Customer Charter

Our Commitment to You

Pay Research Bureau
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Republic of Mauritius
Customer Charter

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PAY RESEARCH BUREAU
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"A Customer is the most important visitor on our premises.

He is not dependent on us,
we are dependent on him.

He is not an interruption of our work,
he is the purpose of it.

He is not an outsider in our business,
he is part of it.

We are not doing him a favour by serving him.

He is doing us a favour by giving us an opportunity to do so."

Mahatma Gandhi
Foreword

I am delighted to present the Bureau’s revised Customer Charter, to address the needs of our different stakeholders in the wake of the adoption of new management systems in the past years. We were ISO-certified in the year 2007 and are striving to consistently deliver on target while conforming to quality standards. We adhere Programme Based Budgeting and ensure the deployment of resources to achieve the desirable outcomes at all times. The Performance Management System (PMS) is being implemented since 2008 and performance gaps are being addressed in a systematic manner to ensure the provision of timely and effective service courteously at all times.

In this Charter, we outline our standards and set out the levels of service our customers can expect to receive. We elaborate on the procedure to tap our services and list the ways to communicate with us. We shall continue to value our customers and be at their service with enthusiasm. Timely feedback from our valued customers to address promptly any shortcomings would be appreciated.

We shall take pride in achieving effectively and efficiently our charter deliverables and improving on what we are already doing well.

B.C. Appanna
Director
Pay Research Bureau
31.08.2009
1. **Parent Ministry**

The Pay Research Bureau is an independent organisation operating under the vote of the Prime Minister’s Office.

2. **Our Vision**

To be a world class organisation in matters of pay and conditions of employment in the public sector.

3. **Our Mission**

To review the pay and grading structures, conditions of employment and organisational structures to enable excellence in the delivery of service in the public sector.

4. **Our Objectives**

(i) To carry out reviews of pay and grading structures in the Civil Service, Rodrigues Regional Assembly, Parastatal and other Statutory Bodies, Local Authorities and the Private Secondary Schools and to make appropriate recommendations with a view to:
(a) rendering the sector more efficient and effective;

(b) facilitating recruitment and retention of required skills in the service;

(c) boosting reforms initiatives;

(d) ensuring that reward in the public sector keeps pace with those of corresponding positions in the private sector, to the extent that it is desirable;

(e) establishing and maintaining reasonable differentials in respect of different categories of skills and levels of responsibility; and

(f) ensuring adequate linkage between pay and economic growth in the country

(ii) To conduct research and keep abreast of developments in the fields of Remuneration, Conditions of Employment, Organisation Design and the like.

(iii) To advise on the proper design of organisation structures.

(iv) To assist in the implementation of our recommendations.
5. Our Core Values

**Equity and Fairness:**
We ensure that pay policies are just and fair and rewards are commensurate with responsibility, competence and contribution.

**Quality and Timeliness:**
We are committed to provide quality and timely services.

**Uniformity and Consistency:**
We conduct the affairs of the Bureau in an equitable, uniform and consistent manner.

**Integrity:**
We are guided by standards of professional ethics and operate in a consultative and transparent manner.

**Team Spirit:**
We foster teamwork, participation and the sharing of information.

**Yearning for excellence:**
We strive to deliver on the frontiers of excellence in all our undertakings.
6. **Our Customers**

- Government
- Ministries/Departments
- Parastatal and other Statutory Bodies
- Local Authorities
- Rodrigues Regional Assembly
- Private Secondary Schools Employees
- Private Secondary Schools Pensioners
- Private Organisations
- Public Sector Employees
- Public Sector Pensioners
- Staff Associations
7. **Main Services Provided/Customer Standards**

- Publish a report on the General Review of Pay and Grading Structures and Conditions of Service once every five years.

- Publish a report on Errors, Omissions and Clarifications of the main PRB Report within one year.

- Process requests within 10 working days from receipt of relevant/complete information as regards:
  - Advice on remuneration and on terms of employment of contract officers.
  - Salary grading for new posts.
  - Regrading existing posts following changes in duties and specifications (knowledge, skills and abilities).
  - Eligibility criteria for duty free facilities on cars and auto/motorcycles and other travelling benefits.
  - Determination/Revision of allowances.
  - Advice on pensionable emoluments for public sector pensioners.
  - Determination of remuneration packages of officers in posts established under the Constitution or any other Law.

- Examine and report **within four weeks** as from receipt of all relevant data, on all cases concerning design/redesign of organisation structures.
• Examine all queries regarding interpretation /clarification of recommendations and make a reply within five working days of the receipt of relevant complete information.

• Advise on conditions of service and employee benefits within 12 working days from receipt of all relevant information.

• Advise on the proper procedures to make representations in general.

• Form part of various standing committees and other committees on reforms.

• Have consultations with stakeholders, as and when required.

• Tender advice over the telephone as and when required.
  - Answer calls within three rings.
  - Provide the required information in a courteous manner.

• Provide updated information through our website.

• Make replies to e-mails within two working days.
8. Procedures to tap service

<table>
<thead>
<tr>
<th>User</th>
<th>Access to the Bureau</th>
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<tbody>
<tr>
<td><strong>1. Management</strong></td>
<td></td>
</tr>
<tr>
<td>(a) Ministry of Civil Service and Administrative Reforms (MCSAR)</td>
<td>Directly.</td>
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<tr>
<td>(b) Other Ministries</td>
<td>Through MCSAR.</td>
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<tr>
<td>(c) Rodrigues Regional Assembly</td>
<td>Through MCSAR.</td>
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<tr>
<td>(d) Departments</td>
<td>Through parent Ministry and MCSAR.</td>
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<tr>
<td>(e) Parastatal Bodies and Local Authorities</td>
<td>Through parent Ministry Local Authorities and MCSAR.</td>
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<tr>
<td>(f) Private Secondary Schools</td>
<td>Through Private Secondary Schools Authority, parent Ministry and MCSAR.</td>
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<td><strong>2. Staff Associations and Individual Officers</strong></td>
<td>Generally through Management of organisations concerned or directly in the context of an overall review.</td>
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<td><strong>3. Private Organisations</strong></td>
<td>Directly.</td>
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<td><strong>4. Public Sector Pensioners</strong></td>
<td>Through Accountant-General or through Management of organisations concerned.</td>
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In the context of an overall review of pay and grading structures and conditions of employment and organisation structures in the public sector, parastatal and other statutory bodies, local authorities and Rodrigues Regional Assembly are allowed to send their representations directly to the Bureau.

9. Complaints and Feedback

We respond to complaints or dissatisfaction with our service from customers by acknowledging their letters, emails and investigating into same.

We also welcome suggestions and feedback from Ministries/Departments and from individual officers and staff associations to further improve our services.
10. Contact Details

The Pay Research Bureau may be contacted by phone, letter and e-mail. All correspondence should be addressed to the Director, Pay Research Bureau.

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Last revised in August 2009