

## 66. NATIONAL TRANSPORT CORPORATION

- 66.1 The National Transport Corporation (NTC) was established under the NTC Act No. 5 of 1979 to provide public transport services. It operates under the *aegis* of the Ministry of Land Transport and Light Rail, and Foreign Affairs, Regional Integration and International Trade and is the only public sector bus operator in Mauritius.
- 66.2 NTC aims to be an innovative and caring public carrier offering a safe, reliable, affordable and comfortable journey to its passengers in an environmentally sustainable manner.
- 66.3 Owner of the largest bus fleet of the island with around 584 buses, the NTC operates from six depots and employs the largest bus crew with over 1550 bus drivers and conductors among its total workforce of 2120. It serves 95 bus routes covering the island and is the largest bus school service provider. Over 200000 passengers utilise NTC buses daily, which are also called to serve non-economic routes.
- 66.4 Government intends to offer a better public transport in Mauritius to encourage more people to travel by bus; modernise its fleet while increasing its coverage over the island; and to embrace the latest technological development with a view to improving passengers' comfort and operational efficiency.
- 66.5 The NTC is the only public sector organisation which is governed by a twin remuneration system. While the salaries and conditions of service of its operational personnel at the lower levels are governed by the National Remuneration Board, the pay and conditions of service of some 88 staff comprising the senior and middle management, administrative, human resource and finance cadres and some higher grades in the Traffic, IT, Stores and Engineering departments are governed by the Pay Research Bureau.
- 66.6 Management has made submissions for the creation of certain grades against abolition of existing ones as well as requested for the restyling and upgrading of some grades. To enable the NTC to achieve its set objectives, the Bureau has carefully examined each request and considers that the existing organisation structure should be strengthened.

### Deputy General Manager

- 66.7 Currently, the NTC is managed by the General Manager. Management has submitted that, with the ongoing trends and challenges, the General Manager should be assisted by a Deputy General Manager. As a result, the grade of Deputy General Manager which was made 'personal' is being reinstated.

### Recommendation 1

- 66.8 We recommend that the grade of Deputy General Manager be reinstated. Appointment thereto should, henceforth, be made by selection from among candidates possessing a Degree in either Management, Accountancy, Economics,**

**Engineering, Mechanical Engineering or Transport and Logistics; a postgraduate Degree in the relevant field; and reckoning at least five years' post qualification experience at administrative or management level.**

- 66.9 The Deputy General Manager would, *inter alia*, assist and deputise the General Manager in transacting the day-to-day business of the Corporation including operations, administration and personnel; formulate, plan, analyse, implement and follow up any Corporate innovations and development projects; review or recommend changes to existing policies, procedures and practices; promote good relations between Management and employees as well as with the public; and prepare papers and reports.

### **Mechanical Engineer/Senior Mechanical Engineer**

- 66.10 As most of the work pertaining to repairs and maintenance were outsourced, the grade of Mechanical Engineer/Senior Mechanical Engineer was made evanescent in the 2013 PRB Report. Management has, now, requested that this grade be reinstated as it has reviewed its outsourcing policy. In order to enable the Corporation to deliver on its mandate effectively and efficiently, the Bureau has favourably considered the request and is recommending accordingly.

### **Recommendation 2**

- 66.11 We recommend that the grade of Mechanical Engineer/Senior Mechanical Engineer be reinstated.**

### **Chief Engineer**

- 66.12 Following the reinstatement of the grade of Mechanical Engineer/Senior Mechanical Engineer, there is need to amend the scheme of service of the grade of Chief Engineer. The Bureau is making the appropriate provision.

### **Recommendation 3**

- 66.13 We recommend that, henceforth, appointment to the grade of Chief Engineer should be made by promotion, on the basis of experience and merit, of officers in the grade of Mechanical Engineer/Senior Mechanical Engineer of the Corporation reckoning at least 10 years' service in a substantive capacity in the grade. In the absence of qualified serving officers, appointment thereto should be made by selection from Registered Engineers in the field of Mechanical Engineering or Mechatronic with the Council of Registered Engineers of Mauritius reckoning at least 10 years' post-registration experience in Mechanical Engineering in the transport industry.**

### **Corporate Secretary (New Grade)**

### **Administrative Manager (New Grade)**

- 66.14 In the context of this review, Management has requested for the creation of the grades of Corporate Secretary and Administrative Manager against abolition of the grades of Assistant Secretary and Secretary/Administrative Manager, respectively. The grade of

Assistant Secretary is presently vacant and considering the different functions that would be ascribed to incumbents in the new grades to help the NTC to deliver quality service to its customers, the Bureau is agreeable thereto.

#### Recommendation 4

##### 66.15 We recommend:

- (i) **the creation of a grade of Corporate Secretary. Appointment thereto should be made by selection from among candidates possessing a Degree in Law or Management or a Degree the major part of which should be Law; a Master's Degree in Law or Management or an equivalent qualification acceptable to the Board; and reckoning at least two years' post qualification experience in a similar position; and**
- (ii) **that the grades of Assistant Secretary and Secretary/Administrative Manager be abolished.**

66.16 The Corporate Secretary would be required, among others, to: be the Secretary of the Board and its Committees; prepare Board and subcommittee papers; follow up the implementation of the decisions of the Board and report accordingly; be responsible for drafting contracts; ensure compliance with the National Code of Corporate Governance; advise the General Manager on legal matter/issues; represent the Corporation in Courts, Tribunals and other institutions; and liaise with legal representatives of the corporation to prepare court and other related cases.

**66.17 We further recommend the creation of a grade of Administrative Manager. Appointment thereto should be made by selection from among candidates possessing a Degree in Public Administration and Management or Management or Business Administration or an equivalent qualification and reckoning at least three years' post qualification experience in a responsible administrative or executive position.**

66.18 Incumbent in the grade of Administrative Manager would be required, among others, to: be the Coordinator of the Corporation, ensuring, *inter-alia*, the smooth functioning of the Registry and look into office accommodation, furniture and equipment; advise on administrative matters; undertake formal correspondence; chair tender committees; represent the Corporation in meetings/committees, as and when required; deal with matters relating to tenders, contracts, insurance, acquisition and leases of property and maintenance of the buildings; and edit the annual report of the Corporation.

#### IT Manager

##### ***formerly Head IT Support Services*** **IT Support Officer (New Grade)**

66.19 The IT department is currently serviced by a Head IT Support Services, a Systems Analyst and Computer Operators. Management has informed that, as compared to other organisations, the Corporation has been left behind in terms of technology.

With the acquisition of smart buses in its fleet, the NTC intends to provide better and digitalised services to its customers. It has, thus, proposed that the grade of Head IT Support Services be restyled IT Manager and the grade of IT Support Officer be created.

66.20 After careful examination of the requests and with a view to helping the Corporation to digitalise its services, we are agreeable and so recommend.

### **Recommendation 5**

#### **66.21 We recommend:**

- (i) that the grade of Head IT Support Services be restyled IT Manager; and**
- (ii) the creation of a grade of IT Support Officer. Appointment, thereto, should be made by selection from among candidates possessing a Cambridge Higher School Certificate, a Certificate in Information Technology or Computer Studies or Computer Science or any ICT related area and reckoning at least one year experience in providing IT support service.**

66.22 Incumbents would be called upon to, *inter alia*, coordinate and perform computer operations and support activities; install and configure hardware and software as well as provide preventive and technical support; operate computer systems, perform backups and keep records; implement security measures; commission ICT equipment in offices and NTC vehicles; carry out survey of ICT equipment; and troubleshoot computer hardware and software.

#### **Office Management Assistant (New Grade)**

66.23 The advice of the Bureau was sought on the salary grading of the grade of Office Management Assistant budgeted on the establishment of the NTC. The Bureau has studied the structure of its General Services and considers that the request may be entertained provided that the vacant posts of Management Support Officer should be filled in the first instance and thereafter proceed to the filling of the post of Office Management Assistant. We are recommending accordingly.

### **Recommendation 6**

**66.24 We recommend the creation of a grade of Office Management Assistant. Appointment thereto, should be made by selection from among serving officers on the establishment of the NTC in the grades of Executive Officer (Personal to officers in post as at 31 December 2015) and Management Support Officer who reckon at least four years' service in a substantive capacity in the Cadre.**

66.25 Incumbent would be required, *inter alia*, to provide administrative support in general administration, human resource management, finance and procurement and supply; assist in the organisation of official functions, induction and training programmes and other activities; manage and ensure safekeeping of official records; ensure the keeping

of proper, complete and up-to-date human resource/financial records; and coordinate and supervise the work of subordinate staff.

### **Movement for Human Resource Officer/Senior Human Resource Officer**

66.26 Human Resource Officer/Senior Human Resource Officers possessing the relevant Diploma are allowed to move incrementally beyond top salary subject to meeting certain criteria. **Recommendation thereto related has been made in the Introductory Chapter of this Volume.**

### **Abolition of grades**

66.27 Management has submitted that the grades of General Manager's Personal Driver (Personal), Assistant Stores Officer (Personal), Computer Operator, Purchasing and Supply Officer (Personal), Data Entry Supervisor (Personal), Programme/Training Officer, Retread Plant Superintendent and Assistant Stores Manager (Inventory Management and Administration) (Personal), are currently vacant and do not have functional requirement at the Corporation. We are, therefore, abolishing these grades.

### **Recommendation 7**

**66.28 We recommend that the grades of General Manager's Personal Driver (Personal), Assistant Stores Officer (Personal), Computer Operator, Purchasing and Supply Officer (Personal), Data Entry Supervisor (Personal), Programme/Training Officer, Retread Plant Superintendent and Assistant Stores Manager (Inventory Management and Administration) (Personal) be abolished.**

## **66. NATIONAL TRANSPORT CORPORATION SALARY SCHEDULE**

**NTC 1 : Rs 14725 x 250 – 15225 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 23950**

Office Attendant

**NTC 2 : Rs 16785 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 28225**

Head Office Attendant

**NTC 3 : Rs 15225 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 29875**

Telephone Operator/Receptionist

**NTC 4 : Rs 16525 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 34000**

Word Processing Operator

**66. NATIONAL TRANSPORT CORPORATION (Contd)**

- NTC 5 : Rs 16785 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 34825**  
Clerical Officer/Higher Clerical Officer
- NTC 6 : Rs 17565 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450**  
IT Support Officer (New Grade)
- NTC 7 : Rs 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450**  
Management Support Officer
- NTC 8 : Rs 19850 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450**  
Assistant Financial Operations Officer (Personal)  
Assistant Procurement and Supply Officer (Personal)  
Executive Officer (Personal to officers in post as at 31.12.15)
- NTC 9 : Rs 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450**  
Traffic Controller (Personal to incumbent in post as at 30.06.08)
- NTC 10 : Rs 21850 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450 x 950 – 40300**  
Senior Computer Operator (Personal)
- NTC 11 : Rs 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 43500**  
Confidential Secretary
- NTC 12 : Rs 24475 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 43500**  
Financial Operations Officer  
*formerly Financial Officer*  
Procurement and Supply Officer
- NTC 13 : Rs 25000 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 43500**  
Senior Traffic Controller

**66. NATIONAL TRANSPORT CORPORATION (Contd)**

- NTC 14 : Rs 23025 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 44800**  
Office Management Assistant (New Grade)
- NTC 15 : Rs 21850 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100**  
Human Resource Officer/Senior Human Resource Officer
- NTC 16 : Rs 21850 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 47675**  
Technical Officer (Electrical and Electronics)
- NTC 17 : Rs 30700 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250**  
Senior Financial Operations Officer  
*formerly Senior Financial Officer*
- NTC 18 : Rs 21850 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 50900**  
Safety and Health Officer/Senior Safety and Health Officer
- NTC 19 : Rs 23950 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 50900**  
Industrial Relations Officer
- NTC 20 : Rs 21850 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200**  
Technical and Mechanical Officer/Senior Technical and Mechanical Officer
- NTC 21 : Rs 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700**  
NTC Regional Manager  
Traffic Planner
- NTC 22 : Rs 28225 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700**  
Systems Analyst

**66. NATIONAL TRANSPORT CORPORATION (Contd)**

- NTC 23 : Rs 29050 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 46100 x 1575 – 49250 x 1650 – 54200 x 1700 – 64400**  
Corporate Secretary (New Grade)
- NTC 24 : Rs 30700 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 46100 x 1575 – 49250 x 1650 – 54200 x 1700 – 64400 x 1800 – 69800**  
Accountant/Senior Accountant  
*formerly Accountant*  
Internal Auditor/Senior Internal Auditor  
*formerly Internal Auditor*
- NTC 25 : Rs 31525 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 46100 x 1575 – 49250 x 1650 – 54200 x 1700 – 64400 x 1800 – 69800**  
Administrative Manager (New Grade)  
IT Manager  
*formerly Head IT Support Services*  
Mechanical Engineer/Senior Mechanical Engineer
- NTC 26 : Rs 42200 x 1300 – 46100 x 1575 – 49250 x 1650 – 54200 x 1700 – 64400 x 1800 – 69800**  
Procurement and Supply Manager
- NTC 27 : Rs 49250 x 1650 – 54200 x 1700 – 64400 x 1800 – 69800 x 2000 – 75800 x 2150 – 82250**  
Financial Controller  
HR Manager
- NTC 28 : Rs 57600 x 1700 – 64400 x 1800 – 69800 x 2000 – 75800 x 2150 – 82250 x 3000 – 88250 x 3125 – 91375**  
Chief Engineer  
Traffic Manager
- NTC 29 : Rs 88250 x 3125 – 97625**  
Deputy General Manager
- NTC 30 : Rs 119500**  
General Manager





