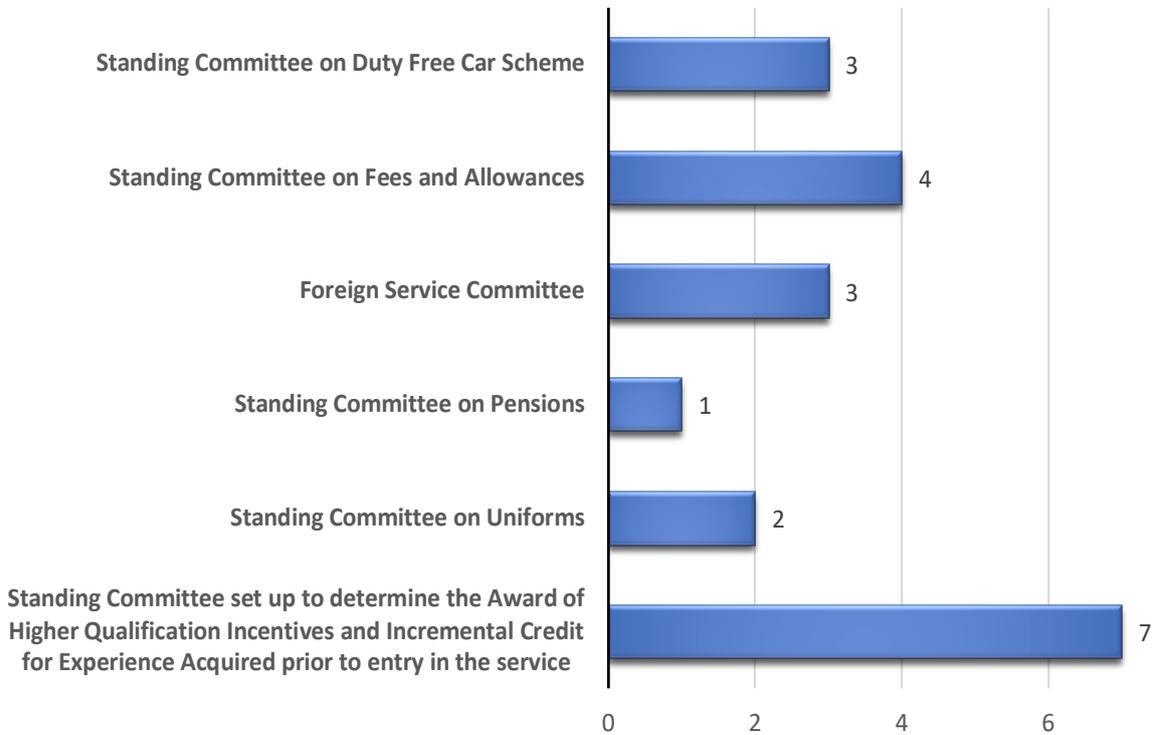
Attending Court/Commission for Conciliation and Mediation/Tribunals

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.

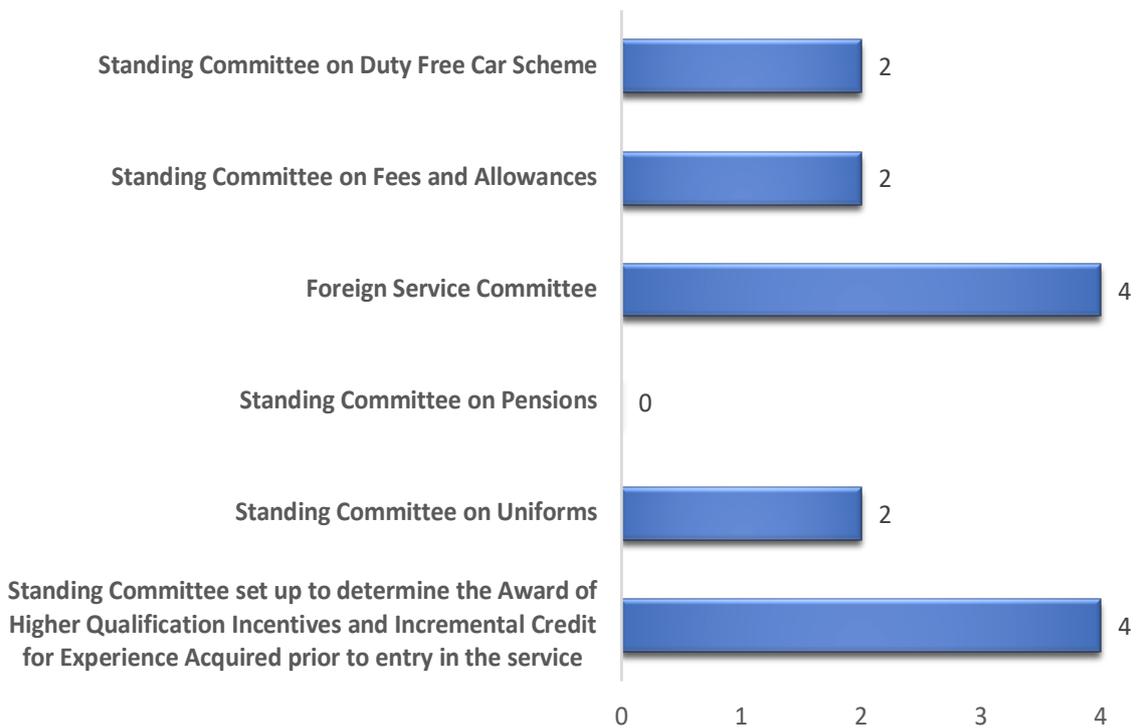
Participation in Standing Committees

Standing Committees under the chairmanship of the Secretary for Public Service and/or Permanent Secretaries of the Ministry of Public Service, Administrative and Institutional Reforms were attended by the Director and/or his representatives to provide technical input and assistance to facilitate decision taking. The number of meetings attended during the years 2018 and 2019 are presented in the following charts.

Committees



No. of Meetings Attended in 2018



No. of Meetings Attended in 2019

- **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 MPSAIR to facilitate the smooth and timely implementation of the recommendations of the PRB Report. The Director, PRB and/or his representatives as members of the CIMC attended meeting in the years 2018 and 2019 to look into unresolved issues at the level of the Departmental Implementation and Monitoring Committee.

- **High Powered Committee**

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

- **Visits of Delegates**

In May 2018, a delegation from the Government of Lesotho had a working session with Directorate of the Bureau.

Welfare Activities

Since its setting up in 2009, the PRB Staff Welfare Association has been very active. The association undertakes various activities, including among others, the offering of birthday cards, 'get well soon cards' and shields upon reaching the age of 60 years to its members.

Generally, the association organises outings but in view of the exigencies imposed by the tight schedule of meetings in the context of the upcoming PRB Report, it has not been possible to do so. However, it organised a lunch for its members. As from the month of September 2019, the PRB Staff Welfare also organised a Domino Tournament.

As regards the end of year parties organised by the Bureau, they were held at Jalsa Beach, Poste La Fayette on 18 December 2018 and at The Ravenala Attitude on 17 December 2019. The active participation of members was much appreciated, the more so that the event proved to be successful.

S.N.	Year 2018-2019	Welfare Activities
1.	Routine Activities 2018-2019	Offering of birthday Cards; Shields to officers upon reaching the age of 60 years; Card and monetary gift upon officer's wedding or retirement; Bouquet on the funeral of a member's close relative; Baby gift.
2.	18 September 2018	A lunch was organised when Mr. Taukoor, Office Auxiliary/Senior Office Auxiliary retired.
3.	18 December 2018 & 17 December 2019	The members participated in the End of Year parties organised by the Bureau which were held at Jalsa Beach, Poste Lafayette in 2018 and at Ravenala Attitude in 2019.
4.	Year 2019	Tombola was organised and the draw took place on 15 March 2019.
5.	Year 2019	Domino Tournament was organised.



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PART IV

Financial Highlights

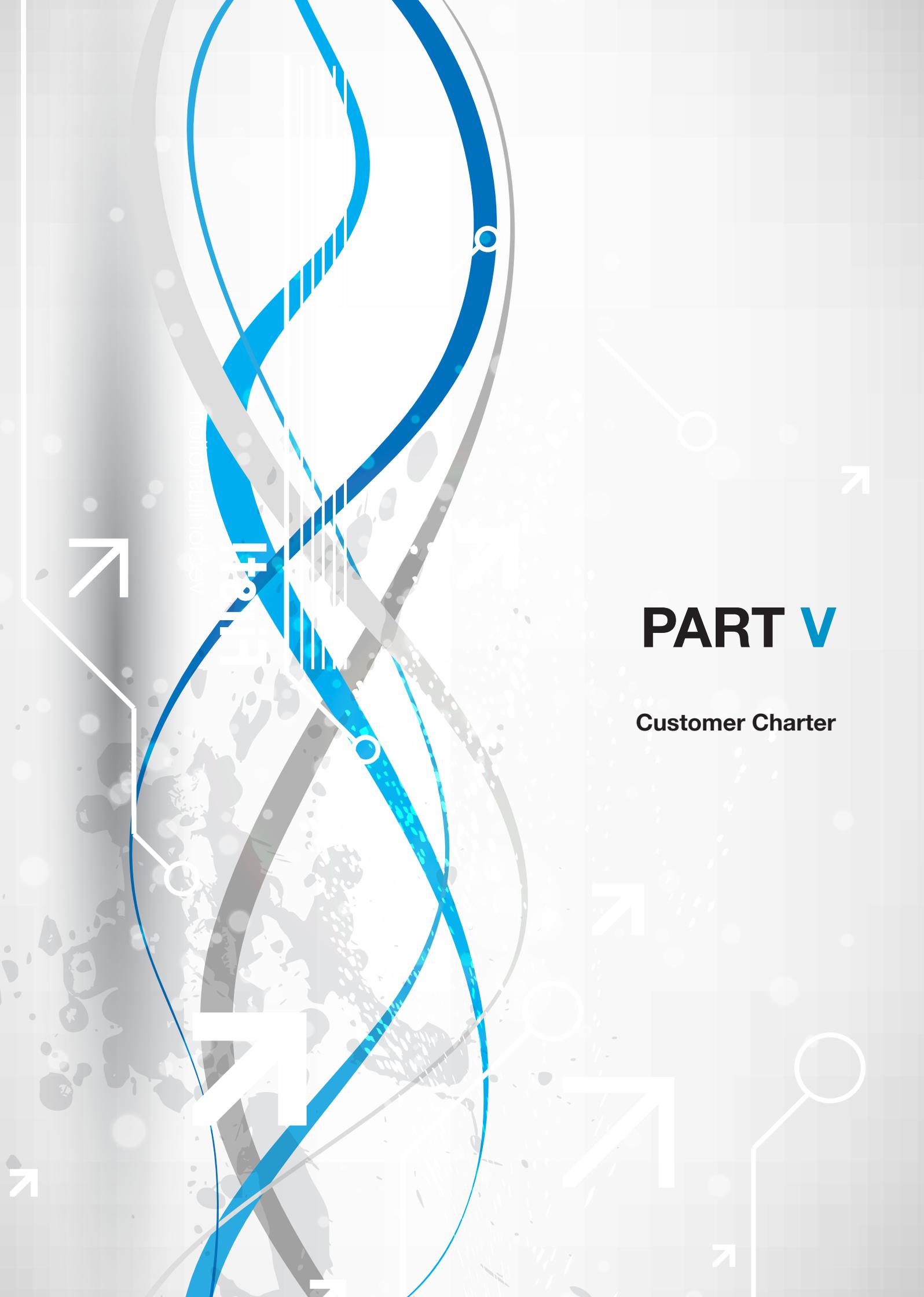
Financial Highlights

The expenditure of the Bureau for the financial year 2017/2018 are as follows:

Details	July 2017 - June 2018
Personal Emoluments	25,454,774.63
Other Staff Costs	2,519,710.56
Social Contributions	202,533.00
Cost of Utilities	841,027.10
Rent	2,343,216.00
Office Equipment and Furniture	1,165,232.55
Office Expenses	109,819.97
Maintenance	51,549.71
Cleaning Services	78,660.00
Publications and Stationery	303,554.67
Fees for Training	143,944.23
Uniforms	24,855.00

The expenditure of the Bureau for the financial year 2018/2019 are as follows:

Details	July 2018 - June 2019
Personal Emoluments	26,124,813.61
Other Staff Costs	2,612,531.94
Social Contributions	234,173.00
Cost of Utilities	849,480.05
Rent	2,347,216.00
Office Equipment and Furniture	723,593.00
Office Expenses	178,411.88
Maintenance	63,788.25
Cleaning Services	78,660.00
Publications and Stationery	403,766.60
Fees for Training	32,000.00
Uniforms	30,925.00



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PART V

Customer Charter

Customer Charter

Vision, Mission and Objectives

The Pay Research Bureau is an independent organisation, administratively set up in 1977, which operates under the vote of the Prime Minister's Office.

Our Vision

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

Our 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.

Objectives of the Bureau

- (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

- 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.

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.
 - » Advice on salary to be attached to new grades.
 - » Advice on any bearing on salary of grades following changes in duties and job specifications (knowledge, skills and abilities) and qualification requirements.
 - » 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.
- Hold 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 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 Education Authority, parent Ministry and MPSAIR.
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.

However, Parastatal and Other Statutory Bodies, Local Authorities and Rodrigues Regional Assembly may submit their representations directly to the Bureau in the context of an overall review of pay and grading structures and conditions of employment and organisation structures in the Public Sector.

Complaints and Feedback

- We respond to complaints from our customers 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.

CONTACT

The Pay Research Bureau may be contacted by telephone, e-mail or by way of letter.

Telephone Number:

230 - 211 3045 / 208 4200

Fax Number:

230 - 208 7557

Email:

prb@govmu.org

Website:

<http://prb.govmu.org>

Address:

8th Floor, Les Bacha Building
Lislet Geoffroy Street
Port Louis
Mauritius

All correspondence should be addressed to:

**The Director
Pay Research Bureau.**