

34. MINISTRY OF SOCIAL SECURITY, NATIONAL SOLIDARITY AND REFORM INSTITUTIONS

- 34.1 The Ministry of Social Security, National Solidarity and Reform Institutions envisions to support national and social development for an inclusive society with the strategic direction to protect, promote and enhance social welfare and national solidarity; rehabilitate and integrate young offenders in the mainstream of society; and empowering disabled persons and the elderly.
- 34.2 The Ministry is responsible, *inter alia*, for the provision of a vast and diversified range of social services including the National Pensions and Social Aid; Welfare of the Elderly and of the Disabled; Empowerment of the Community; Welfare of inmates of Charitable Institutions; Rehabilitation of juvenile delinquents; Suicide Prevention; Probation and After Care; Treatment and Rehabilitation of Substance Abusers; and National Solidarity and Welfare of the Chagossians.
- 34.3 The main services of the Ministry comprise the provision of adequate financial assistance to needy persons; implementation of capacity building programmes for Non-Governmental Organisations in collaboration with different partners; implementation of self-development, educational, creative, artistic and IT Literacy Programmes in Day Care Centres; provision of medical support including domiciliary medical visits and preventive health services to the elderly; implementation of additional mental and physical rehabilitation programmes for the elderly; payment of Non-Contributory Basic Pension; supervision and rehabilitation of offenders; supporting people with suicidal tendencies; and rehabilitation of juvenile offenders through Rehabilitation Youth Centres.
- 34.4 The main operational units of the Ministry are Social Aid and National Pensions and Reforms Institutions which have been ascribed specific functions such as payment of Social Aid and Benefits; implementation of social/community development policies for various stakeholders; and rehabilitation of young offenders in the community through the Rehabilitation Youth Centres, towards a normal social life.
- 34.5 The activities of the Elderly Sector are organised under different departments and specialised organisations such as the Medical Unit, the Recreation Centre for Senior Citizens, the Welfare and Elderly Persons Protection Unit.
- 34.6 The Social Welfare Division and a parastatal body, namely the Sugar Industry Labour Welfare Fund, which were previously operating under the *aegis* of the Ministry of Gender Equality, Child Development and Family Welfare, have recently been placed under the purview of the Ministry of Social Security, National Solidarity and Reform Institutions.

- 34.7 The Social Welfare Division directs and controls the operation of Social Welfare Centres through the formulation of social policies and programmes in line with the declared actions of Government. The Social Welfare Centres cater, *inter alia*, for the needs of all age-groups through the provision of services and organisation of information/educational training.
- 34.8 During consultations with both Management and Unions in the context of this review exercise, much emphasis was laid on the fact that the Ministry is a citizen-centric organisation and its customers include needy and destitute persons, the elderly and persons with disabilities, persons facing severe personal hardship and offenders, among others. Hence, there is an urgent need for an appropriate structure to support the Ministry to achieve its mandate of uplifting the needy, destitute and elderly persons.
- 34.9 We have examined all the requests 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.

QUALITY ASSURANCE AND INSPECTION DIVISION

- 34.10 Management has submitted that the Ministry, during the past years, has been subject to various criticisms due to its inability to provide timely services to the needy ones. Various shortcomings have been identified in different areas. This has prompted Management to come up with a strong and sound control and monitoring system to provide timely, reliable and quality services to all its stakeholders and for ensuring quality audit of the human resources, service delivery, infrastructure and equipment of all the various units of the Ministry.
- 34.11 We have examined the submissions and are agreeable with Management for the setting up of a Quality Assurance and Inspection Division staffed with a Director, Quality Assurance and Inspection; Senior Quality Assurance and Inspection Officer; and Quality Assurance and Inspection Officer.

Quality Assurance and Inspection Officer (New Grade)

Senior Quality Assurance and Inspection Officer (New Grade)

Director, Quality Assurance and Inspection (New Grade)

Recommendation 1

- 34.12 **We recommend the creation of a grade of Quality Assurance and Inspection Officer. Appointment thereto should be made by selection from among candidates possessing a Degree in Management/Economics/Social Work/Sociology/Social Studies together with a Master's Degree and reckoning at least five years' experience in inspection and/or quality assurance duties.**

- 34.13 Incumbent would be required to, *inter alia*, carry out system evaluation and submit reports; assist in service delivery improvement projects; ensure optimum utilisation of all resources in the various units; assist in staff development programmes and report on the status of service delivery in the different units.
- 34.14 We also recommend the creation of a grade of Senior Quality Assurance and Inspection Officer. Appointment thereto should be made by promotion, on the basis of experience and merit, from officers in the grade of Quality Assurance and Inspection Officer who reckon at least four years' service in a substantive capacity in the grade. In the absence of suitably qualified serving officers, appointment should be made from candidates possessing a Degree in Management/Economics/Social Work/Sociology/Social Studies and a Master's Degree from a recognised institution and reckoning at least eight years' proven experience at managerial level in a major division of a large institution/department in the field of inspection or quality assurance.**
- 34.15 Incumbent would be required to, *inter alia*, assist the Director Quality Assurance and Inspection; supervise the work of Quality Assurance and Inspection Officers; advise on matters relating to social security, probation and rehabilitation; development of national policies on social security, probation and rehabilitation of offenders; organise and conduct courses for officers of the Ministry; and assess service delivery and provide remedial steps.
- 34.16 We further recommend the creation of a grade of Director, Quality Assurance and Inspection. Appointment thereto should be made by selection from among candidates possessing a Master's Degree in Management/Business Administration/Public Sector Management/Human Resource Management from a recognised institution or an equivalent qualification and reckoning at least 10 years' proven experience at administrative/managerial level in a major division of a large institution/department, preferably in the field of inspection and quality assurance.**
- 34.17 Incumbent would be required to, *inter alia*, control and monitor the work of professional/technical/support staff; establish plans for quality assurance at all levels of the Social Security, Social Welfare, Probation and Reform Institutions; ensure the monitoring and evaluation of programmes and projects related to social security, probation and rehabilitation; and advise on service improvement and evaluation.

ELDERLY AND DISABILITY DEPARTMENT

- 34.18 Management apprised the Bureau of the event of an unprecedented global demographic transformation and explosion whereby it is expected that by 2050, the number of persons aged 60 years and above would increase from 600 millions

to almost two billions. The increase would be greatest and most rapid in developing countries where the older population is expected to quadruple during the next 50 years.

- 34.19 Mauritius is no exception to this global phenomenon. It has been submitted that as at December 2013, Mauritius had a population of 1,257,121 out of which 172,229 were aged 60 years and above, including 16,031 who were severely disabled and dependent. It is projected that the population in 2025 would be 1,320,210 out of which 258,560 would be over 60 years of age. The number of dependent elderly would be around 28,000.
- 34.20 There is a Disability Unit at the Ministry which caters for the social and economic rehabilitation of persons with disabilities and focuses on the empowerment of these persons to facilitate their inclusion in the society. The Disability Unit as well as the other units cater for the needs of the elderly with disabilities.
- 34.21 However, in a bid to enhance service delivery of the Ministry, Management has made proposals for the setting up of an Elderly and Disability Department to establish an elderly and disability-inclusive development which would clearly reflect the policies, programmes and projects of the Ministry and also provide a single point of access to both the elderly persons and persons with disabilities. The department will take over the functions of the Disability Unit and the other units responsible for the elderly and disabled.
- 34.22 The Elderly and Disability Department would be responsible for the planning, development and administration of a comprehensive and integrated service delivery system so as to ensure that the elderly persons and persons with disabilities of Mauritius have ample access to the supportive services necessary for them to live independently with security and dignity.
- 34.23 We have thoroughly examined the above proposal and, taking into consideration the looming demographic transformation, we are making appropriate recommendations.

Elderly and Disability Officer (New Grade)

Assistant Director, Elderly and Disability (New Grade)

Director, Elderly and Disability (New Grade)

Recommendation 2

- 34.24 We recommend the creation of a grade of Elderly and Disability Officer. Appointment thereto should be made by selection from among serving officers of the Ministry possessing a Degree in Social Work/Sociology/Psychology/ Social Studies from a recognised institution and reckoning at least two years' experience in a substantive capacity in**

their respective grade. In the absence of qualified serving officers, appointment should be made by selection from among candidates possessing a Degree in Social Work/Sociology/Psychology/ Social Studies from a recognised institution and reckoning at least five years' experience in social work, preferably in the field of disability and elderly.

- 34.25 Incumbent would be required to, *inter alia*, implement the provisions of the Protection of the Elderly Person's Act and the Residential Care Homes Act; attend to queries and provide necessary support, guidance and assistance to persons with disabilities and elderly persons in the preparation of their retirement, welfare, re-integration in the society; provide support and promote the integration of persons with disabilities and elderly persons in all aspects of society and advocate for their rights in line with the respective UN conventions; and organise workshops and seminars on issues of disability.
- 34.26 We also recommend the creation of a grade of Assistant Director, Elderly and Disability. Appointment thereto should be made by promotion, on the basis of experience and merit, from officers in the grade of Elderly and Disability Officer who reckon at least four years' service in a substantive capacity in the grade. In the absence of suitably qualified serving officers, appointment should be made from candidates possessing a Master's Degree and reckoning at least two years' service in a substantive capacity in the grade.**
- 34.27 Incumbent would be required, *inter alia*, to assist the Director, Elderly and Disability; supervise the work of Elderly and Disability Officers; assist Non-Governmental Organisations and Disabled Persons Organisations in capacity building and in project write-up and improve their service delivery; assist in the formulation of appropriate legislations relating to the protection, well being and human rights of persons with disabilities and the elderly persons; and to ensure enforcement of such legislations.
- 34.28 We further recommend the creation of a grade of Director, Elderly and Disability. Appointment thereto should be made by selection from among candidates possessing a Master's Degree in Economics/Public Sector Management/Business Administration/Social Protection/Social Work/Social Studies/Sociology/Social Development from a recognised institution and reckoning at least 10 years' proven experience at administrative/managerial level.**
- 34.29 Incumbent would be required to, *inter alia*, be responsible for the day to day management of the Elderly and Disability Department; advise on the formulation of policies relating to the improvement of the quality of life of the elderly and persons with disabilities; conceive, plan, develop and implement programs and

projects for the empowerment of the elderly and persons with disabilities and initiate studies, surveys and research work on the issues of disability and ageing.

RECREATION CENTRES

34.30 The Ministry is presently operating Recreational Centres at Pointe aux Sables, Belle Mare and Pointe aux Piments, mainly for senior citizens and disabled persons. The centres regularly host cultural and official functions, seminars and social activities. Officers working there are being paid an “In-Attendance” allowance for work during nights, weekends and public holidays, which is still valid.

Recommendation 3

34.31 We recommend the payment of an ‘In-Attendance’ allowance to Disability Officers, Organising Officers, Senior Organising Officers, Elderly and Disability Officers and officers of the Social Security 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 as hereunder:

Periods	“In-Attendance” Allowance Rs
Weekdays	
1600 – 2200 hours	310
2200 – 0800 hours the next day	510
Saturdays	
0800 – 2200 hours	720
2200 – 0900 hours the next day	570
Sundays and Public Holidays	
0900 – 1600 hours	365
1600 – 2200 hours	310
2200 – 0900 hours the next day	570

WELFARE AND ELDERLY PERSONS’ PROTECTION UNIT

Hotline Service

34.32 The Ministry is operating a 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.

34.33 The Hot Line Service, which is operational on a 24-hour basis, 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.

- 34.34 Every working day of the week an alternate officer attends to the Hotline as from 1600 hours to 0900 hours on the following day. During weekends or public holidays, a single officer attends to calls which start from Friday 1600 hours and end up on Monday 0900 hours.
- 34.35 We are making provision for the payment of an all-inclusive allowance to the officers involved in attending to the hot-line services.

Recommendation 4

- 34.36 We recommend that officers who are required to operate the Hot Line Service of the Welfare and Elderly Persons Protection Unit to answer phone calls received after office hours during weekdays, weekends and public holidays for the purpose of receiving complaints in connection with the non-payment of pension, social aid and elderly issues, should be paid an all-inclusive allowance as follows:**

Period	All-inclusive Allowance
Weekdays From 1600 hours to 0900 hours the following day	Rs 325 per day/night period
Saturdays, Sundays and Public Holidays From 0900 hours to 0900 hours the following day	Rs 450 per day/night period

SOCIAL SECURITY DIVISION

- 34.37 The main representation of the unions, in the context of this Report, has been the upgrading of salaries. This issue has been addressed, to the extent possible, within the parameters of the Bureau. We are also maintaining the existing provision regarding movement in the Master Salary Scale for the grades of Senior Social Security Officer and Principal Social Security Officer who possess a Diploma social work.

Principal Social Security Officer

Senior Social Security Officer

Recommendation 5

34.38 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 alternative equivalent qualification should be allowed to move incrementally in the Master Salary Scale up to salary points Rs 42325 and Rs 48425 respectively provided that they:

- (i) have drawn the top salary for a year;**
- (ii) have been efficient and effective in their performance during the preceding year; and**
- (iii) are not under report.**

SOCIAL WELFARE DIVISION

34.39 In the context of this review exercise, the main representation of the union relate to an upgrading of salary. This issue has been addressed to the extent possible, within the parameters of the Bureau. We are also maintaining the existing provision regarding movement in the Master Salary Scale for the grades of Senior Social Welfare Officer and Social Welfare Officer who possess a Diploma in Social Work.

Senior Social Welfare Officer

Social Welfare Officer

Recommendation 6

34.40 We recommend that incumbents in the grades of Senior Social Welfare Officer and Social Welfare Officer possessing a Diploma in Social Work or an alternative equivalent qualification be allowed to move incrementally in the Master Salary Scale up to salary points Rs 43850 and Rs 40800 respectively, provided they:

- (i) have drawn the top salary for a year;**
- (ii) have been efficient and effective in their performance during the preceding year; and**
- (iii) are not under report.**

34.41 In our last Report, a Qualification Bar (QB) was inserted in the salary scale of the grade of Social Welfare Officer. Incumbents should possess a Diploma in Social Work or an alternative equivalent qualification to proceed

incrementally beyond the QB in the salary scale recommended for the grade.

Creation of Departmental IT grades

- 34.42 Management has submitted that the Ministry has a large network of social security offices all around the island where operations are carried out electronically through the use of a wide IT infrastructure. At present, officers of the CISD and CIB provide their services to support the system. However, the least non-availability of these officers causes disruption in the day-to-day operations, hence impeding service delivery. In this context, Management has requested for the creation of three departmental IT grades for the management and further development of its IT services.
- 34.43 During consultation meetings, the Bureau informed Management that as per existing policy, it is the Ministry of Technology, Communication and Innovation which is responsible for all IT needs in the Civil Service, including the provision of resources. Hence, Management may make a request to the CISD and CIB for the posting of relevant IT staff on a full time basis.
- 34.44 Nevertheless, owing to several similar requests from various quarters, the Bureau has provided for another mechanism to address these issues. We have recommended at paragraph 19.10 of this Report for the setting up of a Standing Committee which will have the responsibility of looking into such requests and coming up with a general policy.

Medical Unit

Special Medical Service Allowance

Recommendation 7

- 34.45 We recommend that the provision made at paragraph 23.71 under the Ministry of Health and Quality of Life in respect of the Special Medical Service Allowance should be made applicable to the Assistant Director and Director, Medical Unit.**

Special Provisions for Officers of the Medical Profession

Recommendation 8

- 34.46 We recommend that the provision made at paragraphs 23.80 and 23.81 under the Ministry of Health and Quality of Life in respect of the Special Provisions for Officers of the Medical Profession should equally be extended to the Assistant Director and Director, Medical Unit.**

Continuing Professional Development

Recommendation 9

34.47 We recommend that the provision made at paragraph 23.69 under the Ministry of Health and Quality of Life in respect of the Continuing Professional Development for Officers of the Medical Profession should equally apply to the Assistant Director and Director, Medical Unit.

Rent Free Telephone and Free Calls

Recommendation 10

34.48 We recommend that the provision made at paragraph 23.78 under the Ministry of Health and Quality of Life in respect of Rent Free Telephone and Free Calls for Officers of the Medical Profession should be extended to the Assistant Director and Director, Medical Unit.

Allowance for the Medical Cadre

Recommendation 11

34.49 We recommend that the provision made at paragraph 23.65 under the Ministry of Health and Quality of Life in respect of the Allowance for the Medical Profession should be extended to the Assistant Director, Medical Unit and the Director, Medical Unit.

Allowance to Doctors employed on a sessional basis

34.50 The Bureau still holds the view that the Ministry should continue to consider the advisability of employing doctors on contract basis to serve Medical Boards/Tribunal and effect domiciliary visits.

34.51 Doctors employed on a sessional basis at the Medical Unit are presently paid allowances to provide service to Medical Tribunal and Medical Boards. We are maintaining the payment while revising the quantum.

Recommendation 12

34.52 We recommend that the allowances paid to doctors and Specialists employed on a sessional basis to provide service to Medical Tribunal and Boards should be revised as hereunder:

Grades	Allowances per session of 3 hours
Specialist servicing Medical Tribunal	1625
Specialist servicing Medical Board	1390
General Practitioner servicing Medical Board	1155

34.53 We further recommend that these allowances should be paid on a *pro-rata* basis for all hours of work put in beyond the specified number of hours.

Domiciliary Visits

34.54 As domiciliary visits would continue to be effected by doctors employed on sessional basis, we are maintaining the payment of the allowance.

Recommendation 13

34.55 We recommend that an allowance of Rs 610 inclusive of travelling expenses, per claimant visited, be paid to doctors employed on sessional basis for effecting domiciliary visit.

On-Call and In-Attendance Allowances

34.56 Presently, Medical Practitioners employed on sessional basis to provide 24-hour medical coverage at the centre for severely disabled persons at Pointe aux Sables are paid allowances when on-call and when actually in-attendance, they are paid an additional allowance inclusive of travelling time. We are revising the quantum of these allowances.

Recommendation 14

34.57 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	620
Saturday, Sunday and Public Holiday 0900 hours to 0900 hours the following day	750

34.58 We further recommend that the medical practitioners employed on sessional basis should be paid Rs 285 per hour, inclusive of travelling time, when they are required to attend duty while on-call.

Office Clerk

34.59 Provision has been made in the EOAC 2013 Report for the MCSAR in collaboration with the Civil Service College to mount an appropriate award course for Office Clerk, the successful completion of which would entitle them to move incrementally in the master salary scale up to salary point Rs 25925, that is by two increments. It is to be noted that the objective of the course is to equip the Office Clerks with relevant skills to effectively perform clerical duties which are being assigned to them.

34.60 The Office Clerks have drawn our attention to the high level set for the course which falls beyond their capacity and competence making it difficult for them to obtain the award. We are, therefore, making an appropriate recommendation to address the issue.

Recommendation 15

34.61 We recommend that:

- (i) the Ministry of Civil Service and Administrative Reforms should continue, in collaboration with the relevant authorities, to organize 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 28625.**
- (iii) Office Clerks who have successfully completed the Award Course and who have attained compulsory retirement age before reaching the top salary of the scale should be granted an additional increment at the point reached for the computation of their pensionable emoluments.**
- (iv) the MCSAR 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.**

34.1 REFORM INSTITUTIONS AND REHABILITATION

Probation and After Care Service

- 34.1.1 The Probation and After Care Service deals with the provision of services related to probation, parole, after-care and institutional care. It is manned by officers of the Probation Officer Cadre and is headed by the Commissioner, Probation and After Care.
- 34.1.2 Incumbents of the Probation Officer Cadre work in collaboration with the Courts of Law in planning sentences for offenders and rehabilitating them in the community; working towards the reduction of crime and protection of the public; assisting families in conflict; and safeguarding the welfare of children. They also provide an independent inquiry service in civil and criminal matters and effect supervision of offenders in the community.
- 34.1.3 The present structure of the Probation and After Care Service is adequate to enable the Ministry to meet its mandate efficiently and effectively.

Probation Officer

- 34.1.4 Presently, Probation Officers are appointed by selection from among candidates possessing a Diploma in Social Work. It has been submitted that Probation officers possessing a Degree in the relevant field are required to shoulder responsibilities at a higher level and that they should be compensated for same. We are agreeable to this submission and are making an appropriate recommendation.

Recommendation 1

- 34.1.5 **We recommend that officers in the grade of Probation Officer possessing a Degree in Social Work or an alternative equivalent qualification and who are regularly called upon to shoulder higher responsibilities, should be allowed to move incrementally up to salary point Rs 40800 after drawing their top salary for a year.**
- 34.1.6 In our last Report, a Qualification Bar was inserted in the salary scale of the grade of Probation Officer. **Incumbents should possess a Diploma in Social Work or an alternative equivalent qualification to proceed incrementally beyond the QB in the salary scale recommended for the grade.**

Black Jacket Allowance

- 34.1.7 Officers of the Probation Cadre are being paid a Black Jacket Allowance of Rs 2750 annually as they are required, by nature of their duties, to work in a Court environment where the wearing of a black jacket and a tie is a necessity. This provision is still valid.

Recommendation 2

34.1.8 We recommend the payment of an annual Black Jacket Allowance of Rs 2890 to officers of the Probation Cadre who are required, by nature of their duties, to appear in Court in a black jacket with tie.

Allowance (Hot Line Service)

34.1.9 The Ministry operates a 24-hour Hot Line Service to provide counselling and advice to the public on matters related to the prevention of suicide. Principal Probation Officers, Senior Probation Officers and Probation Officers who attend to the Hot Line Service are being paid an all-inclusive allowance. We are maintaining the allowance.

Recommendation 3

34.1.10 We recommend that officers who are required to operate the Hot Line Service of the Ministry to answer phone calls received after office hours during weekdays, weekends and public holidays for the purpose of counselling and advice on matters related to suicide prevention, should be paid an all-inclusive allowance as follows:-

Period	All-inclusive Allowance
Weekdays From 1600 hours to 0900 hours the following day	Rs 325 per day/night period
Saturdays, Sundays and Public Holidays From 0900 hours to 0900 hours the following day	Rs 450 per day/night period

Risk Allowance

34.1.11 The Bureau takes into account the element of risk when arriving at the salaries recommended for all grades. However, officers in certain grades, by virtue of their posting and nature of work, are exposed to higher than normal risks during the performance of their duties.

34.1.12 Both Management and the Staff Side have submitted that officers in the grade of Probation Officer are called upon to regularly deal directly with violent offenders. Hence, request was made for the payment of a risk allowance to incumbents. However, given that we cannot pronounce on the degree of risk faced by Probation Officer, we are making an appropriate recommendation to address this issue.

Recommendation 4

- 34.1.13 We recommend that Management should make the necessary arrangements for the conduct of a Risk Assessment Exercise in view of determining the degree of risk faced by the Probation Officers. The modalities for this exercise are spelt out at paragraph 18.15.23 of the Chapter on Risk, Insurance and Compensation of Volume 1 of this Report.**

Time off facilities

Recommendation 5

- 34.1.14 We recommend that arrangements should continue to be made for officers of the Probation Cadre who are required, on a regular basis, to put in additional hours of work to cope with the demands of their job be granted, on application, equivalent time off for the extra hours put in. However, where the officers cannot be granted time off within a period of four months, they should be compensated at the normal hourly rate, subject to their having put in a minimum of 15 extra hours in a month.**

Assistant Commissioner of Probation and After Care

- 34.1.15 At present, the grade of Assistant Commissioner of Probation and After Care is filled by selection from among Principal Probation Officers who possess a Diploma in Social Work and a Diploma in Public Administration and Management and from Senior Probation Officer who possess a Degree in Social Work/Social Studies/Sociology/Psychology and reckon at least six years' service in a substantive capacity in the cadre.**
- 34.1.16 In the context of this review exercise, both Management and Staff Side have made proposals to enlarge the field of study to have a bigger pool of potential candidates to which we are agreeable.**

Recommendation 6

- 34.1.17 We recommend that the qualification requirement in the scheme of service for the grade of Assistant Commissioner of Probation and After Care be amended so that, in future, appointment to the grade be made by selection from Principal Probation Officers possessing a Diploma in Social Work and a Diploma in Public Administration and Management; and from Senior Probation Officers possessing a Degree in Social Work/ Social Studies/ Sociology/ Psychology/ Administration/ Management/Law from a recognised institution and who reckon at least six years' service in a substantive capacity in the cadre.**

REHABILITATION YOUTH CENTRE

- 34.1.18 Established under the Reforms Institutions Act 1988, the Rehabilitation Youth Centre (RYC) caters for the detention and rehabilitation of children (under 18 years) who have been convicted for offences which are punishable by imprisonment. The RYC's priority objective is to set the appropriate mechanism for effective rehabilitation and integration of juvenile offenders in the mainstream society through a professional and holistic approach.
- 34.1.19 The RYC aims, among others, to: offer safe custody to juveniles; provide a good rehabilitation program including educational, recreational, vocational and spiritual activities in collaboration with other Ministries and Non-Governmental Organisations; ensure that medical care, including psychiatric and psychological is provided to the young offenders; work closely with the family of the young offenders before their release from the Centre; and work in close collaboration with the probation service for the thorough care and after-care program.
- 34.1.20 A Superintendent is at the head of the six-level hierarchy of the Officer RYC, cadre. Incumbent is responsible for the management and day-to-day operations of the Centre.
- 34.1.21 For this Report, both Management and Unions have made proposals regarding the strengthening of the structure, grant of new allowances, including Risk Allowance and Confinement Allowance and the creation of grades in the field of IT. We have duly examined these submissions and have considered favourably those deemed meritorious. We have also reviewed the qualification requirements of the grade of Welfare Officer, RYC (Male) and Welfare Officer, RYC (Female) as well as restyled the grades obtainable at the RYC (Girls).

Risk Allowance

- 34.1.22 Management as well as Union members have pointed out that the work environment at the RYC has undergone much changes in recent years. The Bureau has been apprised that officers are called upon to operate in a more or less hostile environment consisting of an increasing number of dangerous and violent juvenile offenders. Many cases of assault have been reported, whereby officers have sustained injuries. In such circumstances, the Bureau considers that the payment of Risk Allowance may be extended to the officers of the RYC cadre, who are the most at risk when performing daily operations duties.

Recommendation 7

- 34.1.23 We recommend that officers of the Rehabilitation Youth Centre performing operations duties up to the grade of Chief Officer, RYC and their corresponding female grades in the RYC, should be paid a monthly**

Risk Allowance equivalent to 1½ increments at the initial of their respective salary scale, subject to a maximum of Rs 900.

Performance Bonus

34.1.24 During consultations, the Bureau has been made aware of the constant challenges being faced by officers of the RYC in a continuously changing environment. We consider that for the extraneous effort being deployed by these officers to cope with the new demands in their respective fields, incumbents should be provided with some kind of reward for their sustained performance. After careful study, the Bureau has opted for the grant of an allowance to officers performing at operational level in lieu of incremental movement beyond top salary, as the latter option would have led to distortions in pay relativities.

Recommendation 8

34.1.25 We recommend that officers in the grade of Officer, RYC up to Chief Officer, RYC, as well as their corresponding female grades, should be paid a one-off performance bonus equivalent to twelve times the value of one increment at the point reached in their respective salary scale provided that they have:

- (i) been consistently efficient and effective in their performance as evidenced by their Performance Appraisal Report during the preceding two years; and**
- (ii) have not been adversely reported upon on ground of conduct.**

34.1.26 However, since the grant of the bonus is linked to performance, we strongly believe that the payment of the one-off bonus should be deferred so as to give full substance to the recommendation.

Recommendation 9

34.1.27 We recommend that the above recommendation should take effect as from 01 January 2018.

Confinement Allowance

34.1.28 Management as well as Staff Associations have made strong representations for the payment of a Confinement Allowance on the plea that officers performing night shift are confined at their site of work after finishing their scheduled shift and that officers of the Prisons Service are being paid a Confinement Allowance on this ground.

34.1.29 Whilst studying the representations, the Bureau has compared the conditions prevailing in the Rehabilitation Youth Centre and the Prisons Department. We

have noted that there is a fundamental difference in the two cases. At the Prisons Service, Prison Officers are compelled to remain on their site of work after completing their scheduled shift owing to the prison rules and regulations regarding the opening and closing of gates. At the Rehabilitation Youth Centre, we have been informed that officers have to stay beyond their normal working hours owing to an acute shortage of staff in the following shift and that there is no particular stringent rule regarding the opening and closing of gates.

- 34.1.30 The Bureau, therefore, holds the considered view that officers at the RYC are not as such, confined at their site of work but are required to put in additional hours to complete the next shift. Had the problem of shortage of staff not existed, the officers would have left their site of work after finishing their scheduled shift, which is not the case at the Prisons Department.
- 34.1.31 On this basis, the Bureau does not find merit in the demand for the payment of a Confinement Allowance to RYC Officers. However, the concerned officers may make a case administratively for the provision of some form of compensation for working extra hours regularly. In the same vein, **we strongly view that Management should contemplate increasing the staffing strength at the RYC as a remedial measure.**

Welfare Officer, Rehabilitation Youth Centre (Male)

Welfare Officer Rehabilitation Youth Centre (Female)

- 34.1.32 In the 2013 PRB Report, the Bureau reviewed the qualification requirements of the grade of Welfare Officer. However, due to some implementation problems, the scheme of service was not prescribed. We have taken cognizance of the issue and are addressing same.

Recommendation 10

- 34.1.33 **We recommend that, in future, appointment to the grade of Welfare Officer, Rehabilitation Youth Centre (Male) should be made by selection from among male officers in the Officer, RYC cadre up to the Chief Officer, RYC, reckoning at least five years' service in a substantive capacity in the grade or an aggregate of at least five years' service in the cadre and possessing a Diploma in Social Work along with proven experience in social and welfare work. In the absence of suitably qualified serving officers, appointment thereto should be made by selection from among candidates possessing a Diploma in Social Work and reckoning at least five years' experience in social and welfare work.**
- 34.1.34 **We further recommend that, in future, appointment to the grade of Welfare Officer, Rehabilitation Youth Centre (Female) should be made by selection from among female officers in the Officer, RYC cadre up to the Chief Female Officer, RYC, reckoning at least five years' service in a**

substantive capacity in the grade or an aggregate of at least five years' service in the cadre and possessing a Diploma in Social Work along with proven experience in social and welfare work. In the absence of suitably qualified serving officers, appointment thereto should be made by selection from among candidates possessing a Diploma in Social Work and reckoning at least five years' experience in social and welfare work.

Trainer's Allowance

34.1.35 Officers in the grades of Officer, RYC and Senior Officer, RYC are, among others, required, as per their schemes of service, to train inmates in various trades and get involved in their rehabilitation. The Bureau has been apprised that many officers possessing trade certificates approved by the MQA are called upon to dispense either vocational or industrial or technical training to inmates. In this context, request has been made for the grant of an allowance to these officers as an incentive to continue providing effectively training in a professional way. We consider that there is some justification in the request and are making a provision for the payment of an allowance to these officers.

Recommendation 11

34.1.36 We recommend that officers in the grades of Officer, RYC and Senior Officer, RYC as well as their corresponding female grades, possessing a related certificate approved by the MQA or MITD and who effectively dispense vocational or industrial or technical training to inmates, should be paid a monthly allowance of Rs 380.

Pregnant Female Officers

34.1.37 The Bureau has received persistent representations to the effect that much hardship is endured by pregnant female officers of the Disciplined Forces, as they are required to work on night shift and perform duties necessitating continuous standing. The Bureau has carefully examined the issue and views that a specific recommendation should be made for female officers of the Disciplined Forces who are in this state.

Recommendation 12

34.1.38 We recommend that Management should strongly consider the advisability of not requiring, as far as possible, pregnant female officers of the RYC to perform extra hours or night shift or duties involving continuous standing for at least three months before their confinement.

Clothing Allowance

34.1.39 Officers of the RYC are paid a Clothing Allowance of Rs 220 per month as their duties require them not to wear uniforms. We are maintaining this allowance whilst revising its quantum.

Recommendation 13

34.1.40 We recommend that the monthly Clothing Allowance payable to officers of the RYC be revised to Rs 250.

Bank of RYC Officers Scheme

Recommendation 14

34.1.41 We recommend that Officers of the Bank of RYC Officers Scheme who are called upon by Management to attend duty in cases of shortage of staff or emergencies should be paid Rs 640 for the first three hours put in and on a pro-rata basis for any additional hour.

Rent Allowance

Recommendation 15

34.1.42 We recommend that officers of the RYC who perform operations duties and who do not occupy government quarters should continue to be paid Rent Allowance per month as per the table below:

Grade	Amount (Rs)
Officer, Rehabilitation Youth Centre	735
Woman Officer, Rehabilitation Youth Centre <i>formerly Female Officer, Rehabilitation Youth Centre</i>	735
Senior Officer, Rehabilitation Youth Centre	1010
Senior Woman Officer, Rehabilitation Youth Centre <i>formerly Senior Female Officer, Rehabilitation Youth Centre</i>	1010
Principal Officer, Rehabilitation Youth Centre	1010
Principal Woman Officer, Rehabilitation Youth Centre <i>formerly Principal Female Officer, Rehabilitation Youth Centre</i>	1010
Chief Officer, Rehabilitation Youth Centre	1090
Chief Woman Officer, Rehabilitation Youth Centre <i>formerly Chief Female Officer, Rehabilitation Youth Centre</i>	1090
Welfare Officer, Rehabilitation Youth Centre (Male) Welfare Officer, Rehabilitation Youth Centre (Female)	1180

Grade	Amount (Rs)
Assistant Superintendent, Rehabilitation Youth Centre	1180
Woman Assistant Superintendent, Rehabilitation Youth Centre <i>formerly Female Assistant Superintendent, Rehabilitation Youth Centre</i>	1180
Superintendent, Rehabilitation Youth Centre	1380

Night Attendance Bonus

Recommendation 16

34.1.43 We recommend that officers performing operations duties at the RYC, should be paid a monthly Night Attendance Bonus for attending duty on all scheduled nights during the month, as per the Table below:

Grade	Reckoning up to 10 years' service	Reckoning over 10 years' service
Principal Officer, RYC Principal Woman Officer, RYC <i>formerly Principal Female Officer, RYC</i>	Rs 735	Rs 965
Senior Officer, RYC Senior Woman Officer, RYC <i>formerly Senior Female Officer, RYC</i>	Rs 585	Rs 735
Officer, RYC Woman Officer, RYC <i>formerly Female Officer, RYC</i>	Rs 585	Rs 735

Night Duty Allowance

Recommendation 17

34.1.44 Officers of the RYC who effectively perform night shift should continue to be paid a monthly Night Duty Allowance equivalent to 25% of the normal rate per hour for hours between 2300 hours and 0500 hours.

Attending Duty during Emergencies

Recommendation 18

34.1.45 We recommend that officers performing operations duties at the RYC, up to the grade of Chief Officer and their corresponding female grades, should be granted time off in respect of work performed during cyclonic

weather conditions or other emergencies whilst being off duty. Whenever time off cannot be granted within a period of four months, they should be paid an allowance at the normal hourly rate for such period of duty.

Medical Examination

Recommendation 19

34.1.46 We recommend that Management should continue to make the necessary arrangements for officers of the RYC who have reached the age of 60 to undergo a medical examination every year so as to certify their fitness for continued employment

Early Retirement Scheme

Recommendation 20

34.1.47 We recommend that officers of the Officer, RYC cadre should:

- (a) be allowed to retire on a proportionate pension after completing 28³/₄ years of service; and
- (b) be eligible to earn pension at an enhanced rate of 1/414th of pensionable emoluments for each additional month of service to enable them to qualify for full pension after completing 34¹/₂ years of service.

34.1.48 We further recommend that officers of the RYC cadre in post as at 30 June 2008 should continue to benefit from the early retirement scheme applicable as at that date.

MINISTRY OF SOCIAL SECURITY, NATIONAL SOLIDARITY AND REFORM INSTITUTIONS

SALARY SCHEDULE

Salary Code	Salary Scale and Grade
02 000 106	Rs 122000 Permanent Secretary
09 085 098	Rs 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000 x 3000 – 95000 Director, Medical Unit

Salary Code	Salary Scale and Grade
09 074 094	Rs 45375 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 74350 x 2825 – 80000 x 3000 – 83000 Assistant Director, Medical Unit
23 000 099	Rs 98000 Commissioner, Social Security
23 075 089	Rs 46900 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 70450 Deputy Commissioner, Social Security
23 068 089	Rs 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 70450 Manager, National Pensions
23 063 086	Rs 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 58075 Assistant Commissioner, Social Security
23 059 075	Rs 29400 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 46900 Principal Social Security Officer
23 051 070	Rs 23200 x 775 – 32500 x 925 – 37125 x 1225 – 39575 Senior Social Security Officer
23 044 067	Rs 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 36200 Higher Social Security Officer
23 032 064	Rs 16075 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 33425 Social Security Officer
23 068 089	Rs 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 70450 Head, Disability Empowerment Unit

Salary Code	Salary Scale and Grade
23 054 081	Rs 25525 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 56450 Principal Disability Empowerment Officer
23 044 075	Rs 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 46900 Disability Empowerment Officer/Senior Disability Empowerment Officer
23 075 090	Rs 46900 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 72400 Manager, Recreation Centre
23 057 076	Rs 27850 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 48425 Senior Organising Officer, Recreation Centre
23 035 067	Rs 16400 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 36200 Organising Officer, Recreation Centre
23 075 089	Rs 46900 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 70450 Director, Quality Assurance and Inspection (New Grade)
23 069 085	Rs 38350 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950 Senior Quality Assurance and Inspection Officer (New Grade)
23 054 081	Rs 25525 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 56450 Quality Assurance and Inspection Officer (New Grade)
23 075 089	Rs 46900 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 70450 Director, Elderly and Disability (New Grade)

Salary Code	Salary Scale and Grade
23 069 085	Rs 38350 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950 Assistant Director, Elderly and Disability (New Grade)
23 054 081	Rs 25525 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 56450 Elderly and Disability Officer (New Grade)
08 022 056	Rs 12750 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 27075 Office Clerk
25 030 054	Rs 14875 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 25525 Driver (Heavy Vehicles above 5 tons)
24 023 052	Rs 13010 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 23975 Cutter General Assistant
24 023 052	Rs 13010 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 23975 Driver (Roster)
24 022 051	Rs 12750 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 Driver (ordinary vehicles up to 5 tons)
24 016 043	Rs 11200 x 250 – 11450 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19200 Social Security Attendant Stores Attendant
24 001 038	Rs 7800 x 200 – 8000 x 205 – 8820 x 230 – 10200 x 250 – 11450 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17375 General Worker

Salary Code	Salary Scale and Grade
SOCIAL WELFARE DIVISION	
23 092 094	Rs 77175 x 2825 – 80000 x 3000 – 83000 Social Welfare Commissioner
23 065 081	Rs 34350 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 56450 Deputy Social Welfare Commissioner
23 059 076	Rs 29400 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 48425 Principal Social Welfare Officer
23 050 072	Rs 22575 x 625 – 23200 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 42325 Senior Social Welfare Officer
23 035 070	Rs 16400 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 QB 38350 x 1225 – 39575 Social Welfare Officer
REFORM INSTITUTIONS	
23 091 096	Rs 74350 x 2825 – 80000 x 3000 – 89000 Commissioner of Probation and After Care
23 075 089	Rs 46900 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 70450 Deputy Commissioner of Probation and After Care
23 069 085	Rs 38350 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950 Assistant Commissioner of Probation and After Care
19 059 081	Rs 29400 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 56450 Psychologist (Clinical and Social)

Salary Code	Salary Scale and Grade
23 057 075	Rs 27850 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 46900 Principal Probation Officer
23 052 072	Rs 23975 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 42325 Senior Probation Officer
23 036 070	Rs 16725 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 37125 QB 38350 x 1225 – 39575 Probation Officer
24 022 051	Rs 12750 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 Driver (Ordinary vehicles up to 5 tons)
	LIFE PLUS UNIT
23 036 067	Rs 16725 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 36200 Life Care Officer

REHABILITATION YOUTH CENTRE

SALARY SCHEDULE

Salary Code	Grades and Salary Codes
23 075 089	Rs 46900 x 1525 – 49950 x 1625 – 62950 x 1850 – 68500 x 1950 – 70450 Head, Institutional Care Division
17 065 080	Rs 34350 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 54825 Superintendent, Rehabilitation Youth Centre

Salary Code	Grades and Salary Codes
17 060 074	<p>Rs 30175 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 45375</p> <p>Assistant Superintendent, Rehabilitation Youth Centre Woman Assistant Superintendent, Rehabilitation Youth Centre <i>formerly Female Assistant Superintendent, Rehabilitation Youth Centre</i></p>
17 058 074	<p>Rs 28625 x 775 – 32500 x 925 – 37125 x 1225 – 40800 x 1525 – 45375</p> <p>Welfare Officer, Rehabilitation Youth Centre (Male) Welfare Officer, Rehabilitation Youth Centre (Female)</p>
17 056 071	<p>Rs 27075 x 775 – 32500 x 925 – 37125 x 1225 – 40800</p> <p>Chief Officer, Rehabilitation Youth Centre Chief Woman Officer, Rehabilitation Youth Centre <i>formerly Chief Female Officer, Rehabilitation Youth Centre</i></p>
17 051 068	<p>Rs 23200 x 775 – 32500 x 925 – 37125</p> <p>Principal Officer, Rehabilitation Youth Centre Principal Woman Officer, Rehabilitation Youth Centre <i>formerly Principal Female Officer, Rehabilitation Youth Centre</i></p>
17 046 065	<p>Rs 20525 x 475 – 21950 x 625 – 23200 x 775 – 32500 x 925 – 34350</p> <p>Senior Officer, Rehabilitation Youth Centre Senior Woman Officer, Rehabilitation Youth Centre <i>formerly Senior Female Officer, Rehabilitation Youth Centre</i></p>
17 031 062	<p>Rs 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 31725</p> <p>Officer, Rehabilitation Youth Centre Woman Officer, Rehabilitation Youth Centre <i>formerly Female Officer, Rehabilitation Youth Centre</i></p>
17 024 026	<p>Rs 13270 x 260 – 13790</p> <p>Trainee Officer, Rehabilitation Youth Centre Trainee Woman Officer, Rehabilitation Youth Centre <i>formerly Trainee Female Officer, Rehabilitation Youth Centre</i></p>

Salary Code	Grades and Salary Codes
23 030 061	Rs 14875 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 30950 Matron
24 018 044	Rs 11710 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 Security Guard
