25.1 SOCIAL SECURITY AND NATIONAL SOLIDARITY DIVISION

25.1.1 The Social Security and National Solidarity Division envisions to provide fair, equitable and responsive social protection in a sustainable manner to citizens of the Republic with special attention to senior citizens, persons with disabilities as well as vulnerable persons and reinforce national solidarity.

25.1.2 Some of the main objectives are to pay non-contributory basic pensions; provide social aid and assistance; provide income support scheme to the needy for the purchase of rice and flour; enhance the welfare of the vulnerable groups; provide assistance, empower and integrate persons with disabilities, the elderly and other vulnerable groups; provide financial assistance for medical treatment locally and overseas; and provide financial assistance to victims of floods and cyclones.

25.1.3 The Division is responsible, *inter alia*, for the provision of a vast and diversified range of social services under several schemes, namely, National Pensions Scheme; National Savings Fund; National Solidarity Fund; social assistance; Unemployment Hardship Relief; Empowerment, Welfare, Protection and well-being of the Elderly; empowerment and welfare of persons with disabilities; and management of evacuee centres.

25.1.4 The main operational units of the Social Security and National Solidarity Division comprises the contribution section; benefits section; industrial injury section; medical unit; social aid section; disability empowerment unit; recreation centres; and the welfare and elderly persons protection unit.

25.1.5 A Permanent Secretary looks into the smooth functioning of the Social Security and National Solidarity Division. He is assisted by officers in the grades of Deputy Permanent Secretary, Assistant Permanent Secretary and supported by officers from the professional and technical grades as well as General Services grades.

25.1.6 The Bureau had consultations with both the Union and Management in the context of this review exercise. The main requests of the Unions included, among others, upgrading of the Social Security Officer Cadre; conduct of a Risk Assessment exercise with a view to obtain a risk allowance; amending the qualifications requirements and mode of recruitment for the grade of Social Security Officer to tackle the high rate of staff turnover; compensation for duties being performed in relation to medical boards in local offices; and increase in the quantum of In-Attendance Allowance.

25.1.7 Management, on the other hand, had submitted, *inter alia,* proposals for the creation of several grades such as Psychologist; Head, Recreation Centre and Social Worker; amendments to the qualifications requirement and mode of entry for the grade of Social Security Officer; payment of risk allowance to officers of the Social Security Officer Cadre; and an upward review in existing allowances for the Social Security and National Solidarity Division.

25.1.8 During consultations on the aforementioned proposals, Management apprised that as the fifth recreation centre is still under construction and the homes/elderly centres have not yet been set up, the proposed level of Head, Recreation Centre would be required at a later stage to which the Bureau agreed to consider, whenever the need arises, on an *adhoc* basis. On the other hand, Management no longer felt the need for the creation of the grade of Social Worker at this junction.

25.1.9 We have examined all the submissions made by both Management and Unions and consider that certain proposals are justified and need to be addressed. We are, therefore, making appropriate recommendations in this Report.

SOCIAL SECURITY DIVISION

Social Security Officer

25.1.10 At present, appointment to the grade of Social Security Officer is made by selection from among incumbents who hold a substantive appointment in the grade of Management Support officer and who possess a Cambridge Higher School Certificate. For this review, numerous requests were made by both Unions and Management to amend the mode of recruitment to the grade of Social Security Officer as there is a high rate of staff turnover which in turn hinders the smooth delivery of services. We have examined the proposal and consider that there are justifications in the request. We are making appropriate recommendations.

Recommendation 1

25.1.11 We recommend that the scheme of service of the grade of Social Security Officer be amended in line with provisions made in the Introductory Chapter of this Volume. This element has been considered in arriving at the salary scale recommended for the grade.

Principal Social Security Officer

Senior Social Security Officer

Recommendation 2

25.1.12 We recommend that incumbents in the grades of Senior Social Security Officer and Principal Social Security Officer possessing a Diploma in Social Work or an equivalent qualification should be allowed to move incrementally in the Master Salary Scale up to salary points Rs 47675 and Rs 54200 respectively provided they satisfy the performance criteria as set out in the Introductory Chapter of this Volume.

DISABILITY EMPOWERMENT UNIT

Specific Provision for Principal Disability Empowerment Officer

Recommendation 3

25.1.13 We recommend that officers in the grade of Principal Disability Empowerment Officer possessing a Degree in Social Work should be allowed to move incrementally in the Master Salary Scale up to salary point Rs 64400 provided they satisfy the performance criteria as set out in the Introductory Chapter of this Volume.

RECREATION CENTRES

25.1.14 The Recreation Centres of the Ministry regularly host cultural and official functions, seminars and social activities mainly for senior citizens and disabled persons. Officers who are called upon to work during nights, Weekends and Public Holidays in the Recreation Centres are presently paid an "In-Attendance" Allowance. While upholding this allowance, we are revising its quantum.

Recommendation 4

25.1.15 We recommend that the "In-Attendance " allowance being paid to Disability Officers, Organising Officers, Senior Organising Officers and officers of the Social Security Officer Cadre who are required to work beyond normal working hours at the Recreation Centres to provide a 24-hour coverage during nights, Weekends and Public Holidays be revised as hereunder:

Periods	"In-Attendance" Allowance Rs
Weekdays	
1600 – 2200 hours	325
2200 – 0800 hours the next day	535
Saturdays	
0800 – 2200 hours	755
2200 – 0900 hours the next day	595
Sundays and Public Holidays	
0900 – 1600 hours	385
1600 – 2200 hours	325
2200 – 0900 hours the next day	595

WELFARE AND ELDERLY PERSONS PROTECTION UNIT

Hotline Service

25.1.16 Provision was made in our last Report for the payment of an all-inclusive allowance (excluding travelling) to officers involved in attending to the hot-line service at the Welfare and Elderly Persons Protection Unit (WEPPU) for the purpose of receiving complaints in connection with the non-payment of pension, social aid and other issues regarding the elderly persons. Management has informed that the Hot Line Service is operational on a 24-hour basis and is being attended to on a roster basis from a pool of officers in the grades of Assistant Commissioner, Social Security and Principal Social Security Officer posted at the WEPPU. We are revising the quantum of the allowance.

Recommendation 5

25.1.17 We recommend that the all-inclusive allowance (excluding travelling) being paid to officers who are required to operate the Hot Line Service of the Welfare and Elderly Persons Protection Unit to answer phone calls after office hours during Weekdays, Weekends and Public Holidays for the purpose of receiving complaints in connection with the non-payment of pensions, social aid and elderly issues, should be revised as follows:

Period	All-inclusive Allowance (excluding travelling)
Weekdays From 1600 hours to 0900 hours the following day.	Rs 340 per day/night period
Saturdays, Sundays and Public Holidays From 0900 hours to 0900 hours the following day.	Rs 470 per day/night period

Quality Assurance and Inspection Division

Elderly and Disability Department

25.1.18 In the course of our last Report, Management had emphasised on the importance of the Social Security Division and had requested for the setting up of a Quality Assurance and Inspection Division and an Elderly and Disability Department. A full-fledged cadre was, accordingly, created for both divisions comprising the grades of Quality Assurance and Inspection Officer; Senior Quality Assurance and Inspection Officer; Director, Quality Assurance and Inspection; Elderly and Disability Officer; Assistant Director, Elderly and Disability; and Director, Elderly and Disability.

25.1.19 We have, for this review, been apprised by Management that posts in the above-mentioned grades have never been filled and would not be required as it no longer satisfies the operational and functional needs of the organisation. Request was, therefore, made to abolish the grades. We are recommending accordingly.

Recommendation 6

25.1.20 We recommend that the grades of Quality Assurance and Inspection Officer; Senior Quality Assurance and Inspection Officer; Director, Quality Assurance and Inspection; Elderly and Disability Officer; Assistant Director, Elderly and Disability; and Director, Elderly and Disability be abolished.

Computerisation Unit

25.1.21 A request was made by Management for officers in the Social Security Officer Cadre who are posted to the Computerisation Unit to be paid an allowance for shouldering additional responsibilities. To this effect, we carried out a site visit at the said unit to collect relevant information to be able to determine whether the payment of the allowance is justified.

25.1.22 During the visit, we observed that the system at the Ministry has largely been digitalised and that the Computerisation Unit has been set up to act as an interface between the Ministry and the Software Developer. We also noted that the duties of the officers posted to the Unit pertain to the different provisions of the law and regulations within which they are called upon to operate. These provisions are indicated to the software developer who in turn conceptualise an electronic system to capture all the information required for a particular project. Thereafter, the officers of the Unit carry out checks to confirm the effectiveness of the system. In the circumstance the system requires amendments, the case is normally referred to the Central Informatics Bureau and then to the Software Developer. Besides, the mounting of the system rest entirely upon the software developer while the officers are only called upon to operate and report on any shortcomings.

25.1.23 As a result of our findings, we hold that the duties being performed at the Computerisation Unit are within the scope of the work of the officers and, hence, **the payment of an allowance may not be envisaged.**

Medical Unit

25.1.24 The Medical Unit provides medical and paramedical care as well as health education to elderly persons and persons with disabilities. Besides, the unit is responsible for scheduling of medical examinations and assessment of disability for claimants applying for Basic Invalidity Pension, Carer's Allowances, Basic Retirement Pension for the Severely Handicapped, Social Aid and Disablement Benefits.

25.1.25 Presently, the unit is headed by the Director, Medical Unit who is assisted in her duties by the Assistant Director, Medical Unit as well as General Practitioners, Specialists and other Professionals employed on a sessional basis.

25.1.26 The main representations received for the Medical Unit pertain to a review of the existing allowances and introduction of new ones. As regards the upgrading of the salaries of the established grades of Director, Medical Unit and Assistant Director, Medical Unit, the grades were re-assessed during our job evaluation exercise. The

specific conditions of service for officers of the Medical Unit are, hereunder, reproduced.

Specific Conditions of Service

25.1.27 At present, certain specific conditions of service that exist for the Medical Practitioners at the Ministry of Health and Wellness are equally applicable to the Assistant Director, Medical Unit and the Director, Medical Unit. These provisions should continue to be in force.

Recommendation 7

25.1.28 We recommend that the under-mentioned provisions, under the Ministry of Health and Wellness, should be equally applicable to the Assistant Director, Medical Unit and the Director, Medical Unit:

Specific Conditions of Service	Recommendation under the MOHW
Allowance/Smart Phones for the Medical Cadre	**R 29 Para 36.96**
Continuing Professional Development	**R 30 Para 36.98**
Special Medical Service Allowance	**R 31 Para 36.101**
Rent Free Telephone and Free calls	**R 34 Para 36.108**
Special Provisions for Officers of the Medical Profession	**R 35 Para 36.110 & 36.111**

Allowance to Doctors employed on a sessional basis

25.1.29 As per established practice, the Ministry employs General Practitioners and Specialists on a sessional basis to service its Medical Boards/Tribunals and effect domiciliary visits. In view of the difficulties faced by the Ministry at a certain point in time to enlist the services of Specialists, we had, in our last Reports, recommended that the Ministry considers the advisability of employing doctors on contract basis to serve Medical Boards/Tribunals and effect domiciliary visits. We have, in the course of this review, been apprised by the Ministry that it did not proceed with this recommendation as it considers the present system to be, by far, more appropriate particularly as employment on contract is costlier.

25.1.30 Specialists who are employed on sessional basis are currently being paid an allowance of Rs 1625 for serving the Medical Tribunals and Rs 1390 for serving the Medical Boards per session of three hours. The General Practitioners, on the other hand, are paid an allowance of Rs 1155 for serving the Medical Boards per session of three hours. A proposal has been made in the context of this Report to waive the ceiling of three hours for Specialists serving the Tribunals where only five to six cases are dealt during a session and which normally do not last for three hours.

25.1.31 Furthermore, in September last year, the Bureau was requested to consider the payment of an all-inclusive allowance to the General Practitioners in lieu of the present allowance as the Ministry averred having increased its pool of Medical Practitioners. As these doctors come from different parts of the island, it was presumed that they would not be required to travel long distance to service the Medical Boards. It was also submitted that the mileage allowance which was previously being paid to the Medical Practitioners was no longer being paid since July 2020.

25.1.32 Since the above proposal was a departure from existing provisions and as changes can only be effected during an overall review exercise, we deemed it appropriate to defer the matter for consideration in the course of this review. After careful consideration, we believe that the payment of an all-inclusive allowance, as proposed by the Ministry, would not be feasible in view of associated implications. Hence, instead of an all-inclusive allowance, we are providing for an alternative arrangement to compensate the doctors for travelling to the different Medical Boards while at the same time providing a mechanism which is less cumbersome to administer. We have also reviewed the existing mode of compensation for Specialists serving the Tribunals.

Recommendation 8

25.1.33 We recommend that the allowances paid to the General Practitioners and Specialists employed on a sessional basis to service to Medical Tribunals and Boards should be revised as hereunder:

Grades	Allowances per session of 3 hours
Specialist servicing Medical Tribunal	**Rs 1705**
Specialist servicing Medical Board	**Rs 1460**
General Practitioner servicing Medical Board	**Rs 1215**

25.1.34 We also recommend that the allowances for servicing the Medical Boards should be paid on a *pro rata* basis for all hours of work put beyond the specified number of hours.

25.1.35 We additionally recommend that the Specialists servicing the Medical Tribunals should be paid the allowance, provided some five to seven cases are dealt with per session.

25.1.36 We further recommend that the General Practitioners should be paid a monthly travelling allowance of Rs 2420 in addition to the above allowance.

Domiciliary Visits

25.1.37 Doctors employed on a sessional basis are also required to carry out domiciliary visits for which they are entitled to an allowance per claimant visited. Given that this arrangement would continue to be in force in the foreseeable future, we are maintaining this provision and revising the quantum thereof.

Recommendation 9

25.1.38 We recommend that the allowance (inclusive of travelling), per claimant visited, payable to doctors employed on sessional basis for effecting domiciliary visit should be revised to Rs 650.

On-Call and In-Attendance Allowances

25.1.39 Medical Practitioners employed on sessional basis providing 24-hour medical coverage at the centre for severely disabled persons at Pointe aux Sables are entitled to an On-Call Allowance and an In-Attendance Allowance when attending duty while on call. This arrangement should continue to be in force.

Recommendation 10

25.1.40 We recommend that Medical Practitioners employed on sessional basis to provide 24-hour medical coverage at the centre for severely disabled persons at Pointe aux Sables should be paid On-Call allowances as follows:

On-Call	Allowance (Rs)
Weekday **1200 hours to 0900 hours the following day**	**650**
Saturday, Sunday and Public Holiday **0900 hours to 0900 hours the following day**	**790**

25.1.41 We also recommend that the Medical Practitioners employed on sessional basis should be paid Rs 300 per hour, inclusive of travelling time, when they are required to attend duty while on-call.

Allowance for certifying cause of death

25.1.42 The Medical Practitioners who are required to certify the cause of death of inmates in Homes are presently being paid an allowance of Rs 340 per case by the Ministry. Given that such arrangement would continue to exist, Management has requested that allowance be integrated in the Report. We are recommending accordingly.

Recommendation 11

25.1.43 We recommend that Medical Practitioners on sessional basis should be paid an allowance of Rs 350 per case for certifying the cause of death of inmates in Homes.

Allowance to Nursing Officers employed on sessional basis

25.1.44 Besides Medical Practitioners, the Ministry employs Nursing Officers up to the age of 70 years on a sessional basis to provide nursing care, keep medical records and distribute prescribed medicines in charitable institutions, Foyer Trochetia and recreational centres whenever there are inmates. Presently the Nursing Officers are

being paid Rs 735 per day session of four hours and Rs 840 per night session of four hours for performing these duties.

25.1.45 Furthermore, the Nursing Officers provide health care to the elderly in Health Clubs and conduct health education under the guidance of the Director, Medical Unit against payment of a fee of Rs 525 per session of three hours. Thus far, these allowances were being revised on an *ad hoc* basis. In view of the permanency of the existing arrangement, we have deemed it appropriate to integrate same in the Report and are revising the quantum thereof.

Recommendation 12

25.1.46 We recommend that:

(i) the allowance payable to the Nursing Officers for providing services in Charitable Institutions, Foyer Trochetia and Recreation Centres be revised to Rs 770 per day session of four hours and Rs 880 per night session of four hours; and

(ii) the fees payable to the Nursing Officers for providing health care to the elderly in Health Clubs should be revised to Rs 550 per session of three hours.

Office Clerk

25.1.47 Provision has been made for the Ministry of Public Service, Administrative and Institutional Reforms in collaboration with the relevant authorities to mount work oriented Award Course for Office Clerks in order to equip them with relevant skills to perform effectively clerical duties. Upon successful completion of the Award Course, the Office Clerks are allowed to move incrementally in the Master Salary Scale. We are upholding the present provision for which union members expressed their appreciation.

Recommendation 13

25.1.48 We recommend that:

(i) the Ministry of Public Service, Administrative and Institutional Reforms should in collaboration with the relevant authorities, continue to organise work oriented Award Course for Office Clerks;

(ii) Office Clerks who have successfully completed the course be allowed to move incrementally in the Master Salary Scale up to salary point Rs 33175;

(iii) Office Clerks who have successfully completed the Award Course and who have attained compulsory retirement age or have attained compulsory retirement age while opting to cash their accumulated Vacation Leave in full before or on reaching the top salary of the scale should be granted an additional increment at the salary point reached for the computation of their pensionable emoluments; and

(iv) the MPSAIR should ensure that the level of the course set should also take into consideration the level of the duties as well as the profile of the Office Clerks.

SOCIAL SECURITY AND NATIONAL SOLIDARITY DIVISION

SALARY SCHEDULE

Salary Code	Salary Scale and Grade
02 000 114	**Rs 132000** Permanent Secretary
09 091 105	**Rs 68000 x 1800 – 69800 x 2000 – 75800 x 2150 – 82250 x 3000 – 88250 x 3125 – 103875** Director, Medical Unit
09 079 101	**Rs 47675 x 1575 – 49250 x 1650 – 54200 x 1700 – 64400 x 1800 – 69800 x 2000 – 75800 x 2150 – 82250 x 3000 – 88250 x 3125 – 91375** Assistant Director, Medical Unit
23 000 106	**Rs 107000** Commissioner, Social Security
23 080 096	**Rs 49250 x 1650 – 54200 x 1700 – 64400 x 1800 – 69800 x 2000 – 75800 x 2150 – 77950** Deputy Commissioner, Social Security
23 067 089	**Rs 34825 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 46100 x 1575 – 49250 x 1650 – 54200 x 1700 – 64400** Assistant Commissioner, Social Security
23 063 082	**Rs 31525 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 46100 x 1575 – 49250 x 1650 – 52550** Principal Social Security Officer
23 054 078	**Rs 25000 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 46100** Senior Social Security Officer

Salary Code	Salary Scale and Grade
23 047 074	**Rs 21850 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450 x 950 – 41250** Higher Social Security Officer
23 037 071	**Rs 18650 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 x 950 – 38400** Social Security Officer
23 072 096	**Rs 39350 x 950 – 42200 x 1300 – 46100 x 1575 – 49250 x 1650 – 54200 x 1700 – 64400 x 1800 – 69800 x 2000 – 75800 x 2150 – 77950** Head, Disability Empowerment Unit
23 058 088	**Rs 27400 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 46100 x 1575 – 49250 x 1650 – 54200 x 1700 – 62700** Principal Disability Empowerment Officer
23 047 082	**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 – 52550** Disability Empowerment Officer/Senior Disability Empowerment Officer
23 080 097	**Rs 49250 x 1650 – 54200 x 1700 – 64400 x 1800 – 69800 x 2000 – 75800 x 2150 – 80100** Manager, Recreation Centre (Personal)
23 061 083	**Rs 29875 x 825 – 35650 x 900 – 37450 x 950 – 42200 x 1300 – 46100 x 1575 – 49250 x 1650 – 54200** Senior Organising Officer, Recreation Centre
23 038 074	**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 x 950 – 41250** Organising Officer, Recreation Centre

Salary Code	Salary Scale and Grade
01 062 092	**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** Secretary (Ex-MESTF) (Personal)
01 041 070	**Rs 19850 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 35650 x 900 – 37450** Accounts Clerk (Ex-MESTF) (Personal)
08 030 067	**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 (Ex-MESTF) (Personal)
08 029 066	**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 (Ex-MESTF) (Personal)
08 025 063	**Rs 15485 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 – 31525** Office Clerk
24 033 061	**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 – 29875** Driver (Heavy Vehicles above 5 tons)
25 026 059	**Rs 15745 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** General Assistant
24 026 059	**Rs 15745 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** Driver (Roster)

Salary Code	Salary Scale and Grade
24 025 058	**Rs 15485 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400** Driver (ordinary vehicles up to 5 tons)
24 022 052	**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 (Ex-MESTF) (Personal)
24 019 050	**Rs 13975 x 250 – 15225 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23025** Social Security Attendant Stores Attendant
24 018 047	**Rs 13745 x 230 – 13975 x 250 – 15225 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 21850** Caretaker (Ex-MESTF) (Personal)
24 001 045	**Rs 10250 x 175 – 10775 x 200 – 11775 x 205 – 12595 x 230 – 13975 x 250 – 15225 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21150** General Worker

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