



Republic of Mauritius

CUSTOMER CHARTER

Our Commitment to You

PRB

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 presenting the Bureau's updated Customer Charter, to inform our various stakeholders of the array of services we are providing to them. We have been ISO-Certified since the year 2007 and this shows our commitment to provide for continual improvement in the delivery of our services. We deliver results that enrich our values to customers, employees and other stakeholders.

The Performance Management System which has been implemented since 2008 is an effective tool for inculcating a performance oriented culture in the organisation. The system paves the way towards a higher level of service delivery.

In this Charter, we set our standards, the core values and the level of services which our customers expect to receive. We provide a road map on how to tap our services and list the ways to have access to the Bureau. Serving our customers with dedication and professionalism has always been our priority.

Timely feedback from our valued customers to address promptly any shortcoming would be appreciated.

We have a duty to care for the needs and legitimate expectations of our customers

J. Curpen Naick
Director
Pay Research Bureau
09 December 2016



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

1. To carry out reviews of pay and grading structures and conditions of service 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.
2. To conduct research and keep abreast of developments in the fields of Remuneration, Conditions of Employment, Organisation Design and the like.

3. To advise on the proper design of organisation structures.
4. 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 and in line with provisions of the law.
Integrity:	We are guided by standards of high 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 and International Bodies
- 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 in the Public Sector once every five years or as may be determined by the Government.
- Publish an Addendum Report to the main PRB Report subject to decision of Government and within such time frame as may be determined by the Government.
- Process requests **within 9 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 job specifications (knowledge, skills and abilities) and entry qualifications.
 - » 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 21 days** 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** from 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.
- Conduct job analysis exercise in organisations.
- 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 our services

User	Access to the Bureau
1. Management	
a) Ministry of Civil Service and Administrative Reforms (MCSAR)	Directly.
b) Other Ministries	Through MCSAR.
c) Rodrigues Regional Assembly	Through MCSAR.
d) Departments	Through parent Ministry and MCSAR.
e) Parastatal Bodies and Local Authorities	Through parent Ministry and MCSAR.
f) Private Secondary Schools	Through Private Secondary School Authority, parent Ministry and MCSAR.
2. Staff Associations and Individual Officers	Generally through Management of organisations concerned or directly in the context of an overall review.
3. Private Organisations	Directly.
4. Public Sector Pensioners	Through Accountant-General or through Management of organisations concerned.

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 from customers or dissatisfaction with our services by acknowledging letters, emails and investigating into same.

We also welcome suggestions and feedback from Ministries/Departments/ Organisations 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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