

## **6. COMMISSION FOR SOCIAL SECURITY, HOUSING, LABOUR AND INDUSTRIAL RELATIONS, EMPLOYMENT AND CONSUMER PROTECTION**

- 6.0.1 The Commission has under its portfolio the divisions of: Social Security, Housing, Labour and Industrial Relations, Employment and Consumer Protection. It aims, among others, to: deliver on social security services; facilitate placement opportunities for registered job seekers; promote a safe, healthy and harmonious work environment; safeguard and promote consumers' rights and interests; improve the standard and conditions of living of needy persons; promote social dialogue to establish harmonious industrial relation practices at work places; and create an inclusive and just society by formulating new policies and strategies.
- 6.0.2 Its strategic objectives for the year 2020-2023 are, *inter alia*, to: improve housing conditions in Rodrigues; reduce processing time and determination of claims for laid-off workers and educate them on their rights and responsibilities; publish prices of controlled commodities in a timely manner; promote good industrial relations at work places; and enforce consumer protection legislations with more frequent visits to trade premises.
- 6.0.3 A Departmental Head is the responsible and accounting officer of the Commission. He has the overall responsibility for the general and technical administration and management of the Commission.

### **6.1 Social Security**

- 6.1.1 Being responsible for the administration of social benefits, the Social Security Division provides a range of services under several schemes namely, National Pensions Scheme; National Savings Fund; Social Aid; Unemployment Hardship Relief; Empowerment, Welfare, protection and well-being of the Elderly; and Social Register of Mauritius, among others.
- 6.1.2 Currently, the Social Security Division falls under the responsibility of a Departmental Head who is assisted by the Manager, Social Security in the day-to-day administration. The division is also manned by officers in the grades of Principal Social Security Officer; Senior Social Security Officer; Higher Social Security Officer and Social Security Officer.
- 6.1.3 In the context of this review exercise, both the staff side and Management of the RRA have requested for the creation of the grades of Recreational Centre Manager; Organising Officer, Recreation Centre; and Officer-in-Charge, Disability Empowerment. Management additionally requested for an alignment of the top salary of the grade of Manager, Social Security with its comparable grade in the Civil Service and eligibility for 70% duty remission.
- 6.1.4 Both parties were apprised of the Bureau's policy for the creation of grades which is based on the functional and operational needs of an organisation. Moreover, considering that the Recreation Centre for Elderly has not yet been set up, stakeholders were informed that the creation of the first level of Organising Officer,

Recreation Centre may be contemplated in future, on an *ad hoc* basis, whenever the functional need warrants so.

- 6.1.5 The existing structure of the Social Security Division is appropriate to enable it to deliver on its mandate. We are, however, bringing some changes to the Disability Unit to provide for a supervisory level.

### **Disability Empowerment Officer (New Grade)**

#### **Senior Disability Empowerment Officer (New Grade)**

- 6.1.6 During consultations, Management requested for the creation of an additional level above the grade of Disability Empowerment Officer/Senior Disability Empowerment Officer. It was however, observed that the latter grade is vacant and, therefore, the creation of another level is not warranted. Nonetheless, in view of the specificity and scope of the RRA, the Bureau is providing an appropriate structure against abolition of the grade of Disability Empowerment Officer/Senior Disability Empowerment Officer.

### **Recommendation 1**

- 6.1.7 **We recommend the creation of a grade of Disability Empowerment Officer. Appointment thereto should be made by selection from among candidates possessing a Diploma in Social Work from a recognised institution or an equivalent qualification and reckoning at least five years' experience in the fields of social work or disability.**
- 6.1.8 Incumbent would be required, *inter alia*, to: give necessary support and assistance to Non-Governmental Organisations (NGOs) operating in the field of disability and to co-ordinate their activities; assist in the preparation of training programmes and organisation of workshops and seminars on disability; empower persons with disabilities through various means such as education, training, employment, advocacy, recreational and sports activities and the removal of handicapping barriers; and promote the integration of persons with disabilities in all aspects of society and advocate for their rights in line with the UN Convention on the Rights of Persons with Disabilities.
- 6.1.9 **We also recommend the creation of a grade of Senior Disability Empowerment Officer. Appointment thereto should be made by selection from among Disability Empowerment Officers who reckon at least five years' service in a substantive capacity.**
- 6.1.10 Incumbent would be called upon to, among others, assist Non-Governmental Organisations and Disabled Persons Organisations in capacity building and in project write-up and in improving the delivery of their services; provide training to Disability Officer; organise workshops, seminars and training programmes on the issue of empowerment and disability; and ensure that the rights and entitlements of persons with disabilities are respected with regard to income support, education, training, employment accessibility, health and wellness, leisure and sports.

**6.1.11 We further recommend that the grade of Disability Empowerment Officer/Senior Disability Empowerment Officer be abolished.**

**Principal Social Security Officer**

**Senior Social Security Officer**

6.1.12 At present, officers in the grades of Principal Social Security Officer and Senior Social Security Officer possessing a Diploma in Social Work are allowed to move incrementally in the Master Salary Scale. The provision being still valid, is reproduced with the updated salary points for the respective grades.

**Recommendation 2**

**6.1.13 We recommend that incumbents in the grades of Senior Social Security Officer and Principal Social Security Officer possessing a Diploma in Social Work from a recognised institution 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 that they satisfy the performance criteria as set out in the Introductory Chapter of this Volume.**

**Medical Unit**

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

6.1.15 Presently, the Medical Unit is headed by a Medical and Health Officer/Senior Medical and Health Officer (MHO/SMHO) from the Commission for Health, Community Development, Fire Services, Meteorological Services, Judicial Services and Civil Status. The latter is supported in his task by nine MHO/SMHOs and two supporting staff. So far more than 1400 persons have benefitted from home visits by the MHO/SMOs. In June 2020, we were requested to provide the salary grading for the grade of Health Coordinator, which was created on an *ad hoc* basis to be in charge of the Unit. However, in view of associated implications, we deferred the matter for consideration in the context of this review exercise.

6.1.16 In their submission, both Management and the staff side have requested for the creation of a grade of Assistant Health Coordinator to assist the proposed level of Health Coordinator as well as a grade of Supervisor Medical Unit to be responsible for the day-to-day administration of the Unit. During consultations, the parties concerned were informed that the creation of the grade of Supervisor Medical Unit could not be acceded to as the Bureau does not favour the creation of stand-alone grades with no promotional prospect. Furthermore, the duties proposed for the grade are generally performed by officers in the grade of Office Management Assistant and such assistance is already being provided to the Unit. As regards the other two grades, we consider that the present staffing position and volume of activities do not plead in

favour of the creation of dedicated grades to serve the Unit. Hence, we are unable to consider the requests for the creation of both grades of Health Coordinator and the Assistant Health Coordinator. Instead, we consider that it would be more appropriate to have a designated position of Health Coordinator to be filled by assignment from Medical and Health Officer/Senior Medical and Health Officers from the Commission for Health. We are recommending accordingly.

### Recommendation 3

**6.1.17 We recommend that the Medical and Health Officer/Senior Medical and Health Officer who is assigned the duties of Health Coordinator should be paid an allowance equivalent to Rs 1900 monthly.**

#### SALARY SCHEDULE

Salary Code	Salary Scale and Grade
	<b>SOCIAL SECURITY</b>
<b>02 000 107</b>	<b>Rs 110125</b> Departmental Head
<b>23 067 088</b>	<b>Rs 34825 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700</b> Manager, Social Security
<b>23 063 082</b>	<b>Rs 31525 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 52550</b> Principal Social Security Officer
<b>23 054 078</b>	<b>Rs 25000 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100</b> Senior Social Security Officer
<b>23 047 074</b>	<b>Rs 21850 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 41250</b> Higher Social Security Officer

Salary Code	Salary Scale and Grade
23 037 071	<p><b>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</b></p> <p>Social Security Officer</p>
25 026 059	<p><b>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</b></p> <p>Painter</p>
24 019 050	<p><b>Rs 13975 x 250 - 15225 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23025</b></p> <p>Social Security Attendant</p>
<b>DISABILITY EMPOWERMENT UNIT</b>	
23 055 079	<p><b>Rs 25525 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 47675</b></p> <p>Senior Disability Empowerment Officer (New Grade)</p>
23 047 077	<p><b>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 - 44800</b></p> <p>Disability Empowerment Officer (New Grade)</p>
09 032 070	<p><b>Rs 17305 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</b></p> <p>Community Health Rehabilitation Officer</p>



## 6.2 Housing Unit

- 6.2.1 The Housing Unit is responsible for the formulation of strategies and policies for the social housing sector; and the implementation of the social housing programme of the RRA. Its objective is to facilitate access to housing provisions for the lower socio-economic segment of the population in Rodrigues. As regards its main functions, they relate to the implementation of policies concerning the housing sector and the handling of applications for housing assistance.
- 6.2.2 Presently, the overall management of the Unit is shouldered by an Engineer/Senior Engineer (Civil) who is supported by officers in the grade of Assistant Inspector of Works.
- 6.2.3 In the context of this review exercise, Management requested for the creation of the grades of Principal Housing Development Officer and Housing Officer. Given that the grades of Housing Development Officer and Assistant Housing Officer have been created on *ad hoc* basis, the Bureau considers that, in the first instance, these posts should be filled. Thereafter, only upon strong justifications the issue may be considered, the moreso that the number of grades related to this function is on the high side.
- 6.2.4 The present structure is, therefore, being maintained.

### SALARY SCHEDULE

Salary Code	Salary Scale and Grade
	<b>HOUSING UNIT</b>
<b>26 065 092</b>	<b>Rs 33175 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800</b> Engineer/Senior Engineer (Civil)
<b>26 059 088</b>	<b>Rs 28225 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700</b> Housing Development Officer
<b>26 060 079</b>	<b>Rs 29050 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 47675</b> Senior Inspector of Works

Salary Code	Salary Scale and Grade
08 037 076	<p><b>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 - 42200 x 1300 - 43500</b></p> <p>Assistant Housing Officer</p>
26 032 069	<p><b>Rs 17305 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 - 36550</b></p> <p>Assistant Inspector of Works</p>
25 044 067	<p><b>Rs 20825 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 34825</b></p> <p>Foreman</p>
25 026 059	<p><b>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</b></p> <p>Cabinet Maker Carpenter Mason</p>
25 019 049	<p><b>Rs 13975 x 250 - 15225 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 22625</b></p> <p>Tradesman's Assistant</p>



### 6.3 Labour and Industrial Relations

- 6.3.1 The Labour and Industrial Relations has as mission to promote industrial peace and harmony; protect the fundamental rights and dignity of workers; enhance productivity and the general well-being of the workforce through improvement in standard of safety and health; prevention of occupational diseases and injuries at the workplace; and ensure the proper functioning and good governance in associations and staff associations. It comprises three distinct sections, namely the Labour Inspection and Enforcement; the Occupational Safety and Health; and the Registry of Associations.
- 6.3.2 The Labour Inspection and Enforcement Section is responsible, *inter alia*, for the enforcement of labour legislations; attending to and enquiring into complaints registered by workers relating to conditions of employment and industrial relations; investigating into applications for admission in the Workfare programme.
- 6.3.3 As regards the Occupational Safety and Health Section, it is responsible for the enforcement of the Occupational Safety and Health Act 2005 and its subsidiary legislations. It works in close collaboration with the Occupational Safety and Health Division of the Ministry for matters relating to specific technical issues regarding occupational safety, health and welfare; interpretation and enforcement of various regulations in force; and preparation and conduct of criminal proceedings in Court against employers in breach of law.
- 6.3.4 Being responsible for the enforcement of the Registration of Associations Act, the Registry of Associations has regular working arrangements with the Registry of Associations of the Ministry of Labour, Human Resource Development and Training, and Commerce and Consumer Protection for follow-up on all applications, registrations and queries regarding the status of ongoing correspondence files as it is a legal requirement to keep the files in the custody of the Registrar.
- 6.3.5 The organisation structure of this Division consists of grades such as the Officer-in-Charge, Labour and Industrial Relations; Labour and Industrial Relations Officer; Occupational Safety and Health Officer/Senior Occupational Safety and Health Officer; Principal Occupational Safety and Health Officer as well as Inspector of Associations and officers of the general services grades.
- 6.3.6 For this review exercise, representations have been made, among others, for the restyling of the grade of Officer-in-Charge, Labour and Industrial Relations to Senior Labour and Industrial Relations Officer; creation of the grades of Head, Labour and Industrial Relations; Head, Occupational Safety and Health and Senior Inspector of Associations.
- 6.3.7 All parties were apprised of the Bureau's policy for the creation of grades which is based on the functional and operational needs of an organisation. The Bureau has, nonetheless, examined all the requests and we are, in the ensuing paragraphs, making appropriate recommendations for those requests which are justified.



**Officer-in-Charge, Occupational Safety and Health**  
**formerly Principal Occupational Safety and Health Officer**

6.3.8 The RRA requested for the creation of a grade of Head, Occupational Safety and Health for the overall day-to-day management of the section. It is considered that due to the scope of activities in Rodrigues, establishment size and level of supervision, another level is not warranted. We are, however, for the administrative monitoring of health enforcement issues, restyling the grade of Principal Occupational Safety and Health Officer to Officer-in-Charge, Occupational Safety and Health.

**Recommendation 1**

**6.3.9 We recommend that the grade of Principal Occupational Safety and Health Officer be restyled Officer-in-Charge, Occupational Safety and Health. This element has been considered in arriving at the recommended salary scale for the grade.**

**Qualification Bar**

6.3.10 At present, officers in the grade of Labour and Industrial Relations Officer possessing a Diploma in Human Resource Management or an equivalent qualification; and Inspector of Associations who have successfully completed all the papers of Fundamentals (Skills) formerly Part II of the ACCA Examinations or an equivalent qualification are allowed to proceed incrementally beyond the Qualification Bar (QB) in their respective salary scale. **We are maintaining this provision.**

6.3.11 Incumbent in the grade of Officer-in-Charge, Occupational Safety and Health *formerly Principal Occupational Safety and Health Officer* possessing a Degree in Occupational Safety and Health or in Civil or Mechanical or Electrical or Chemical Engineering or an equivalent qualification are allowed to progress incrementally beyond the Qualification Bar (QB) in the salary scale. **This provision should also continue.**

**SALARY SCHEDULE**

Salary Code	Salary Scale and Grade
18 060 085	<p style="text-align: center;"><b>LABOUR AND INDUSTRIAL RELATIONS</b></p> <p><b>Rs 29050 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 – 54200 QB 55900 x 1700 - 57600</b></p> <p>Officer-in-Charge, Occupational Safety and Health  <i>formerly Principal Occupational Safety and Health Officer</i></p>

Salary Code	Salary Scale and Grade
18 060 083	<p><b>Rs 29050 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200</b></p> <p>Officer-in-Charge, Labour and Industrial Relations</p>
18 047 081	<p><b>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</b></p> <p>Occupational Safety and Health Officer/Senior Occupational Safety and Health Officer</p>
18 039 077	<p><b>Rs 19225 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 - 40300 QB 41250 x 950 - 42200 x 1300 - 44800</b></p> <p>Inspector of Associations Labour and Industrial Relations Officer</p>



## 6.4 Employment Division

- 6.4.1 This Division has as mission to help the jobseekers to have access to gainful and productive employment. Its main functions are, among others, the registration and placement of job seekers; employment counselling; providing up-to-date market information; conducting work permit inspections; inspections of private recruitment agencies; organisation of sensitisation services and helping in the redeployment of laid-off workers and the processing of the recruitment of workers for overseas vacancies.
- 6.4.2 With a view to offer a "service de proximité" to the customers, the Employment Information Centre has decentralised its services to the different places to Malabar, Grande Montagne and La Ferme on a three-day basis.
- 6.4.3 The Head, Employment Service is responsible for the effective and overall management of the Employment Division in Rodrigues. He liaises with the Director, Employment Service in Mauritius in connection with matters pertaining to the implementation of the Labour Market Information System and is assisted by one Senior Employment Officer, four Employment Officers and supported by officers of the general services grades.
- 6.4.4 For this review exercise, Management made proposal for the alignment of the schemes of service of the grades of the Employment Officer Cadre in Rodrigues with their counterparts in Mauritius as well as the creation of a grade of Project Supervisor, Employment Division.
- 6.4.5 During meeting, Management was requested to submit additional information to support their demand for the creation of the grade of Project Supervisor, Employment Division. However, for want of information, the Bureau has refrained from making any recommendation. As regards the case for an alignment of schemes of service of the Employment Officer Cadre at the RRA with that of the Civil Service, the Bureau considers that same should be justified by a corresponding evolution in the nature and complexity of duties and responsibilities devolving upon the grades. Subject to being in a similar situation as in the National Employment Department, Management may submit its proposal on an *ad hoc* basis, in line with established procedures.
- 6.4.6 The Bureau is, therefore, maintaining the current structure of this Division.

**SALARY SCHEDULE**

Salary Code	Salary Scale and Grade
<b>EMPLOYMENT DIVISION</b>	
18 062 080	<b>Rs 30700 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250</b> Head, Employment Service
18 047 078	<b>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</b> Senior Employment Officer
18 033 071	<b>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 x 950 - 38400</b> Employment Officer



## 6.5 Consumer Protection Division

- 6.5.1 The Consumer Protection Division (CPD) of the RRA envisions to foster a conflict-free commercial environment where fair trade practices prevail to the satisfaction of consumers. The objects of the CPD are, among others, to: safeguard and promote consumers' rights and interest in Rodrigues by enforcing the consumer protection legislation and delivering consumer education programmes.
- 6.5.2 Among the legislations in force to safeguard the rights of consumers are the Consumer Protection (Price and Supply Control) Act 1998, the Consumer Protection Act 1991, the essential Commodity Act, the Hire Purchase and Credit Sales Act and the Fair Trading Act.
- 6.5.3 The Officer-in-Charge, Consumer Affairs is responsible for the day-to-day management of the Unit and is assisted by officers in the grades of Senior Consumer Affairs Officer, Consumer Affairs Officer and those from the general services.
- 6.5.4 For this review exercise, Management requested for the restyling of the grade of Officer-in-Charge, Consumer Affairs to Manager, Consumer Affairs with a corresponding review of its salary scale. Management was apprised that a job appellation should commensurate with the nature of duties devolving upon the grade. They were also informed that any upgrading in salary is based on our job evaluation exercise.
- 6.5.5 Taking into consideration the scope of activity, specificity of Rodrigues, the establishment size and level of supervision, the Bureau considers that the present organisation structure is fit for purpose to deliver on its mandate.

### Allowance to officers of the Consumer Affairs Officer Cadre

- 6.5.6 At present, officers of the Consumer Affairs Officer Cadre possessing specific communication skills are called upon to conduct and coordinate consumer education programmes/campaigns as well as delivering talks through the media against a payment of an allowance of Rs 265 per session. The provision is being maintained whilst the quantum is being revised.

### Recommendation 1

- 6.5.7 We recommend that officers of the Consumer Affairs Officer Cadre possessing specific communication skills and who are called upon to conduct and coordinate consumer education programmes/campaigns as well as delivering talks through the media, be paid an allowance of Rs 275 per session.**

### Hours of Work

- 6.5.8 As per the existing schemes of service of grades in the Consumer Affairs Officer Cadre, officers may, in the performance of their duties be called upon to work outside normal working hours, including Sundays and Public Holidays. **This element has been taken into consideration in determining the salary of these grades.**

## SALARY SCHEDULE

Salary Code	Salary Scale and Grade
<b>CONSUMER PROTECTION DIVISION</b>	
<b>18 067 086</b>	<b>Rs 34825 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 59300</b> Officer-in-Charge, Consumer Affairs
<b>18 060 083</b>	<b>Rs 29050 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200</b> Senior Consumer Affairs Officer
<b>18 053 080</b>	<b>Rs 24475 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250</b> Consumer Affairs Officer

