# MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

		Page
PART A :	OVERVIEW OF MINISTRY	
	Strategic Note	604
	<ul> <li>Major Achievements for 2011</li> </ul>	604
	Major Constraints and Challenges and how they are being addressed	604
	Strategic Direction 2012-2014	605
	<ul> <li>Priority Objectives and Major Services to be provided (Outputs) for 2012-2014</li> </ul>	605
	Summary of Financial Resources	607
	Summary of Funded Positions	607
PART B:	SERVICES TO BE PROVIDED AND PERFORMANCE INFORMATION	
	Programme 301: Civil Service Policy and Management	608
	Programme 302: Administrative Reforms in the Civil Service	608
	Programme 303: Human Resource Development and Capacity Building	609
	Programme 304: Human Resource Management	609
PART C:	INPUTS - FINANCIAL RESOURCES	
	Summary by Economic Categories	610
	Summary for Year 2012 by Programmes	610
	Programme 301: Civil Service Policy and Management	610
	Programme 302: Administrative Reforms in the Civil Service	611
	Programme 303: Human Resource Development and Capacity Building	611
	Programme 304: Human Resource Management	612
PART D:	INPUTS - HUMAN RESOURCES	
IAKID .	Staffing Positions by Programmes / Sub-Programmes	613

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### PART A: OVERVIEW OF MINISTRY/DEPARTMENT

#### I. STRATEGIC NOTE

- 1. Major Achievements for 2011
- The Performance Management System rolled out in almost all Ministries/Departments.
- Counter / Customer Services enhanced in 15 Ministries / Departments.
- ISO certification by December 2011 for (i) Fire Prevention Section of the Government Fire Services (ii) Human Resource Management Division of the Ministry of Civil Service and Administrative Reforms, and (iii) Agricultural Information Division of the Ministry of Agro-Industry and Food Security.
- Reviewed Public Service Excellence Award Scheme implemented.
- Over 1,200 public officers sensitised on compliance with the Code of Ethics.
- 3,000 serving officers trained on soft skills to enhance service delivery.
- Feasibility study on setting up a Civil Service College carried out.
- Implementation of the Computerised Registry (CRS) and Electronic Attendance Systems (EAS) increased to 60 and 70 sites respectively.
- "Work Environment Enhancement Programme" implemented.
- Over 500 Occupational Safety and Health audits carried out.
- 2. Major Constraints and Challenges and how they are being addressed
- Lack of technical expertise and funding to evaluate the impact of administrative reforms undertaken and to chart out appropriate strategies towards making the public service "a professional service committed to excellence".
  - Technical/financial assistance being sought from friendly countries and Development Partners (World Bank, Commonwealth Secretariat, Government of Singapore).
- The existing Central Personnel System (CPS) is no longer responsive to the needs of a modern Civil Service.
  - Development of an integrated Human Resource Management Information System (HRMIS) for the Civil Service initiated.
- Issues of financing and long-term sustainability for the Civil Service College to be addressed.
  - Assistance sought from Development Partners / friendly countries for setting up the training institution.

- Inadequate training facilities and non-availability of required technical staff to meet the needs and demand for training of Ministries/Departments.
  - Contract out training services, hire technical staff and rent additional space.
- Slow progress in addressing occupational safety and health issues due to high staff turnover.
  - Recruit additional staff.
- Delays in filling vacancies in Ministries/Departments due to lengthy procedures to prescribe Schemes of Service.
  - Procedures to be reviewed and streamlined.

3. Strategic Direction 2012-2014

• In view of the emerging national, regional and international challenges facing the country, the organisational landscape of the Civil Service will be continuously transformed to better respond to the needs and aspirations of stakeholders.

In this regard, the strategic goals are:

- (i) Increased professionalism, innovation, efficiency and effectiveness in service delivery;
- (ii) A performance-oriented Civil Service;
- (iii) Continuous professional development and growth; and
- (iv) A safe and healthy work environment.

The priority strategies are:

- (a) Development of an integrated HRMIS;
- (b) Operalisation of the Civil Service College;
- (c) Establishment of a Reforms and Strategic Planning Division;
- (d) Implementation of a revised Performance Management System;
- (e) Implementation of the Occupational Safety and Health Management System; and
- (f) Review and streamline procedures for Schemes of Service.

### 4. Major Services to be provided (Outputs) for 2012-2014

### **Programme 301: Civil Service Policy and Management**

Priority Objectives: • Develop and implement an integrated HRMIS.

• Develop strategic human resource planning capabilities.

Major Services: • Provision of support for effective human resource planning.

• Rolling out CRS, HRMIS and EAS in Ministries/Departments.

• Modernisation of work processes and procedures.

### **Programme 302: Administrative Reforms in the Civil Service**

Priority Objectives:

• Implement innovative practices for a more effective, efficient and

accountable Civil Service.

Major Services:

• Sensitisation of officers on the Code of Ethics for Public Officers to

promote good governance.

• Implementation of the Civil Service improvement programme.

### **Programme 303: Human Resource Development and Capacity Building**

Priority Objectives:

• Develop a multi skilled and efficient workforce through appropriate

capacity building and promotion of life-long learning.

Major Services:

• Organisation of training courses for public officers to improve

service delivery.

• Evaluation of training programmes to ensure their effectiveness.

#### **Programme 304: Human Resource Management**

#### Sub Programme 30401: Management of Human Resources

Priority Objectives: • Optimal use of human resources across the Civil Service.

Major Services:

• Interpretation and application of Human Resource Management

(HPM) practices across the public sector

(HRM) practices across the public sector.

• Implementation of the Performance Management System across

the Civil Service.

### Sub Programme 30402: Occupational Safety and Health

Priority Objectives:

• Ensure compliance with the Occupational Health & Safety Act

(2005) in the Civil Service.

Major Services: • Facilitation of the implementation of the OSH Management

System.

• Auditing of the working environment in the Civil Service.

• Enhancement of the work environment.

### II. SUMMARY OF FINANCIAL RESOURCES BY PROGRAMMES AND SUB-PROGRAMMES

		Rs	Rs	Rs	Rs
Code	Programmes and Sub-Programmes	2011 Estimates	2012 Estimates	2013 Planned	2014 Planned
301	Civil Service Policy and Management	78,991,000	78,890,000	75,959,000	69,816,000
302	Administrative Reforms in the Civil Service	15,606,000	14,276,000	12,170,000	12,344,000
303	Human Resource Development and Capacity Building	22,850,000	27,681,000	30,075,000	33,266,000
304	Human Resource Management	242,520,000	258,120,000	266,616,000	269,931,000
30401	Management of Human Resources	197,695,700	218,631,000	226,503,000	229,524,000
30402	Occupational Safety and Health	44,824,300	39,489,000	40,113,000	40,407,000
	Total	359,967,000	378,967,000	384,820,000	385,357,000

### III. SUMMARY OF FUNDED POSITIONS BY PROGRAMMES AND SUB-PROGRAMMES

		То	tal	% Distribution		
Code	Programmes and Sub-Programmes	In Post 2011	Funded 2012	2011	2012	
301	Civil Service Policy and Management	45	57	7%	9%	
302	Administrative Reforms in the Civil Service	11	11	2%	2%	
303	Human Resource Development and Capacity Building	30	33	4%	5%	
304	Human Resource Management	584	530	87%	84%	
30401	Management of Human Resources	552	490	82%	78%	
30402	Occupational Safety & Health	32	40	5%	6%	
	Total	670	631	100%	100%	

## PART B: SERVICES TO BE PROVIDED AND PERFORMANCE INFORMATION

	SERVICES TO BE PROVIDED	PERFORMANCE						
DELIVERY UNITS		Service Standards (Indicators)	2010 Actual	2012 Targets	2013 Targets	2014 Targets		
	E 301: Civil Service Policy and odern and efficient Public Service	_	nce.					
Office of the Minister, Office of the	S1: Policy and Management Services	SS1: PBB Strategic Plan in line with guidelines submitted.	-	May	May	Apr		
Supervising Officer and Administration		SS2: % of relevant budget measures implemented according to published timetable.	-	100%	100%	100%		
		SS3: % of requests acknowledged within 5 working days.	54%	90%	95%	95%		
Civil Service Administration	S2: Provision of Computerised Registry System and HRMIS	SS1: % of sites where corrective measures taken following audit of registry system.	-	50%	50%	-		
		SS2: Development of an integrated HRMIS for the Civil Service.	-	Pilot implement ation in MCSAR and other key sites	Evaluation and extension across the Civil Service	-		
	S3: Civil Service Reforms	SS1: Civil Service Reform Strategy.	-	Developme nt	Implementa tion	-		
	E 302: Administrative Reform lence in the delivery of timely							
Administrative Reforms Division	S1: Sensitisation of Officers on the Code of Ethics and values and norms of the Civil Service	SS1: Number of officers sensitised.	1,100	1,400	1,600	1,800		

	SERVICES TO BE PROVIDED	PERFORMANCE					
DELIVERY UNITS		Service Standards (Indicators)	2010 Actual	2012 Targets	2013 Targets	2014 Targets	
Administrative Reforms Division	S2: Improve the quality of public services	SS1: Facilitate ISO Certification (New Projects).	6	10	10	10	
		SS2: Number of organisations where processes implemented to improve service delivery.	10	12	15	17	
		SS3:Number of organisations participating in the Public Service Excellence Award.	35	37	40	40	
		velopment and Capacity Builds and improvement in the life of	U				
Human Resource	S1: Capacity Building	SS1: Number of officers trained.	2,533	3,000	3,000	3,500	
Development Division		SS2: Curricula development and operalisation of the Civil Service College through outsourcing.	-	April	-	-	
Outcome: Impro SUB PROGRA Human	MME 30401: Management S1: Strategic Human	he Civil Service in a safe and h of Human Resources  SS1: Human Resource	ealthy work	environmen	nt.	_	
Resource Management Division	Resource Planning	Strategy completed.  SS2: Number of Ministries where manpower assessment completed.	2	10	10	12	
		SS3: Evaluation of the current PMS and pilot implementation of the revised system.	-	Draft report	Pilot implementa tion of the revised system.	Implement ed in 50% organisations	
SUB PROGRA	MME 30402: Occupational	Safety and Health					
Occupational Safety and	S1: A safer and healthier working environment	SS1: Number of safety audits carried out.	350	1,000	1,100	1,200	
Health Unit		SS2: Coverage of enhancement of work environment.	-	90%	100%	100%	

## **PART C: INPUTS - FINANCIAL RESOURCES**

### 1. SUMMARY BY ECONOMIC CATEGORIES

		Rs	Rs	Rs	Rs
Code	Economic Categories	2011 Estimates	2012 Estimates	2013 Planned	2014 Planned
21	Compensation of Employees	226,889,000	256,420,000	273,978,000	277,809,000
22	Goods and Services	115,927,300	90,827,000	98,617,000	102,123,000
24	Interest	-	-	-	=
25	Subsidies	-	-	-	=
26	Grants	2,820,000	2,820,000	2,825,000	2,925,000
27	Social Benefits	-	-	-	-
28	Other Expense	-	-	-	-
31	Acquisition of Non-Financial Assets	14,330,700	28,900,000	9,400,000	2,500,000
32	Acquisition of Financial Assets	-	-	-	-
	Total	359,967,000	378,967,000	384,820,000	385,357,000

### 2. SUMMARY FOR YEAR 2012

		Rs	Rs	Rs	Rs
Code	Programmes	Compensation of Employees [code 21]	Goods and Services [code 22]	Subsidies/ Grants [codes 25-28]	Acquisition of Assets [codes 31- 32]
301	Civil Service Policy and Management	33,270,000	25,620,000	-	20,000,000
302	Administrative Reforms in the Civil Service	4,516,000	9,640,000	120,000	-
303	Human Resource Development and Capacity Building	9,911,000	17,770,000	-	-
304	Human Resource Management	208,723,000	37,797,000	2,700,000	8,900,000
	Total	256,420,000	90,827,000	2,820,000	28,900,000

### **Programme 301: Civil Service Policy and Management**

		Rs	Rs	Rs	Rs	_
Item No.	Details	2011 Estimates	2012 Estimates	2013 Planned	2014 Planned	
21	Compensation of Employees	21,056,000	33,270,000	35,184,000	35,761,000	
21110	Personal Emoluments	17,481,000	27,850,000	29,424,000	29,751,000	F(i)
21111	Other Staff Costs	3,575,000	3,620,000	3,960,000	4,210,000	
21210	Social Contributions	-	1,800,000	1,800,000	1,800,000	F(ii)
22	Goods and Services	47,935,000	25,620,000	33,775,000	34,055,000	
22010	Cost of Utilities	5,400,000	3,000,000	3,400,000	3,500,000	
22020	Fuel and Oil	400,000	400,000	425,000	450,000	
22030	Rent	24,090,000	12,150,000	25,150,000	25,150,000	
22040	Office Equipment and Furniture	13,000,000	6,500,000	1,000,000	1,000,000	
22050	Office Expenses	485,000	625,000	675,000	725,000	
22060	Maintenance	3,245,000	1,400,000	1,400,000	1,400,000	
22070	Cleaning Services	500,000	500,000	600,000	650,000	
22100	Publications and Stationery	650,000	850,000	900,000	950,000	
22900	Other Goods and Services	165,000	195,000	225,000	230,000	

		Rs	Rs	Rs	Rs
Item No.	Details	2011 Estimates	2012 Estimates	2013 Planned	2014 Planned
31	Acquisition of Non-Financial Assets	10,000,000	20,000,000	7,000,000	-
31132	Intangible Fixed Assets	-	15,000,000	7,000,000	-
31132401	Upgrading of ICT Infrastructure (Integrated Human Resource Management Information System)	-	15,000,000	7,000,000	-
31133	Furniture, Fixtures and Fittings	10,000,000	5,000,000	-	-
31133801	Acquisition of Furniture, Fixtures and Fittings	10,000,000	5,000,000	-	-
	Total	78,991,000	78,890,000	75,959,000	69,816,000
Program	me 302: Administrative Reforms in t	he Civil Servic	ce		
21	Compensation of Employees	4,191,000	4,516,000	4,605,000	4,669,000
21110	Personal Emoluments	3,756,000	4,051,000	4,115,000	4,179,000
21111	Other Staff Costs	435,000	465,000	490,000	490,000
22	Goods and Services	11,295,000	9,640,000	7,440,000	7,550,000
22030	Rent	50,000	50,000	50,000	50,000
22040	Office Equipment and Furniture	2,600,000	3,200,000	1,000,000	1,000,000
22050	Office Expenses	65,000	60,000	60,000	70,000
22060	Maintenance	500,000	650,000	650,000	650,000
22100	Publications and Stationery	455,000	455,000	455,000	455,000
22120	Fees	5,650,000	3,600,000	3,600,000	3,600,000
22130	Studies and Surveys	1,050,000	700,000	700,000	700,000
22160	Overseas Training	200,000	200,000	200,000	300,000
22900	Other Goods and Services	725,000	725,000	725,000	725,000
26	Grants	120,000	120,000	125,000	125,000
26210 26210027	Current Grant to International Organisations Contribution to Commonwealth	120,000 120,000	120,000 120,000	125,000 125,000	125,000 125,000
	Association for Public Administration and Management				
	Total	15,606,000	14,276,000	12,170,000	12,344,000
Program	me 303: Human Resource Developme	ent and Capac	ity Building		
21	Compensation of Employees	7,744,000	9,911,000	10,170,000	10,351,000
21110	Personal Emoluments	6,784,000	8,926,000	9,185,000	9,341,000
21111	Other Staff Costs	960,000	985,000	985,000	1,010,000
22	Goods and Services	15,106,000	17,770,000	19,905,000	22,915,000
22010	Cost of Utilities	600,000	550,000	550,000	550,000
22030	Rent	1,696,000	1,550,000	1,575,000	1,575,000
22040	Office Equipment and Furniture	815,000	250,000	250,000	250,000
22050	Office Expenses	80,000	80,000	90,000	100,000
22060	Maintenance	175,000	200,000	200,000	200,000
22070	Cleaning Services	250,000	200,000	200,000	200,000
22100	Publications and Stationery	2,025,000	2,175,000	2,175,000	2,175,000

		Rs	Rs	Rs	Rs
Item No.	Details	2011 Estimates	2012 Estimates	2013 Planned	2014 Planned
22120	Fees of which	6,750,000	10,000,000	12,000,000	15,000,000
22120007	Training (Civil Service College)	5,750,000	10,000,000	12,000,000	15,000,000
22160	Overseas Training	1,500,000	1,500,000	1,500,000	1,500,000
22900	Other Goods and Services	1,215,000	1,265,000	1,365,000	1,365,000
	Total	22,850,000	27,681,000	30,075,000	33,266,000
Ü	me 304: Human Resource Managen ramme 30401: Management of Human R				
21	Compensation of Employees	183,579,000	200,106,000	214,778,000	217,549,000
21110	Personal Emoluments	180,500,000	196,376,000	210,848,000	213,519,000
21111	Other Staff Costs	3,079,000	3,730,000	3,930,000	4,030,000
22	Goods and Services	7,086,000	6,925,000	6,625,000	6,675,000
22030	Rent	801,000	760,000	760,000	760,000
22040	Office Equipment and Furniture	100,000	200,000	200,000	200,000
22050	Office Expenses	200,000	200,000	200,000	200,000
22060	Maintenance	990,000	1,060,000	1,060,000	1,100,000
22100	Publications and Stationery	1,335,000	1,335,000	1,335,000	1,345,000
22120	Fees	2,900,000	2,700,000	2,400,000	2,400,000
22900	Other Goods and Services	760,000	670,000	670,000	670,000
26	Grants	2,700,000	2,700,000	2,700,000	2,800,000
26313	Extra-Budgetary Units	2,700,000	2,700,000	2,700,000	2,800,000
26313075	Current Grant - Public Officers' Welfare Council	2,700,000	2,700,000	2,700,000	2,800,000
31	Acquisition of Non Financial Assets	4,330,700	8,900,000	2,400,000	2,500,000
31122	Other Machinery and Equipment	4,330,700	8,900,000	2,400,000	2,500,000
31122802	Acquisition of IT Equipment for Electronic Attendance System(EAS)	4,330,700	8,900,000	2,400,000	2,500,000
	Total	197,695,700	218,631,000	226,503,000	229,524,000
Sub-Progr	ramme 30402: Occupational Safety and l	Health			
21	Compensation of Employees	10,319,000	8,617,000	9,241,000	9,479,000
21110	Personal Emoluments	9,552,000	7,799,000	8,398,000	8,636,000
21111	Other Staff Costs	767,000	818,000	843,000	843,000
22	Goods and Services	34,505,300	30,872,000	30,872,000	30,928,000
22030	Rent	20,000	20,000	20,000	25,000
22040	Office Equipment and Furniture	5,060,000	5,100,000	5,100,000	5,100,000
22050	Office Expenses	2,230,000	2,030,000	2,030,000	2,030,000
22060	Maintenance	24,030,000	23,080,000	23,080,000	23,100,000
22070	Cleaning Services	2,512,000	-	-	
22100	Publications and Stationery	96,000	107,000	107,000	133,000
22120	Fees	297,300	300,000	300,000	300,000
22900	Other Goods and Services	260,000	235,000	235,000	240,000
	Total	44,824,300	39,489,000	40,113,000	40,407,000

## **PART D: HUMAN RESOURCES**

### STAFFING POSITIONS BY PROGRAMMES AND SUB-PROGRAMMES

Salary	Dogision Tisles	In Post	F	unded Position	ns
Code	Position Titles	2011	2012	2013	2014
Programm	ne 301: Civil Service Policy and	45	57	57	57
Managem	ent	40	37	37	37
	Minister	1	1	1	1
02 00 96	Senior Chief Executive	1	1	1	1
02 00 93	Permanent Secretary	1	1	1	1
02 78 80 ]					
02 72 76	Senior Executive (Specialist)	-	-	-	-
02 66 71		_	_	_	_
02 45 67	Assistant Secretary	1	2	2	2
	Director (Planning) (New)	-	1	1	1
	Assistant Director (New)	-	2	2	2
	Analyst (Management & HR) (New)	-	2	2	2
08 46 62	Office Management Executive	1	1	1	1
01 54 64	Assistant Manager, Financial Operations	1	1	1	1
01 41 55	Financial Operations Officer	2	3	3	3
01 29 49	Assistant Financial Operations Officer	1	1	1	1
21 48 59	Senior Procurement and Supply Officer	1	1	1	1
21 41 55	Procurement and Supply Officer	2	2	2	2
01 29 55	Internal Control Officer	1	1	1	1
08 34 55	Confidential Secretary	2	3	3	3
08 31 51	Senior Officer	5	8	8	8
08 29 49	Executive Officer	-	-	-	-
08 18 48	Officer	22	22	22	22
24 13 36Ղ	Driver	3	3	3	3
24 13 31 5		3			
24 19 33	Senior Office Care Attendant	-	1	1	1
Program	ne 302: Administrative Reforms in the Civil	11	11	11	11
Service		11	**	11	11
02 75 82	Principal Assistant Secretary	1	1	1	1
02 45 67	Assistant Secretary	1	1	1	1
08 41 55	Higher Executive Officer	1	1	1	1
08 34 55	Confidential Secretary	1	1	1	1
08 31 51	Senior Officer	1	3	3	3
08 18 48	Officer	5	3	3	3
08 17 44	Word Processing Operator	1	1	1	1

### STAFFING POSITIONS BY PROGRAMMES AND SUB-PROGRAMMES

Salary	Position Titles	In Post	F	unded Position	ns
Code	Position Titles	2011	2012	2013	2014
Programi	me 303: Human Resource Development and	20	22	22	22
Capacity	Building	30	33	33	33
02 75 82	Principal Assistant Secretary	1	1	1	1
02 45 67	Assistant Secretary	1	1	1	1
02 00 86	Director ,Civil Service College	1	1	1	1
02 59 71	Coordinator	1	1	1	1
02 44 67	Trainer	1	1	1	1
08 41 55	Higher Executive Officer	2	2	2	2
05 46 62	Senior Library and Documentation Officer	1	1	1	1
05 35 58	Library and Documentation Officer	1	1	1	1
	Library Clerk (New)	-	2	2	2
08 34 55	Confidential Secretary	1	1	1	1
08 31 51	Senior Officer	1	3	3	3
08 29 48	Special Clerical Officer	-	-	-	-
08 18 48	Officer	9	8	8	8
08 18 45	Clerical Officer/Special Clerical officer	-	-	-	-
08 17 44	Word Processing Operator	2	2	2	2
24 19 33	Senior Office Care Attendant	1	1	1	1
24 10 30	Office Care Attendant	7	7	7	7
Programi	me 304: Human Resource Management	584	530	530	530
Sub-Prog	ramme 30401: Management of Human	552	490	490	490
Resources	s	552	490	490	490
02 75 82	Principal Assistant Secretary	1	1	1	1
08 75 81	Director, Human Resource Management	1	1	1	1
08 65 75	Deputy Director, Human Resource Management	1	1	1	1
08 60 71	Manager, Human Resources	22	32	32	32
08 54 64	Assistant Manager, Human Resources	56	66	66	66
08 48 59	Senior Human Resource Officer	76	85	85	85
02 45 67	Assistant Secretary	1	1	1	1
08 46 68	Human Resource Management Officer	6	6	6	6
08 34 55	Confidential Secretary	25	1	1	1
08 46 62	Office Management Executive **	41	48	48	48
08 47 61	Office Superintendent	1	1	1	1
08 41 55	Human Resource Officer	134	152	152	152
08 37 51	Office Supervisor	-	_	-	-
08 31 51	Senior Officer	91	3	3	3
08 18 48	Officer	50	5	5	5
08 34 55	Confidential Secretary **		49	49	49
08 48 60	Senior Shorthand Writer	-	-	-	-
08 42 56	Shorthand Writer	-	-	-	-

## STAFFING POSITIONS BY PROGRAMMES AND SUB-PROGRAMMES

Salary Code	Position Titles	In Post	Funded Positions		
		2011	2012	2013	2014
08 27 48	Senior Word Processing Operator	3	3	3	3
08 17 44	Word Processing Operator	10	2	2	2
24 27 37	Head Office Care Attendant **	1	6	6	6
24 19 33	Senior Office Care Attendant **	15	20	20	20
24 10 30	Office Care Attendant **	17	7	7	7
24 13 36	Driver	_	_	_	_
24 13 31					
Sub-Programme 30402: Occupational Safety and		32	40	40	40
Health		32	10	10	10
18 57 67	Head, Safety and Health Unit	1	1	1	1
	Deputy Director, Safety and Health Unit (new)	-	-	-	-
18 51 62	Principal Safety and Health Officer (new)	1	4	4	4
18 35 58	Safety and Health Officer/Senior Safety and Health Officer	25	29	29	29
08 31 51	Senior Officer	1	2	2	2
08 18 48	Officer	3	3	3	3
08 17 44	Word Processing Operator	-	-	-	-
24 10 30	Office Care Attendant	1	1	1	1
	Total	670	631	631	631

<sup>\*\*</sup> Includes officers who would be outposted to line Ministries during 2012.