38. MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION

38.1   The Ministry of Information Technology, Communication and Innovation (MITCI) plays a pivotal role in the digital transformation and economic diversification of Mauritius. It is responsible for developing national ICT policies, promoting innovation, and creating a modern and secure digital infrastructure. It also spearheads Government's initiatives aimed at building a knowledge-based economy by encouraging the use of emerging technologies such as artificial intelligence and cloud computing. In May 2025, the MITCI launched the Digital Transformation Blueprint, designed to modernise public services, enhance digital infrastructure and foster a resilient digital economy.

38.2   Activities of the MITCI are organised under several specialised units, namely the Central Informatics Bureau (CIB), Central Information Systems Division (CISD), IT Security Unit (ITSU) and Data Protection Office (DPO). The Government Online Centre (GOC) and Computer Emergency Response Team of Mauritius (CERT-MU), previously under the purview of the Mauritius Digital Promotion Agency (MDPA), also operate under the MITCI. As the head of the Ministry, the Permanent Secretary assumes responsibility for its overall administration and day-to-day management and is supported by professional, technical, administrative and General Services staff as well as employees from the Workmen's Group.

38.3   Proposals concerning the different units of the MITCI are dealt with under the respective section. As regards the general provisions for training and Health Surveillance, these should continue to remain effective.

Provision of Training

38.4   Given the dynamic and rapidly evolving nature of the ICT sector, IT personnel need to continuously update their knowledge and skills to remain effective. To this effect, Management is required to make necessary arrangements for regular provision of training for its IT staff. Moreover, it must also ensure that the officers are posted to the different units of the Ministry on a rotational basis so that they get the opportunity to become acquainted with the different aspects of the job. These arrangements should continue to prevail.

Recommendation 1

38.5   We recommend that:

(i)   the MITCI should continue to make arrangements to provide continuous training to its IT staff to update their knowledge and skills; and

(ii) the posting of officers in specific units or organisations should be done on a rotational basis to enable the officers to be acquainted with all aspects of the job.

Specific Conditions of Service - Health Surveillance

38.6　Arrangements exist for employees in IT grades on the establishment of the MITCI to undergo regular health check-ups in view of the potential health risk associated with prolonged use of computer. This provision remains valid.

Recommendation 2

38.7　We recommend that the MITCI should continue to make necessary arrangements with Health Authorities, for its employees in IT grades to undergo a Health Surveillance, including regular health checkups, free of charge.

CENTRAL INFORMATICS BUREAU

38.8　The Central Informatics Bureau (CIB) provides strategic directions to Ministries and Departments; initiates, implements and monitors ICT projects; formulates methods to deliver and continuously improve services and propagates ICT culture within the Civil Service. A Director heads the four-level structure and is assisted by IT professionals and other support staff.

38.9　For this review, proposals were made for the provision of several new grades; setting up of new units; amendments to schemes of service; and change in mode of appointment and reporting line. Other proposals, such as project ownership and greening of public service do not fall under the purview of the Bureau.

38.10　After examination, the existing organisation set-up is considered appropriate and is being maintained. Concerning the recruitment problem being encountered for the grade of Programme Manager, CIB due to the equivalence criteria, which is hampering service delivery, Management may consider amending the scheme of service of the grade to address the issue.

Spearheading E-Government Initiatives

38.11　To accelerate the implementation of IT projects, arrangements exist for Programme Managers, CIB and Lead Programme Managers, CIB to be posted to Ministries/Departments until completion and implementation of these projects. We consider that the present arrangement is effective and should continue to prevail. Concerning the staff shortage highlighted by the Union, Management should undertake a Human Resource Planning exercise as highlighted in the Chapter on Observations and General Provisions of this Volume.

Recommendation 3

38.12   **We recommend that Management should consider the advisability of reviewing the mode of operation at the Central Informatics Bureau, so that Programme Managers, CIB and Lead Programme Managers, CIB are posted to Ministries/Departments. The role of the CIB officers would consist of 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).**

CENTRAL INFORMATION SYSTEMS DIVISION

38.13   The Central Information Systems Division (CISD) manages the operational aspects of ICT in Government. Activities of the Division are divided into two sections. The Technical Section is staffed by officers in the Analyst Cadre while the Operational Section is staffed by officers in the grades providing technical support as well as the Data Entry Officer Cadre. The overall management of the Division rests upon the Director, CISD.

38.14   Proposals for new levels due to increased workload have not been retained. Instead, Management was advised to consider increasing the establishment size of existing grades to cope with the volume of work. Other proposals relate to administrative issues which fall under the prerogative of Management such as provision of specialised training, ergonomic equipment, Internet Allowance and advanced health checks.

38.15   The current organisation set-up is considered to be adequate to enable the CISD to deliver its services effectively.

Posting of Officers

38.16   Officers of the CISD are posted, on a rotational basis, across Ministries and Departments. However, in certain Ministries/Departments such as the Registrar General's Department, the IT system is highly complex, and frequent transfers or untimely posting of officers in these organisations hinder the proper monitoring of the system, particularly as the incoming officers need time to familiarise themselves with the complexity thereof. **Hence, the current provision, which allows for the posting of officers in these Ministries and Departments for a reasonable duration with proper handing over during transfers, should continue to be applicable.**

Recommendation 4

38.17   We recommend that the CISD should ensure that the posting of officers to Ministries/Departments, which have complex IT systems, is of a reasonable duration and that adequate time is granted for handing over between the outgoing IT officers and the incoming ones at the time of transfer.

Head, ICT

38.18   Due to a shortage of Project Managers, CIB, officers of the CISD not below the grade of Systems Analyst are designated as "Head, ICT" and posted to Ministries/Departments where no Programme Managers, CIB are assigned. In addition to their normal duties, these officers are, *inter alia*, required to provide project management services and assist in leading and coordinating ICT projects, among others. This arrangement is being maintained.

Recommendation 5

38.19   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 Programme Manager, CIB is posted;

(ii)   the "Head, ICT" would be called upon to perform duties of his/her substantive post as well as oversee small ICT projects that do not warrant the direct involvement of a Programme Manager, CIB; submit quarterly performance reports covering projects, risks, compliance and adoption; liaise with stakeholders for an effective implementation of the projects; draft specifications for small ICT initiatives like laptops, PCs, printers, among others; provide in-house ICT advisory services during project implementation and post implementation in compliance with the policies issued by the MITCI; and arrange for the training of staff in using the new system and work out the training programmes/updates; and

(iii)   the "Head, ICT" should be paid a monthly allowance equivalent to two increments at the salary point reached in their respective salary scale.

Allowance to Officers posted in Specialised Units

38.20   In view of their specific knowledge and skills, certain officers of the Systems Analyst Cadre are posted to specialised units of the CISD to perform specialised functions for which they are compensated accordingly. A proposal has been made for an additional allowance to be granted to the officers heading these specialised units on account of the additional responsibilities shouldered. We are recommending accordingly.

Recommendation 6

38.21   We recommend that:

(i)   **officers of the Systems Analyst Cadre who are posted in specialised units at the CISD to perform specialised tasks, should be paid a monthly *ad hoc* allowance equivalent to one increment at the salary point reached in their respective salary scale; and**

(ii)   **the officers heading the specialised units be, in addition to the compensation mentioned at paragraph 38.21(i) above, paid a monthly allowance equivalent to one increment at the salary point reached in their respective salary scale.**

Movement beyond top

38.22   Existing provisions allow Assistant Systems Analyst/Senior Assistant Systems Analysts, Systems Analysts as well as Data Entry Officers (Personal) to progress in the Master Salary Scale under specific conditions. These provisions should continue to remain effective.

Recommendation 7

38.23   We recommend that:

(a)   **officers in the grade of Assistant Systems Analyst/Senior Assistant Systems Analyst who:**

(i)   **were in post as at the eve of the publication of the 2021 PRB Report, that is, 13 October 2021, and possessed a Degree in Computer Science or an equivalent qualification, should be allowed to move incrementally in the Master Salary Scale up to salary point 75500 on a personal basis; and**

(ii)   **were in post as at the eve of the publication of the 2021 PRB Report, that is, 13 October 2021, and obtained the above mentioned qualification after that date AND those who joined the grade as from the date of the publication of the 2021 PRB Report, that is, 14 October 2021, and possess the additional qualification, should be allowed to move incrementally in the Master Salary Scale by one increment;**

(b)   **Systems Analysts possessing a Degree in Computer Science or Computer Engineering or Information Systems or Information Technology or Software Engineering 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 qualification should be allowed to move incrementally in the Master Salary Scale up to salary point Rs 80000;**

(c) **Data Entry Officers (Personal) should be allowed to move incrementally in the Master Salary Scale up to salary point Rs 47950 on the same conditions prevailing previously,**

provided they satisfy the performance criteria as set out in the Chapter on Observations and General Provisions of this Volume.

Schemes of Service

38.24 During this review exercise, certain discrepancies were noted in the schemes of service of the grades of Technical Manager and Systems Analyst, particularly relating to the required length of experience for external candidates. In line with recommendations made in the Chapter Review of Schemes of Service and Qualifications in Volume 1 of this Report, **Management may accordingly consider amending these schemes of service.**

DATA PROTECTION OFFICE

38.25 The Data Protection Office (DPO) is responsible for ensuring compliance with the Data Protection Act (DPA) and its regulations. The Office may issue or approve guidelines and codes of practice, oversee data processing activities to ensure they align with the law, and promote self-regulation among data controllers and processors. Additionally, it is empowered to investigate complaints or potential breaches of the DPA and take necessary actions.

38.26 A Data Protection Commissioner is at the apex of the Office and she is assisted in her functions by officers of the Data Protection Officer Cadre and other supporting staff.

38.27 Requests were made to review the salary of the Data Protection Officer Cadre, further to an enlargement in the responsibilities befalling the Office, as provided in the DPA 2017 and for a review of the scheme of service of certain grades. After examining the requests, it is considered that an increase in the establishment size is more appropriate to address the enlargement in the duties at the DPO and review of schemes of service need to be considered administratively after consultation with relevant stakeholders.

38.28 Management also requested for a strengthening of the structure through the creation of a few grades including that of Deputy Data Protection Commissioner. Subsequent to an examination of the existing structure *vis-à-vis* the scope of activities and the added responsibilities, we are making a provision to address this situation.

Deputy Data Protection Commissioner (New Grade)

Recommendation 8

38.29   We recommend the creation of a grade of Deputy Data Protection Commissioner. Appointment thereto should be made by selection from among Barristers-at-Law with at least five years standing at the Bar.

38.30   Incumbent would be responsible to the Data Protection Commissioner for the day-to-day management of the Data Protection Office and the implementation of the Data Protection Act, and would be required, *inter alia*, to assist her in any regulation made under the Act; providing legal advice; investigating and providing decision on any complaint or information which gives rise to a suspicion that an offence may have been, is being or is about to be committed under the Data Protection Act.

IT SECURITY UNIT

COMPUTER EMERGENCY RESPONSE TEAM OF MAURITIUS

38.31   The IT Security Unit (ITSU) acts as a key contact point for information security in the Government. It implements Government policies with regard to IT Security and disseminates information on IT security and carries out security audits. The Unit is manned by Programme Managers, ITSU who operate under the overall guidance of the Head, IT Security Unit.

38.32   On the other hand, the Computer Emergency Response Team of Mauritius (CERT-MU) provides guidance to the Government on cybersecurity policies and strategies and coordinates responses to cyber incidents. Initially operating under the MDPA, it now falls under the purview of the MITCI. In August 2023, the Bureau provided salary grading for positions created to appoint officers of the CERT-MU within the Ministry.

38.33   In the context of this review, Management has requested for the creation of a National Cyber Resilience and Cybersecurity Agency to oversee the activities of both the ITSU and the CERT-MU. It has further proposed that the unit be headed by a Director and assisted by a Deputy Director and other supporting staff. The Union, however, did not agree with the proposed course of action.

38.34   While examining the proposal, we have noted several matters of concern, particularly as the restructuring would entail job redesign, amendments to existing schemes of service, challenges in the effective execution of tasks, reporting lines, and the risk of industrial disputes. Hence, we consider that Management should, in consultation with the Unions/Federations, re-examine the proposed organisation structure with a view to addressing these issues and, thereafter, resubmit to the Bureau, through proper channel, for consideration.

GOVERNMENT ONLINE CENTRE

38.35   As the central data centre for Government, the Government Online Centre (GOC) provides hosting, networking, and security services for websites, applications, and online platforms. Previously under the MDPA, it now falls under the ambit of the MITCI. The Union has made several proposals comprising the creation, restyling and merging of grades; review of schemes of service; and payment of allowances while Management has proposed the creation of a grade of Director to head the GOC.

38.36   The Bureau has, however, noted that the required procedures for the prescription of schemes of service, with a view to appoint the officers on the establishment of MITCI, have not yet been finalised. Since an organisation structure cannot be examined in a piecemeal manner, the proposals made in the context of this review exercise could not be considered. As a result, no provision for the GOC is being made at this stage. Nevertheless, pending the receipt of the schemes of service, personal salaries are being provided for the grades that have been redeployed to MITCI.

MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION

SALARY SCHEDULE

Salary Code	Salary Scale and Grade
02 000 116	**Rs 166000** Permanent Secretary
04 000 114	**Rs 158000** Chief Technical Officer, ICT
22 041 066	**Rs 28545 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 43020** Senior Receptionist/Telephone Operator
22 026 063	**Rs 23945 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 40110** Receptionist/Telephone Operator

Salary Code	Salary Scale and Grade
24 027 060	**Rs 24245 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290** Driver
24 021 052	**Rs 22445 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 32615** Stores Attendant
	DATA PROTECTION OFFICE
02 000 113	**Rs 154000** Data Protection Commissioner
02 093 104	**Rs 84500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000 x 4000 - 118000** Deputy Data Protection Commissioner (New Grade)
04 075 098	**Rs 52300 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 x 2500 - 94250 x 2750 - 97000** Principal Data Protection Officer
04 063 094	**Rs 40110 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750** Data Protection Officer/Senior Data Protection Officer
04 049 081	**Rs 31365 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 60600** Assistant Data Protection Officer
12 060 090	**Rs 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750** Legal Executive

Salary Code	Salary Scale and Grade
	IT SECURITY UNIT
04 093 104	**Rs 84500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000 x 4000 - 122000** Head, IT Security Unit
04 079 105	**Rs 57400 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000** Programme Manager, ITSU (Personal to officers in post as at 31.12.15)
04 079 100	**Rs 57400 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500** Programme Manager, ITSU
	COMPUTER EMERGENCY RESPONSE TEAM OF MAURITIUS
04 079 098	**Rs 57400 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 x 2500 - 94250 x 2750 - 97000** Assistant Manager (CERT-MU) (Personal)
04 065 094	**Rs 42050 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750** Information Security Specialist (CERT-MU) (Personal)
	CENTRAL INFORMATICS BUREAU
04 000 112	**Rs 150000** Director, CIB
04 104 107	**Rs 118000 x 4000 - 130000** Deputy Director, CIB
04 093 104	**Rs 84500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000 x 4000 - 118000** Lead Programme Manager, CIB

Salary Code	Salary Scale and Grade
04 079 102	**Rs 57400 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000** Programme Manager, CIB (Personal to officers in post as at 31.12.15)
04 079 100	**Rs 57400 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500** Programme Manager, CIB
24 027 060	**Rs 24245 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290** Driver
	CENTRAL INFORMATION SYSTEMS DIVISION
04 000 111	**Rs 146000** Director, CISD
04 093 104	**Rs 84500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000 x 4000 - 118000** Deputy Director, CISD
04 082 102	**Rs 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000** Technical Manager
04 075 094	**Rs 52300 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750** Network/Systems Infrastructure Analyst Senior Systems Analyst
04 061 090	**Rs 38215 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750** Systems Analyst

Salary Code	Salary Scale and Grade
04 052 087	**Rs 32615 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 71700** Assistant Systems Analyst/Senior Assistant Systems Analyst
04 072 087	**Rs 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 71700** Operations Manager
04 065 084	**Rs 42050 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 66050** Assistant Operations Manager
04 060 082	**Rs 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350** Computer Operations Controller (Roster)
04 060 079	**Rs 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 57400** Data Entry Controller
04 035 078	**Rs 26645 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 55950** Computer Support Officer/Senior Computer Support Officer (Roster)
04 049 076	**Rs 31365 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 53400** Data Entry Supervisor
04 043 071	**Rs 29215 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 47950** Senior Data Entry Officer
04 035 070	**Rs 26645 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900** Technical Assistant (Ex-SMEDA) (Personal)

Salary Code	Salary Scale and Grade
04 032 069	**Rs 25745 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 45930** Data Entry Officer (Personal)
24 027 060	**Rs 24245 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290** Driver
	GOVERNMENT ONLINE CENTRE
04 093 104	**Rs 84500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000 x 4000 - 118000** Manager (GOC) (ex-NCB) (Personal)
04 065 094	**Rs 42050 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750** Database Administrator (GOC) (ex-NCB) (Personal) Information Security Analyst (GOC) (ex-NCB) (Personal) Network Administrator (GOC) (ex-NCB) (Personal) Portal Administrator (GOC) (ex-NCB) (Personal) System Administrator (GOC) (ex-NCB) (Personal) Web Developer (GOC) (ex-NCB) (Personal)
04 064 090	**Rs 41080 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750** IT Officer (GOC) (ex-NCB) (Personal)
04 049 081	**Rs 31365 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 60600** ICT Technician (GOC) (ex-NCB) (Personal)

❈ ❈ ❈ ❈ ❈ ❈ ❈