# 19.  MINISTRY OF TECHNOLOGY, COMMUNICATION AND INNOVATION

19.1    The Ministry of Technology, Communication and Innovation (MTCI) aims at providing the right environment for the harnessing of information and communication technologies with a view to generating employment, increasing national wealth, improving quality of life and creating new opportunities for sustainable socio-economic development of Mauritius.  It envisions to position the ICT sector as the main pillar of the Mauritian economy.

19.2    The main objectives of the MTCI include, among others, the formulation of appropriate policies and provision of the necessary legal framework for the development of ICT and its optimal use across all sectors; encouraging the adoption of new technologies and best practices in ICT; and promotion of capacity building in ICT.  The MTCI would be called upon to play a crucial role in achieving Government's Vision 2030 as regards the ICT Sector and transforming Mauritius into a SMART island.

19.3    A Permanent Secretary is the head of the Ministry.  The latter is assisted by administrative and technical staff, comprising a Chief Technical Officer and staff of the IT Security Unit.  The Central Informatics Bureau (CIB), the Central Information Systems Division (CISD) and the National Computer Board (NCB), which operate under the MTCI, also provide services at strategic, professional and support levels.

19.4    In the context of this Report, the Bureau has received various representations regarding, *inter alia*, the creation of an ICT Directorate, creation of a few grades both at the Ministry and its divisions, and the payment of allowances.  After careful examination, only the meritorious proposals have been considered favourably and for which we are making appropriate recommendations while keeping in view our philosophy of career path, continuous learning and development of staff and the interest of all stakeholders, among others.  We have also made several observations on pertinent issues to enhance service delivery.

19.5    Management has submitted that in line with the Ministry's mandate and government's vision for the ICT Sector, the grade of Chief Technical Officer may be restyled Director-General along with the creation of a grade of Deputy Director-General.  The Bureau wishes to point out that an ICT Directorate would be most appropriate in a context where all the Divisions of the Ministry would operate as a single integrated entity. We view that in the present circumstances, where the three Divisions are conducting business separately, the need for an ICT Directorate is not warranted at this stage.

19.6    The Bureau was also requested to create a grade of Head, MNIS, where incumbent would be responsible for the effective and efficient management of the Mauritius National Identity Card Unit.   The Bureau acknowledges that the Mauritius National Identity Card is indeed a big project of national importance involving the mobilization of substantial resources.  However, it remains a project among all IT projects, meant to enhance service delivery.  In this perspective, we do not deem it appropriate to create a grade of Head, MNIS, the moreso it would be a stand alone one.  Nevertheless, the Ministry may assign this responsibility to a team comprising a Chief Project Manager and Project Managers.

**Creation of departmental IT structure/grade**

19.7    In the context of this Report, the Bureau has received many requests from various Ministries/Departments for the creation of departmental IT grades or IT structure. The main justification put forward is the unavailability of staff from the CIB or CISD either on a full time or part time basis, which impedes service delivery.  It has also been reported that in some cases, the IT Officers posted are not at the required level in view of delivering an effective and efficient service or are not acquainted with the system in place.  In such cases, the organisation is left with the only option of having recourse to the services of a private firm or of someone on contract.  We have further been informed that despite repeated requests made to the Ministry of Technology, Communication and Innovation or CIB or CISD for the posting of additional staff, same are not acceded to owing to a shortage of staff.

19.8    The Bureau would like to point out that the problem of shortage of IT Staff has been highlighted in our previous reports, where we repeatedly recommended for an increase in manpower.  Moreover, as per government policy, the Ministry of TCI has the responsibility of bringing computerisation and e-government initiatives in the Civil Service as well as catering for all IT needs of Ministries/Departments.  Hence the provision of IT services, in whatever form, is centralised at the level of the Ministry and its Divisions.  Consequently, Ministries and Departments rely heavily on the Ministry for their IT needs and successful computerisation and maintenance of their systems.  We, therefore, view that the necessary and adequate resources should be put at the disposal of Ministries/Departments to enable them to attain their set objectives.

19.9    The Bureau considers that acceding to the requests for the creation of departmental IT grades/structure would lead to similar claims from other quarters, thereby leading to a diminished role of the CIB and CISD.   Against this background, the Bureau considers that there may be grounds for the Ministry of TCI to reconsider existing policies and arrangements regarding the provision of IT services in the Civil Service.  To address these issues, we are recommending for the setting up of an appropriate mechanism.

**Recommendation 1**

**19.10    We recommend that the Ministry of Civil Service and Administrative Reforms should consider the advisability of setting up a Standing Committee, under its chairmanship and comprising representatives of the Ministry of Technology, Communication and Innovation, Ministry of Finance and Economic Development and the Pay Research Bureau. The Committee would be required to examine the dire need for creating departmental IT grades in Ministries/Departments and to address other specific IT related problems which would enhance service delivery.**

**Provision of Training**

19.11    During consultations, the Bureau has been apprised that owing to the rapid pace at which IT is evolving, in certain cases, the knowledge and skills possessed by officers have become obsolete, which in turn impedes service delivery.

**19.12    The Bureau considers that given the continuous evolving pace of new technologies and the need for a rapid, efficient and timely delivery of services, the regular dispensing of training to officers to update their knowledge and skills should be mandatory. Management should also ensure that officers are provided opportunities to follow professional training courses, attend workshops and seminars both locally and abroad. Moreover IT Officers should, as far as possible, be required to be polyvalent and not restricted to operate in a specialised field. In the same vein, the posting of officers in specific units or organisations should be done on a rotational basis to enable all officers to acquire additional knowledge.**

**Head ICT**

19.13    In 2013 PRB Report, we recommended the establishment of a designate position of Head ICT in every Ministry/Department/Organisation to lead IT Projects, given a shortage of Project Managers, CIB. The Bureau has, however, been apprised in the context of this Review that this recommendation has not been implemented by the Ministry. We view that as more emphasis is now being laid by government on boosting IT, there is need to maintain this designate position. We are, however, revisiting the recommendation to ease implementation.

**Recommendation 2**

**19.14    We recommend that:**

> **(i)    an officer of the CISD not below the grade of Systems Analyst be designated as "Head, ICT" and posted in a Ministry/Department/ Organisation, where no Project Manager, CIB is posted.**

> **(ii)    the "Head ICT" would be called upon to perform duties of his/her substantive post as well as assist in leading and coordinating ICT**

**projects; participate in the elaboration of the organisation's e-business plan and its subsequent implementation; liaise with stakeholders for an effective implementation of the projects; chair committees/meetings related to the setting up and implementation of the projects; arrange for the training of staff in using the new system and work out the training programmes/updates; submit a report to Management at regular intervals on the status of ICT usage and feedback on the new system put in place; and ensure that the Ministry/Department/Organisation has a website of its own and regularly update same.**

(iii) **the "Head, ICT" should be paid a monthly allowance equivalent to the difference between the substantive salary of the officer and the initial salary of the grade of Project Manager, CIB or three increments worth at the incremental point reached in the substantive post (to be read from the master salary scale) whichever is higher, provided the total emoluments of the officer is not less than the initial salary and not more than the maximum salary of the grade of Project Manager, CIB.**

**IT Security Unit**

19.15    The IT Security Unit (ITSU) is based at the Ministry and is responsible for providing IT Security Management and Compliance Services to Government.  It is mainly involved in developing and reviewing IT Security Standards for implementation in the Civil Service, carrying out security audits of IT Systems with the Civil Service and make recommendations thereon and assisting Ministries/Departments in the implementation of IT Security Standards.

19.16    The Unit is staffed by the Head, ITSU and Project Managers, IT Security.  For this Report, request has been made for the establishment of a Directorate structure. After an indepth examination, the Bureau considers that for the time being, the existing structure is adequate.  We are, however, reviewing the appellation of the grade of Project Manager, IT Security to a more appropriate one so that there is a nexus with the duties being performed by incumbents.

**Recommendation 3**

19.17    **We recommend that the grade of Project Manager, IT Security be restyled Programme Manager, ITSU.**

## CENTRAL INFORMATICS BUREAU

19.18    The Central Informatics Bureau (CIB) is mainly responsible to plan and coordinate computerisation of processes, procedures and core activities within the Civil Service.  It envisions to make government services available round-the-clock to better serve the citizens in the digital age.

19.19    Since its inception in 1989, the CIB has contributed significantly in the transformation of the Civil Service.  Many complex projects of national importance have been realised.  With a view to further transforming the public sector, the CIB would be called upon to play an instrumental role in the delivery of innovative public services, as part of Government's Smart Mauritius Vision.

19.20    The CIB comprises a four-level structure and is headed by a Director.  The latter is assisted by a Deputy Director and by technical staff in the grades of Chief Project Manager and Project Manager.

19.21    In the context of this Report, the Bureau has received persistent representations from parties concerned to additionally compensate officers of the CIB for taking the lead in bringing computerisation projects in organisations, advising stakeholders on their computerisation needs, providing consultancy services to public sector organisations, etc.  The Bureau wishes to highlight that these aspects of the work are inherent in the performance of the duties of a Project Manager and are critical in bringing the desired transformation of government services through e-government and achieving the set objectives.  Therefore, the issue of compensating Project Managers additionally is not justified.

19.22    We have re-examined and re-assessed the duties/responsibilities performed/shouldered by the Project Manager, CIB and observed that the salary granted by the EOAC is overgraded and not commensurate with the level of duties performed.  We are consequently reviewing the salary of the grade while maintaining the existing one on a personal basis to incumbents in post as at 31.12.15.  We are in addition restyling the grades of Project Manager and Chief Project Manager so as to better reflect the responsibilities shouldered by incumbents and changing the mode of appointment to the grade of Project Manager, CIB, in view of providing a better avenue of promotion to serving officers.  We are also making a few observations on the role of the Project Manager in spearheading e-government in the Civil Service.

**Restyling of Grades**

**Recommendation 4**

**19.23    We recommend that the grades of Project Manager, CIB and Chief Project Manager, CIB be restyled Programme Manager, CIB and Lead Programme Manager, CIB respectively.**

**Review of Qualification Requirements**

19.24    At present, entry to the grade of Programme Manager, CIB, *formerly Project Manager, CIB* is made by selection from among candidates possessing a Degree in Computer Science or an equivalent relevant degree along with four years' post graduate experience in the field of IT including two years' involvement in managing IT Projects.

19.25    Representations have been made to review the existing qualification requirements so as to enable serving qualified officers of the CISD to be promoted to the higher grade, given that incumbents collaborate with the Programme Manager, CIB, *formerly Project Manager, CIB* in the setting up and implementation of projects.

19.26    The Bureau considers that as IT is a dynamic field, it may not be appropriate to restrict entry to the grade to serving officers only, as the organisation would benefit from the expertise and knowledge brought by new entrants from the private sector.  However, we also believe that serving officers should equally be provided with a better and attractive career path, so as to motivate and retain them.  In this perspective, we are recommending for both streams to prevail.

**19.27    We further recommend that, in future, appointment to the grade of Programme Manager, CIB *formerly Project Manager*, should be made:**

**(i)      by selection from among officers in the grade of Senior Systems Analyst and Systems Analyst on the establishment of the Central Information Systems Division, possessing a degree in Computer Science or Computer Engineering or Information Systems or Information Technology or a degree, the major part of which should be Computer Science or Computer Engineering or Information Systems or Information Technology or an equivalent relevant qualification and reckoning at least six years' experience in a substantive capacity in the grade or an aggregate of at least six years in the grades of Senior Systems Analyst and Systems Analyst;**

**AND**

**(ii)     by selection from among candidates possessing a degree in Computer Science or Computer Engineering or Information Systems or Information Technology or a degree, the major part of which should be Computer Science or Computer Engineering or Information Systems or Information Technology or an equivalent relevant qualification and reckoning at least four years' postgraduate experience in the field of IT including two years' involvement in managing IT projects.  Candidates should also possess good communication and management skills and**

**have the potential to lead and manage a project as well as a team of IT personnel.**

**Spearheading E-Government Initiatives**

19.28    Since decades, government as well as the PRB have been advocating for computerisation in the public sector and boosting e-government for an improved service delivery in the Civil Service.  However, it has been observed that the set objectives have not been attained at the desired level.  The survey conducted by the Bureau, on e-government in the context of this Report has unfortunately confirmed this fact.  Most of the organisations in the Civil Service still heavily rely on manual work processes involving an extensive use of paper.

19.29    The Bureau views that e-government should not concern organisations delivering counter services only but rather all organisations if a real transformation of the Civil Service in digital technology is targeted.  In this context, we strongly believe that the role of the Programme Manager, CIB *formerly Project Manager*, is primordial in bringing this change.  However, we view that if incumbents maintain their traditional way of operating, the objectives of this change will not be achieved.

19.30    Presently, each Ministry/Organisation/Department is assigned a Programme Manager *formerly Project Manager, CIB*.  However, the latter will come into play only if the organisation intends to set up an IT project.  The Bureau strongly believes that this way of operating has delayed the progression in the implementation of IT projects which is impeding service delivery.  We, therefore, advocate for a review in the mode of operation of Programme Managers.

**Recommendation 5**

**19.31    We recommend that Management considers the advisability of reviewing the mode of operation at the Central Informatics Bureau, so that Programme Managers, CIB *formerly Project Managers, CIB* and Lead Programme Managers, CIB *formerly Chief Project Managers, CIB* be posted in Ministries/Departments.  The role of the CIB Officers would consist in identifying ways and means to computerise work processes with the collaboration of senior officers of the Ministry/Department.  Once a computerisation project has been identified, the CIB Officer would be responsible to lead the Project in collaboration with support staff from the Central Information Systems Division (CISD).**

19.32    Once the above mechanism is adopted, Management should ensure that each Programme Manager, CIB, *formerly Project Manager, CIB* is contributing in this process and bringing changes at the organisation/Ministry/Department posted, as far as computerisation is concerned.  Moreover, under this setting, the CIB

Officers would operate for most of their time on the site/s where they are posted, until successful completion and implementation of the project.

19.33 The Bureau is conscious that this arrangement would only be feasible if the necessary resources are provided adequately. We, therefore, deem it essential that the establishment size of the grade of Programme Manager, CIB and Chief Programme Manager, CIB be increased. The Ministry should solicit the support of the Ministry of Finance and Economic Development in this respect. We are recommending to that effect. We are also providing for a designate position of Head ICT, as recommended at paragraph 19.14, to address the problem of shortage of staff of CIB Officers in the short run.

**Recommendation 6**

**19.34 We strongly recommend that Management should increase the establishment size of the grade of Programme Manager, CIB, *formerly Project Manager, CIB* and Chief Programme Manager, CIB, *formerly Chief Project Manager.***

### CENTRAL INFORMATION SYSTEMS DIVISION

19.35 The Central Information Systems Division (CISD) is mandated to provide reliable, timely and cost-effective ICT Support Services to Ministries and Departments. It envisions to achieve excellence in the provision of state-of-the-art ICT support services in the Civil Service.

19.36 The Division consists of two main sections, namely the Technical Section and the Operations Section. There is a Manager at the apex of the CISD who is assisted by a Deputy Manager and a Technical Manager. Technical Services are provided by officers in the Analyst, Support and Data Entry cadres.

19.37 The CISD is called upon to face new challenges in this digital age. It has witnessed an increase in its portfolio of activities owing to increasing computerisation projects coupled with emerging new technologies on new platforms. Moreover, the Division is confronted to a serious problem of shortage of staff as more human resources are needed to implement the e-government projects on which government has embarked in line with the e-Government Strategy.

19.38 Furthermore, owing to the continuous and evolving pace of new technologies, it has been submitted that more specialised staff with updated knowledge and skills are required to cope with projects of increased complexity. In such a set up, the CISD is striving to provide services in an effective, efficient and timely manner to meet the needs of demanding users/customers.

19.39    Against this background, both Management and Unions have submitted that there is need to revamp the structure and provide the necessary incentives to enable the Division to cope with the emerging challenges and attain the set objectives. After careful examination and taking into account the rapid evolution of the ICT Sector, we are bringing changes to the different structures, restyling a few grades, amending qualification requirements where deemed necessary and providing for the payment of an allowance, whilst maintaining existing ones.  As regards request for an increased establishment, we advised Management to carry out an HR audit exercise.  We believe that the provisions made would contribute in enhancing service delivery and motivate officers to perform better and to acquire additional knowledge and skills.

**Manager**

**Deputy Manager**

19.40    In view of the challenges that the Division is called upon to face, the role and responsibilities of the Manager have evolved substantially.  In this context, Management has submitted that the appellation of Manager no longer matches the duties performed and responsibilities shouldered by incumbent as the latter is also performing at strategic level.  We are, therefore, restyling the grade of Manager and consequently that of Deputy Manager to more appropriate appellations to reflect the true nature of duties performed by incumbents.

**Recommendation 7**

**19.41    We recommend that the grades of Manager and Deputy Manager be restyled Director, CISD and Deputy Director, CISD respectively and the schemes of service be amended to reflect the actual duties and responsibilities devolving upon incumbents.**

**Review of Qualification Requirements – Systems Analyst**

19.42    At present, appointment to the grade of Systems Analyst is made by two streams: by selection from among Assistant Systems Analyst/Senior Assistant Systems Analysts reckoning at least five years' service in the grade and from candidates possessing a Degree in Computer Science or an equivalent relevant Degree and reckoning at least two years' experience in systems analysis, database design and operation of multi user systems.

19.43    Persistent representations have been made from various quarters on the imperative need for officers in the IT field to possess the right academic qualifications in view of delivering an efficient and effective service.

19.44    The Bureau has given much thought to this issue and strongly views that in this digital age where IT is evolving at a rapid pace, the need for competent, knowledgeable and rightly qualified officers is a sine qua non in this domain for an efficient and effective service delivery.  We recognise that for certain grades,

the qualifications set may need to be reviewed as same no longer fit with the requirements of the jobs. It is worth highlighting that these requirements have been set at a time when there was a dearth of IT professionals in the market and where computerisation and Information Technology were at embryonic stage. In this context, we consider that it is imperative for IT professionals to possess at least a degree in the field. We are, therefore, reviewing the qualification requirements of the grade of Systems Analyst.

### Recommendation 8

**19.45** **We recommend that, in future, appointment to the grade of Systems Analyst be made by selection from among officers in the grade of Assistant Systems Analyst/Senior Assistant Systems Analyst reckoning at least five years' service in a substantive capacity in the grade and possessing a degree in Computer Science or Computer Engineering or Information Systems or Information Technology or Software Engineering or any degree, the major part of which should be Computer Science or Computer Engineering or Information Systems or Information Technology or Software Engineering or an equivalent relevant qualification. In the absence of suitably qualified serving candidates, appointment thereto should be made by selection from among candidates possessing a degree in Computer Science or Computer Engineering or Information Systems or Information Technology or Software Engineering or an equivalent relevant qualification and possessing at least four years' post qualification experience in systems analysis, database design and operation of multiuser systems.**

### Computer Support Officer (Roster)

### Senior Computer Support Officer (Roster)

19.46 The Bureau has received proposals to merge the grades of Computer Support Officer (Roster) and Senior Computer Support Officer (Roster). In line with our philosophy for flatter structures and polyvalence, we consider that it would be more appropriate to merge these two grades, the moreso there is much overlapping in the duties of the two grades. We are therefore recommending accordingly.

### Recommendation 10

**19.47** **We recommend that the grades of Computer Support Officer (Roster) and Senior Computer Support Officer (Roster) be merged and restyled Computer Support Officer/Senior Computer Support Officer (Roster).**

### Data Entry Officer (Personal)

### Senior Data Entry Officer

19.48 The Bureau has observed that further to a substantial decrease in bulk data entry tasks, there is much overlapping between the duties of the grades of Data Entry

Officer (Personal) and Senior Data Entry Officer. Consequently, the supervisory role of the Senior Data Entry Officer has become superfluous. In such a context, we deem it more appropriate to provide for some compensation to incumbents in the grade of Data Entry Officer (Personal) to compensate for lack of promotion prospects.

**Recommendation 11**

**19.49 We recommend that Data Entry Officers (Personal) on reaching their top salary, be allowed to move in the salary scale of the grade of Senior Data Entry Officer.**

**19.50 We further recommend that officers benefitting from the above recommendation should assume the duties devolving upon the grade of Senior Data Entry Officer.**

**Allowance to Officers posted in Specialised Units**

19.51 Management has apprised that further to the changing and evolving ICT environment, several specialised units have been created in view of tackling specific complex issues arising out of the implementation of ICT Systems in different organisations. In this respect, officers, possessing specific knowledge and skills on top of their general ICT knowledge, are posted to perform specialised tasks in these units. Request has therefore been made for officers posted in these units to be additionally compensated as an incentive to remain in and to attract other officers to join these Units. We are agreeable to the proposal of Management but also view that officers of the CISD should be provided continuous training in general and specific issues, given the dynamic nature of ICT.

**Recommendation 12**

**19.52 We recommend that officers of the Analyst Cadre who are posted in specialised units at the CISD should be paid a monthly adhoc allowance equivalent to one increment at the point reached in their respective salary scale.**

**Assistant Systems Analyst/Senior Systems Analyst**

**Recommendation 13**

**19.53 We recommend that Assistant Systems Analyst/Senior Assistant Systems Analysts who possess a Degree in Computer Science or an equivalent qualification and who have reached the top of their salary scale, should be allowed to move incrementally in the master salary scale up to salary point Rs 54825, provided they:**

**(i) have drawn the top salary for a year;**

**(ii) have been efficient and effective in their performance during the preceding year; and**

**(iii) are not under report.**

## DATA PROTECTION OFFICE

19.54    The Data Protection Office (DPO) came into full operation in 2009 after the promulgation of the Data Protection Act 2009.  It aims at the protection of the processing of personal data of living individuals currently exposed to the risks and threats of the digital age.  The primary mission of the DPO is to ensure that those who keep personal data comply with the provisions of the Data Protection Act in order to safeguard the privacy rights of all individuals.

19.55    A Data Protection Commissioner heads the Office and is assisted by Data Protection Officer/Senior Data Protection Officers and officers of other support grades.

19.56    In the context of this Report, both Management and Union have submitted proposals with a view to addressing certain issues namely, the limited human resource capacity versus the increasing workload; motivational career growth; staff empowerment and retention; upgraded salary scale; and provision of facilities to staff to carry out their duties more efficiently and effectively.  The Bureau has also been requested to strengthen the structure at various levels.

19.57    After examination, we are reinforcing the structures of the DPO with the creation of the grades of Legal Executive, Principal Data Protection Officer and Assistant Data Protection Officer.  We are also reviewing the salary of the grade of Data Protection Officer /Senior Data Protection Officer.

### Legal Executive (New Grade)

19.58    Management has informed that further to the marked increase in activities at the DPO, there is need for a grade which will provide assistance to the Data Protection Commissioner on legal issues as well as oversee the legal activities of the Office.  The Bureau has also been informed that with the creation of this level, there would be no need for the grade of Assessor, which is vacant.  We are making recommendations to that end.

### Recommendation 14

**19.59    We recommend the creation of the grade of Legal Executive.  Appointment, thereto, should be made from among candidates possessing a degree in Law or Law and Management or a degree the major part of which should be Law or an equivalent qualification.**

19.60    Incumbent would be required, among others, to assist the Data Protection Commissioner in the performance of duties of legal nature in accordance with the Data Protection Act; issue codes of practice or guidelines for the purposes of the Data Protection Act, exercise control on all data processing activities; promote self-regulation among data controllers; and investigate into any complaint or information.

**19.61    We further recommend that the grade of Assessor be abolished.**

**Principal Data Protection Officer (New Grade)**

**Assistant Data Protection Officer (New Grade)**

19.62    At present, only Data Protection Officer/Senior Data Protection Officers are performing registration, inspection and enforcement duties.  With the increase in the span of activities, both management and union have submitted that there is a compelling need for a dedicated grade to coordinate and supervise the duties performed by Data Protection Officer/Senior Data Protection Officers.  We consider the request to be fully justified and are making provisions for the creation of these two grades.

**Recommendation 15**

**19.63    We recommend the creation of the grade of Principal Data Protection Officer.  Appointment, thereto, should be made by promotion on the basis of merit and experience of officers in the grade of Data Protection Officer/Senior Data Protection Officer reckoning at least four years' service in a substantive capacity in the grade and possessing good supervisory skills and ability to lead a team of officers.**

19.64    Incumbent would be required, among others, to assist the Data Protection Commissioner in the smooth running of the Data Protection Office; supervise and coordinate the work of officers of the Data Protection Officer Cadre; monitor the work of and provide guidance to the team of officers carrying out investigation; and carry out regular site visits on premises of Data Controllers to ensure that the required standards are met.

**Recommendation 16**

**19.65    We further recommend the creation of the grade of Assistant Data Protection Officer.  Appointment, thereto, should be made from among candidates possessing a Higher School Certificate and a Diploma in Computer Science or Computer Engineering or Information Systems or Information Technology and reckoning at least two years post qualification experience in the field of IT and data handling.**

19.66    Incumbent would be required, among others, to assist the Data Protection Officer/Senior Data Protection Officers in the performance of their duties; examine data protection registration and renewal forms to ensure that they meet the set requirements; and issue renewal notice to Data Controllers and take up follow up action on payments.

**Data Protection Officer/Senior Data Protection Officer**

19.67    Further to the creation of the grade of Assistant Data Protection Officer, there is need to review the qualification requirements of the grade of Data Protection Officer/Senior Data Protection Officer, with a view to providing better career prospects to incumbents.

**Recommendation 17**

**19.68    We recommend that, in future, appointment to the grade of Data Protection Officer/Senior Data Protection Officer should be made by selection from among officers in the grade of Assistant Data Protection Officer reckoning at least five years' service in a substantive capacity in the grade and possessing a degree in Computer Science or Computer Engineering or Information Systems or Information Technology or a degree, the major part of which should be Computer Science or Computer Engineering or Information Systems or Information Technology or Software Engineering or an equivalent relevant qualification.  In the absence of qualified officers, appointment should be made from among candidates who possess a degree in Computer Science or Computer Engineering or Information Systems or Information Technology or a degree, the major part of which should be Computer Science or Computer Engineering or Information Systems or Information Technology or Software Engineering or an equivalent relevant qualification and reckoning at least five years' post-qualification experience in the field of IT and data processing.**

**Specific Conditions of Service**

**Health Surveillance**

19.69    Employees in IT grades of the Ministry of Technology, Communication and Innovation and its Divisions are required to work on a computer screen for most of their time, which may be detrimental to their health.  In this context, we deem it imperative for the officers concerned to undergo regular health check ups.  We are making a recommendation to that effect.

**Recommendation 18**

**19.70    We recommend that the Ministry of Technology, Communication and Innovation should make necessary arrangements with Health Authorities, for its employees in IT grades to undergo a medical surveillance, including regular health check ups, free of charge.**

# MINISTRY OF TECHNOLOGY, COMMUNICATION AND INNOVATION
## SALARY SCHEDULE

| Salary Code | Salary Scale and Grade |
|---|---|
| 02 000 106 | **Rs 122000**<br><br>Permanent Secretary |
| 04 000 104 | **Rs 116000**<br><br>Chief Technical Officer, ICT |
| 02 000 102 | **Rs 110000**<br><br>Data Protection Commissioner |
| 04 085 095 | **Rs 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000 x 3000 – 86000**<br><br>Head, IT Security Unit |
| 04 072 093 | **Rs 42325 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000**<br><br>Programme Manager, ITSU (Personal to officers in post as at 31.12.15)<br>*formerly Project Manager, IT Security* |
| 04 072 091 | **Rs 42325 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 74350**<br><br>Programme Manager, ITSU (Future Holder)<br>*formerly Project Manager, IT Security* |
| 12 054 081 | **Rs 25525 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 56450**<br><br>Legal Executive (New Grade) |
| 04 069 089 | **Rs 38350 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 70450**<br><br>Principal Data Protection Officer (New Grade) |

| Salary Code | Salary Scale and Grade |
|---|---|
| 04 057 085 | **Rs 27850 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950**<br><br>Data Protection Officer/Senior Data Protection Officer |
| 04 044 072 | **Rs 19575 x 475 –21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 42325**<br><br>Assistant Data Protection Officer (New Grade) |
| 22 036 057 | **Rs 16725 x 325 – 17700 x 375 – 19575 x 475 –21950 x 625 – 23200 x 775 – 27850**<br><br>Senior Receptionist/Telephone Operator |
| 22 021 054 | **Rs 12490 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 –21950 x 625 – 23200 x 775 – 25525**<br><br>Receptionist/Telephone Operator |
| 24 022 051 | **Rs 12750 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 –21950 x 625 – 23200**<br><br>Driver |
| 24 016 043 | **Rs 11200 x 250 – 11450 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19200**<br><br>Stores Attendant |
| | **CENTRAL INFORMATICS BUREAU** |
| 04 000 102 | **Rs 110000**<br><br>Director, CIB |
| 04 096 098 | **Rs 89000 x 3000 – 95000**<br><br>Deputy Director, CIB |

| Salary Code | Salary Scale and Grade |
|---|---|
| 04 085 095 | **Rs 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000 x 3000 – 86000**<br><br>Lead Programme Manager, CIB<br>   *formerly Chief Project Manager, Central Informatics Bureau* |
| 04 072 093 | **Rs 42325 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000**<br><br>Programme Manager, CIB (Personal to officers in post as at 31.12.15)<br>   *formerly Project Manager, Central Informatics Bureau* |
| 04 072 091 | **Rs 42325 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 74350**<br><br>Programme Manager, CIB (Future holder)<br>   *formerly Project Manager, Central Informatics Bureau* |
| 24 022 051 | **Rs 12750 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 –21950 x 625 – 23200**<br><br>Driver |
| | **CENTRAL INFORMATION SYSTEMS DIVISION** |
| 04 000 100 | **Rs 101000**<br><br>Director, CISD<br>   *formerly Manager* |
| 04 085 095 | **Rs 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000 x 3000 – 86000**<br><br>Deputy Director, CISD<br>   *formerly Deputy Manager* |
| 04 075 093 | **Rs 46900 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000**<br><br>Technical Manager |

| Salary Code | Salary Scale and Grade |
|---|---|
| 04 069 085 | **Rs 38350 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950**<br><br>Senior Systems Analyst |
| 04 055 081 | **Rs 26300 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 56450**<br><br>Systems Analyst |
| 04 047 078 | **Rs 21000 x 475 –21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 51575**<br><br>Assistant Systems Analyst/Senior Assistant Systems Analyst |
| 04 066 078 | **Rs 35275 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 51575**<br><br>Operations Manager |
| 04 059 075 | **Rs 29400 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 46900**<br><br>Assistant Operations Manager |
| 04 054 070 | **Rs 25525 x 775 – 32500 x 925 – 37125 x 1225 – 39575**<br><br>Data Entry Controller |
| 04 054 073 | **Rs 25525 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 43850**<br><br>Computer Operations Controller (Roster) |
| 04 044 069 | **Rs 19575 x 475 –21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 –38350**<br><br>Computer Support Officer/Senior Computer Support Officer (Roster)<br>*formerly Computer Support Officer (Roster)*<br>*Senior Computer Support Officer (Roster)* |

| Salary Code | Salary Scale and Grade |
|---|---|
| 04 044 067 | **Rs 19575 x 475 –21950 x 625 – 23200 x 775 – 32500 x 925 – 36200**<br><br>Data Entry Supervisor |
| 04 038 062 | **Rs 17375 x 325 – 17700 x 375 – 19575 x 475 –21950 x 625 – 23200 x 775 – 31725**<br><br>Senior Data Entry Officer |
| 04 027 060 | **Rs 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 –21950 x 625 – 23200 x 775 – 30175**<br><br>Data Entry Officer (Personal) |
| 24 022 051 | **Rs 12750 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 –21950 x 625 – 23200**<br><br>Driver |

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