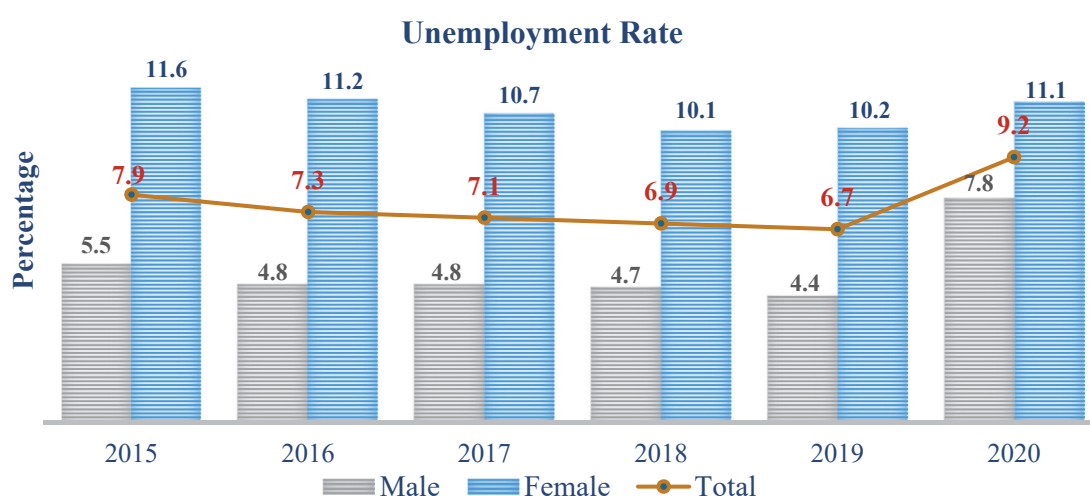


## STRATEGIC OVERVIEW

### I. Mission Statement

- To promote decent work and support employers and workers in creating a safe, conflict-free and productive workplace
- To facilitate access to gainful employment underpinned by responsive skills development programmes and high-quality training

### II. Current Situation & Challenges



- In 2020, the total number of employed was 517,900, of which 310,300 were males and 207,600 were females.
- The unemployment rate was contained at 9.2 percent in 2020 mainly due to the measures taken by Government, such as the Wage Assistance Scheme and the Self-Employed Assistance Scheme, to mitigate the impact of the COVID-19 pandemic on the economy and the labour market.
- From July 2020 to March 2021:
  - Termination of employment due to
    - Economic reasons: 6,774
    - Non-economic reasons: 6,326
  - Some 900 individuals have benefitted from various training programmes, namely Youth Employment Programme, Women Back to Work Programme and Trainee Engineer Scheme
  - Enquiries were conducted on 119 complaints in relation to Occupational Safety and Health
  - 489 visits carried out to investigate cases of accidents at work

- 15 Prohibition Orders were issued due to non-compliance with Occupational Safety and Health (OSH) legislation
- Government has approved the ratification of the International Labour Organisation (ILO) Convention No. 190 on Violence and Harassment on 18 December 2020.

### **Key Challenges**

- Job losses due to closure of enterprises owing to COVID-19 pandemic
- Aligning skills with labour market needs
- Improving placement rates and addressing youth and women unemployment
- Increase in complaints and labour disputes with respect to termination of employment due to closure of enterprises on ground of insolvency or other economic reasons
- Redeployment of foreign workers who have lost their jobs due to economic reasons
- Strengthening enforcement to reduce number of illegal foreign workers
- Response to new challenges/hazards at workplaces and compliance with existing OSH legislation

### **III. Strategic Direction 2021-2024**

<b>Strategic Direction</b>	<b>Enabler</b>
<b>Address changing labour market conditions</b>	<ul style="list-style-type: none"> <li>▪ Identify new training and reskilling needs of redundant/unemployed persons to improve employability</li> <li>▪ Implement training/employment programmes with greater focus on addressing unemployment among youth and women</li> <li>▪ Expand Ministry’s network with Private Registered Training Institutions and Government Agencies to provide industry-based training</li> </ul>
<b>Promote employment opportunities across all sectors</b>	<ul style="list-style-type: none"> <li>▪ Consolidate the existing training and placement schemes to target unemployed/redundant workers</li> <li>▪ Undertake Employment Outreach Initiative through Virtual Job Fairs, amongst others</li> <li>▪ Upgrade the Labour Market Information System to facilitate interaction between employers and jobseekers</li> </ul>

Strategic Direction	Enabler
Improve working conditions of workers	<ul style="list-style-type: none"> <li>▪ Encourage adoption of work from home, shift system and flexi-time concept</li> <li>▪ Strengthen OSH legislation to ensure safe working conditions</li> <li>▪ Review existing legislation to reinforce different aspects relating to migrant workers</li> </ul>
Improve compliance with labour legislation	<ul style="list-style-type: none"> <li>▪ Increase coverage of inspections at the workplace and address complaints in a timely manner</li> <li>▪ Provide continuous professional development to officers in handling labour disputes</li> </ul>
Improve manpower planning to support labour market policies	<ul style="list-style-type: none"> <li>▪ Devise a National Employment Policy to provide a clear framework to align employment opportunities with economic development of the country</li> </ul>
Making TVET an attractive pathway	<ul style="list-style-type: none"> <li>▪ Increase apprenticeship</li> <li>▪ Modernise and equip Training Centres</li> </ul>

#### IV. Key Deliverables & Key Performance Indicators

Outcome						
Low unemployment, industrial peace and harmony, decent work and safe work environment						
Outcome Indicator			Actual 2020/21 (Prov.)	Target 2021/22	Target 2022/23	Target 2023/24
Unemployment Rate			9.2 % (2020)	< 10%	< 9.0%	<8.8%
Delivery Unit	Main Service	Key Performance Indicator	Actual 2020/21 (Prov.)	Target 2021/22	Target 2022/23	Target 2023/24
Human Resource Development and Training	Facilitate placement opportunities for registered jobseekers	Number of persons placed by the Ministry	3,193	4,000	4,500	5,000
Mauritius Institute of Training and Development	Provision of training	Enrolment in National Apprenticeship Programme (Dual Mode)	1,358	2,382	2,700	3,100

**VOTE 17-1: Labour, Human Resource Development and Training - continued**

Delivery Unit	Main Service	Key Performance Indicator	Actual 2020/21 (Prov.)	Target 2021/22	Target 2022/23	Target 2023/24
<b>Occupational Safety and Health Division</b>	Enforcement of OSH Legislation	Number of inspections carried out	3,554	4,500	4,700	4,800
<b>Labour and Industrial Relations Division</b>	Enforcement of labour legislation	Percentage of registered complaints settled	32%	40%	45%	50%

**V. Human Resource & Gender Distribution**

Staff in Post	Number	Male	Female
Top Management (Salary ≥ Rs 100,000)	5	100%	-
Middle Management (Rs 40,000 ≤ Salary < Rs 100,000)	77	44%	56%
Support (Salary < Rs 40,000)	477	32%	68%
<b>Overall</b>	<b>559</b>	<b>34%</b>	<b>66%</b>

*CISD Figures – May 2021*

**VOTE 17-1: Labour, Human Resource Development and Training - continued**

**FINANCIAL RESOURCES**

**Summary by Economic Categories**

Rs 000

Code	Economic Categories	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
<b>VOTE 17-1: TOTAL EXPENDITURE</b>		811,000	<b>880,000</b>	887,000	892,000
<b>Recurrent Expenditure</b>		763,100	849,950	861,300	869,300
20	Allowance to Minister	2,400	2,400	2,400	2,400
21	Compensation of Employees	275,058	293,050	305,400	312,900
22	Goods and Services	102,342	99,300	99,300	99,800
26	Grants	197,800	208,200	207,200	207,200
28	Other Expense	185,500	247,000	247,000	247,000
<b>Capital Expenditure</b>		47,900	30,050	25,700	22,700
26	Grants	39,000	21,300	21,000	21,000
31	Acquisition of Non-Financial Assets	8,900	8,750	4,700	1,700

**Summary by Sub-Heads**

Rs 000

Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
Sub-Head 17-101: General	81,950	89,900	91,700	92,500
Sub-Head 17-102: Labour and Employment Relations Management	179,610	183,200	186,000	183,800
Sub-Head 17-103: Registration of Associations and Trade Unions	18,100	16,700	16,900	17,100
Sub-Head 17-104: Employment Facilitation	298,700	365,700	368,100	374,200
Sub-Head 17-105: Technical and Vocational Education and Training	226,000	217,300	217,000	217,000
Sub-Head 17-106: Human Resource Development	6,640	7,200	7,300	7,400
<b>TOTAL</b>	<b>811,000</b>	<b>880,000</b>	<b>887,000</b>	<b>892,000</b>

**Sub-Head 17-101: General**

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
<b>Recurrent Expenditure</b>		<b>81,950</b>	<b>89,900</b>	<b>91,700</b>	<b>92,500</b>
<b>20</b>	<b>Allowance to Minister</b>	<b>2,400</b>	<b>2,400</b>	<b>2,400</b>	<b>2,400</b>
20100	Annual Allowance	2,400	2,400	2,400	2,400
<b>21</b>	<b>Compensation of Employees</b>	<b>63,660</b>	<b>72,688</b>	<b>74,488</b>	<b>75,288</b>
21110	Personal Emoluments	55,780	64,993	66,703	67,478
.001	Basic Salary	41,393	44,516	45,796	46,432
.002	Salary Compensation	1,945	2,545	2,650	2,650
.004	Allowances	1,660	1,660	1,660	1,660
.005	Extra Assistance	6,932	10,300	10,300	10,300
.006	Cash in lieu of Leave	-	2,012	2,086	2,162
.009	End-of-year Bonus	3,850	3,960	4,211	4,274

**VOTE 17-1: Labour, Human Resource Development and Training - continued**

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
21111	Other Staff Costs	6,780	6,495	6,585	6,610
.001	Wages	230	230	230	230
.002	Travelling and Transport	5,100	4,815	4,905	4,930
.100	Overtime	1,400	1,400	1,400	1,400
.200	Staff Welfare	50	50	50	50
21210	Social Contributions	1,100	1,200	1,200	1,200
<b>22</b>	<b>Goods and Services</b>	<b>15,890</b>	<b>14,812</b>	<b>14,812</b>	<b>14,812</b>
22010	Cost of Utilities	2,245	1,835	1,835	1,835
22020	Fuel and Oil	600	450	450	450
22030	Rent	6,673	6,770	6,770	6,770
22040	Office Equipment and Furniture	500	400	400	400
22050	Office Expenses	860	860	860	860
22060	Maintenance	990	1,035	1,035	1,035
22070	Cleaning Services	140	130	130	130
22100	Publications and Stationery	1,032	1,032	1,032	1,032
22120	Fees	100	50	50	50
22900	Other Goods and Services	2,750	2,250	2,250	2,250
	<i>of which</i>				
.032	Organisation of Labour Day and other Events	200	200	200	200
.955	Gender Mainstreaming	200	200	200	200
.967	National Wage Consultative Council	2,000	1,500	1,500	1,500
<b>TOTAL</b>		<b>81,950</b>	<b>89,900</b>	<b>91,700</b>	<b>92,500</b>

**Sub-Head 17-102: Labour and Employment Relations Management**

<b>Recurrent Expenditure</b>		<b>175,510</b>	<b>178,900</b>	<b>181,800</b>	<b>182,600</b>
<b>21</b>	<b>Compensation of Employees</b>	<b>121,017</b>	<b>124,186</b>	<b>128,186</b>	<b>128,986</b>
21110	Personal Emoluments	104,752	107,852	111,759	112,559
.001	Basic Salary	89,652	87,936	91,208	91,740
.002	Salary Compensation	2,600	3,309	3,372	3,372
.004	Allowances	4,500	4,500	4,500	4,500
.006	Cash in lieu of Leave	-	4,450	4,597	4,760
.009	End-of- year-Bonus	8,000	7,657	8,082	8,187
21111	Other Staff Costs	14,795	14,864	14,957	14,957
.001	Wages	220	220	220	220
.002	Travelling and Transport	14,400	14,494	14,587	14,587
.100	Overtime	75	50	50	50
.200	Staff Welfare	100	100	100	100
21210	Social Contributions	1,470	1,470	1,470	1,470
<b>22</b>	<b>Goods and Services</b>	<b>43,693</b>	<b>42,514</b>	<b>42,414</b>	<b>42,414</b>
22010	Cost of Utilities	7,965	7,761	7,761	7,761
22030	Rent	25,965	26,080	26,080	26,080
22040	Office Equipment and Furniture	800	400	400	400
22050	Office Expenses	1,840	1,840	1,840	1,840
22060	Maintenance	1,050	1,190	1,190	1,190
22070	Cleaning Services	265	260	260	260
22090	Security	180	100	100	100
22100	Publications and Stationery	1,620	1,770	1,770	1,770
22120	Fees	2,183	1,688	1,688	1,688

**VOTE 17-1: Labour, Human Resource Development and Training - continued**

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
22170	Travelling within the Republic	75	75	75	75
22900	Other Goods and Services	1,750	1,350	1,250	1,250
	<i>of which</i>				
.001	Uniforms	1,100	1,100	1,100	1,100
<b>26</b>	<b>Grants</b>	<b>10,800</b>	<b>12,200</b>	<b>11,200</b>	<b>11,200</b>
26210	Contribution to International Organisations				
.098	International Labour Organisation	1,800	2,000	2,000	2,000
.099	African Regional Labour Administration Centre	1,000	1,200	1,200	1,200
26313	Extra Budgetary Units				
.013	Manufacturing Sector Workers Welfare Fund	4,000	4,000	4,000	4,000
.092	Trade Union Trust Fund	4,000	5,000	4,000	4,000
<b>Capital Expenditure</b>		<b>4,100</b>	<b>4,300</b>	<b>4,200</b>	<b>1,200</b>
<b>31</b>	<b>Acquisition of Non-Financial Assets</b>	<b>4,100</b>	<b>4,300</b>	<b>4,200</b>	<b>1,200</b>
		Project Value Rs 000			
31122	Other Machinery and Equipment				
.802	Acquisition of IT Equipment	500	1,300	200	200
	(a) Acquisition of IT Equipment	500	500	200	200
	(b) Digital Court Recording System (for Redundancy Board)	-	800	-	-
		5,200			
31132	Intangible Fixed Assets				
.113	Computerisation of the Occupational Safety and Health (OSH) Division	3,600	3,000	4,000	1,000
		12,000			
<b>TOTAL</b>		<b>179,610</b>	<b>183,200</b>	<b>186,000</b>	<b>183,800</b>

**Sub-Head 17-103: Registration of Associations and Trade Unions**

<b>Recurrent Expenditure</b>		<b>17,600</b>	<b>16,200</b>	<b>16,900</b>	<b>17,100</b>
<b>21</b>	<b>Compensation of Employees</b>	<b>12,485</b>	<b>11,145</b>	<b>11,845</b>	<b>12,045</b>
21110	Personal Emoluments	11,465	10,086	10,821	10,971
.001	Basic Salary	9,815	8,066	8,388	8,467
.002	Salary Compensation	300	320	343	343
.004	Allowances	500	500	500	500
.006	Cash in lieu of Leave	-	400	415	431
.009	End-of-year Bonus	850	800	1,175	1,230
21111	Other Staff Costs	900	939	904	954
.002	Travelling and Transport	850	889	854	904
.200	Staff Welfare	50	50	50	50
21210	Social Contributions	120	120	120	120
<b>22</b>	<b>Goods and Services</b>	<b>5,115</b>	<b>5,055</b>	<b>5,055</b>	<b>5,055</b>
22010	Cost of Utilities	570	470	470	470
22030	Rent	2,950	2,950	2,950	2,950
22040	Office Equipment and Furniture	325	200	200	200
22050	Office Expenses	310	260	260	260
22060	Maintenance	365	315	315	315
22070	Cleaning Services	100	85	85	85
22090	Security	100	100	100	100





**VOTE 17-1: Labour, Human Resource Development and Training - continued**

Rs 000

Item No.	Details		2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
<b>Capital Expenditure</b>			<b>4,300</b>	<b>3,950</b>	<b>500</b>	<b>500</b>
<b>31</b>	<b>Acquisition of Non-Financial Assets</b>	Project Value Rs 000	<b>4,300</b>	<b>3,950</b>	<b>500</b>	<b>500</b>
31112	Non-Residential Buildings					
.401	Upgrading of Office Buildings		-	1,000	-	-
31122	Other Machinery & Equipment					
.802	Acquisition of IT Equipment		500	500	500	500
31132	Intangible Fixed Assets					
.104	Enhancement of Employment Information Centres (EICs)		2,800	2,450	-	-
	(a) Upgrading of Labour Market Information System (LMIS)	4,610	1,300	1,400	-	-
	(b) Restructuring of EICs	13,430	1,500	1,050	-	-
.401	Modernisation of Work Permit System	24,700	1,000	-	-	-
<b>TOTAL</b>			<b>298,700</b>	<b>365,700</b>	<b>368,100</b>	<b>374,200</b>

**Sub-Head 17-105: Technical and Vocational Education and Training**

<b>Recurrent Expenditure</b>			<b>187,000</b>	<b>196,000</b>	<b>196,000</b>	<b>196,000</b>
<b>26</b>	<b>Grants</b>		<b>187,000</b>	<b>196,000</b>	<b>196,000</b>	<b>196,000</b>
26313	Extra-Budgetary Units					
.027	Mauritius Institute of Training and Development		187,000	196,000	196,000	196,000
<b>Capital Expenditure</b>			<b>39,000</b>	<b>21,300</b>	<b>21,000</b>	<b>21,000</b>
<b>26</b>	<b>Grants</b>		<b>39,000</b>	<b>21,300</b>	<b>21,000</b>	<b>21,000</b>
26323	Extra-Budgetary Units					
.027	Mauritius Institute of Training and Development		39,000	21,300	21,000	21,000
	<i>of which</i>					
	(a) Equipment - Formation Professionnelle		32,000	10,000	10,000	10,000
	(b) Improvement/Refurbishment		5,000	10,000	10,000	10,000
<b>TOTAL</b>			<b>226,000</b>	<b>217,300</b>	<b>217,000</b>	<b>217,000</b>

**Sub-Head 17-106: Human Resource Development**

<b>Recurrent Expenditure</b>			<b>6,640</b>	<b>7,200</b>	<b>7,300</b>	<b>7,400</b>
<b>21</b>	<b>Compensation of Employees</b>		<b>5,616</b>	<b>6,226</b>	<b>6,326</b>	<b>6,426</b>
21110	Personal Emoluments		5,336	5,701	5,801	5,901
.001	Basic Salary		4,751	4,706	4,800	4,894
.002	Salary Compensation		160	150	150	150
.004	Allowances		-	150	150	150
.006	Cash in lieu of Leave		-	250	256	262
.009	End-of-year Bonus		425	445	445	445
21111	Other Staff Costs		260	450	450	450
.002	Travelling and Transport		260	450	450	450
21210	Social Contributions		20	75	75	75

**VOTE 17-1: Labour, Human Resource Development and Training - continued**

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
<b>22</b>	<b>Goods and Services</b>	<b>1,024</b>	<b>974</b>	<b>974</b>	<b>974</b>
22010	Cost of Utilities	142	92	92	92
22030	Rent	707	707	707	707
22040	Office Equipment and Furniture	50	50	50	50
22050	Office Expenses	25	25	25	25
22100	Publications and Stationery	70	70	70	70
22900	Other Goods and Services	30	30	30	30
<b>TOTAL</b>		<b>6,640</b>	<b>7,200</b>	<b>7,300</b>	<b>7,400</b>

**VOTE 17-1: Labour, Human Resource Development and Training - continued**

**HUMAN RESOURCES**

SN	Position Titles	Funded	
		2020/21	2021/22
<b>Vote 17-1: Labour, Human Resource Development and Training</b>		<b>589</b>	<b>635</b>
<b>Sub-Head 17-101: General</b>		<b>152</b>	<b>159</b>
1	Minister	1	1
2	Permanent Secretary	1	1
3	Deputy Permanent Secretary	1	1
4	Assistant Permanent Secretary	1	1
5	Manager, Financial Operations	1	1
6	Assistant Manager, Financial Operations	1	1
7	Financial Officer/Senior Financial Officer	2	2
8	Assistant Financial Officer	2	3
9	Assistant Manager (Procurement and Supply)	1	1
10	Procurement and Supply Officer/Senior Procurement and Supply Officer	1	1
11	Assistant Procurement and Supply Officer	1	1
12	Assistant Manager, Internal Control	1	1
13	Internal Control Officer/Senior Internal Control Officer	-	1
14	Manager, Human Resources	-	1
15	Human Resource Executive	-	1
16	Office Management Executive	4	4
17	Office Management Assistant	10	11
18	Higher Executive Officer ( <i>Personal</i> )	1	1
19	Office Supervisor	1	1
20	Management Support Officer	47	48
21	Confidential Secretary	6	7
22	Word Processing Operator	9	9
23	Senior Receptionist/Telephone Operator	1	1
24	Receptionist/Telephone Operator	4	4
25	Head Office Auxiliary	2	2
26	Office Auxiliary/Senior Office Auxiliary	26	26
27	Stores Attendant	1	1
28	Driver	5	5
29	Handy Worker	19	19
30	General Worker	2	2
<b>Sub-Head 17-102: Labour and Employment Relations Management</b>		<b>216</b>	<b>229</b>
	<b>Employment Relations</b>		
1	Chairperson, National Remuneration Board	1	1
2	Vice-Chairperson, National Remuneration Board	1	1
3	Head Remuneration Analyst	1	1
4	Senior Remuneration Analyst	1	1
5	Remuneration Analyst	4	4
6	Director, Labour and Industrial Relations	-	-
7	Deputy Director, Labour and Industrial Relations	-	1
8	Assistant Director, Labour and Industrial Relations	8	8

**VOTE 17-1: Labour, Human Resource Development and Training - continued**

SN	Position Titles	Funded	
		2020/21	2021/22
9	Principal Labour and Industrial Relations Officer	13	13
10	Senior Labour and Industrial Relations Officer	34	34
11	Labour and Industrial Relations Officer	76	86
12	President, Commission for Conciliation and Mediation	1	1
13	Vice President, Commission for Conciliation and Mediation	1	1
14	Manager, Human Resources	-	1
15	Human Resource Executive	-	1
16	Registrar, Redundancy Board ( <i>New</i> )	-	-
17	Deputy Registrar, Redundancy Board ( <i>New</i> )	-	-
18	Senior Shorthand Writer	2	2
19	Shorthand Writer	2	2
	<b>Occupational Safety and Health</b>		
20	Director, Occupational Safety and Health	1	-
21	Deputy Director, Occupational Safety and Health	1	1
22	Chief Occupational Safety and Health Officer	5	5
23	Divisional Occupational Safety and Health Officer	5	5
24	Principal Occupational Safety and Health Officer	15	15
25	Occupational Safety and Health Officer/Senior Occupational Safety and Health Officer	40	41
26	Head, Specialist Support Services	1	1
27	Occupational Safety and Health Engineer/Senior Occupational Safety and Health Engineer	3	3
<b>Sub-Head 17-103: Registration of Associations and Trade Unions</b>		<b>23</b>	<b>23</b>
1	Registrar of Associations	1	1
2	Deputy Registrar of Associations	-	-
3	Principal Inspector of Associations	3	3
4	Senior Inspector of Associations	6	6
5	Inspector of Associations	13	13
<b>Sub-Head 17-104: Employment Facilitation</b>		<b>187</b>	<b>214</b>
1	Permanent Secretary	1	1
2	Deputy Permanent Secretary	1	1
3	Assistant Permanent Secretary	3	3
4	Director, Employment Service	1	1
5	Deputy Director, Employment Service	1	1
6	Chief Employment Officer	4	5
7	Senior Employment Officer	15	17
8	Employment Officer	21	39
9	Director, National Employment Department ( <i>New</i> )	-	-
10	Deputy Director, National Employment Department ( <i>New</i> )	-	-
11	Chief Employment Coordinator ( <i>New</i> )	-	-
12	Senior Employment Counselling Officer ( <i>New</i> )	-	-
13	Employment Counselling Officer ( <i>New</i> )	-	-
14	Training Programme Coordinator	-	-
15	Principal Financial Operations Officer	1	1
16	Financial Officer/Senior Financial Officer	1	1
17	Assistant Financial Officer	1	1

**VOTE 17-1: Labour, Human Resource Development and Training - continued**

SN	Position Titles	Funded	
		2020/21	2021/22
18	Principal Procurement and Supply Officer	1	1
19	Assistant Procurement and Supply Officer	1	1
20	Assistant Manager, Human Resources	-	1
21	Human Resource Executive	-	1
22	Office Management Executive	6	6
23	Office Management Assistant	18	21
24	Office Supervisor	1	1
25	Management Support Officer	67	68
26	Confidential Secretary	1	1
27	Word Processing Operator	6	6
28	Receptionist/Telephone Operator	4	4
29	Head Office Auxiliary	1	1
30	Office Auxiliary/Senior Office Auxiliary	15	15
31	Driver	2	2
32	General Worker	14	14
<b>Sub-Head 17-106: Human Resource Development</b>		<b>11</b>	<b>10</b>
1	Human Resource Analyst	2	2
2	Principal Careers Counsellor	1	1
3	Senior Careers Counsellor	1	1
4	Careers Counsellor	6	6
5	Word Processing Operator	1	-
<b>TOTAL</b>		<b>589</b>	<b>635</b>

## **STRATEGIC OVERVIEW**

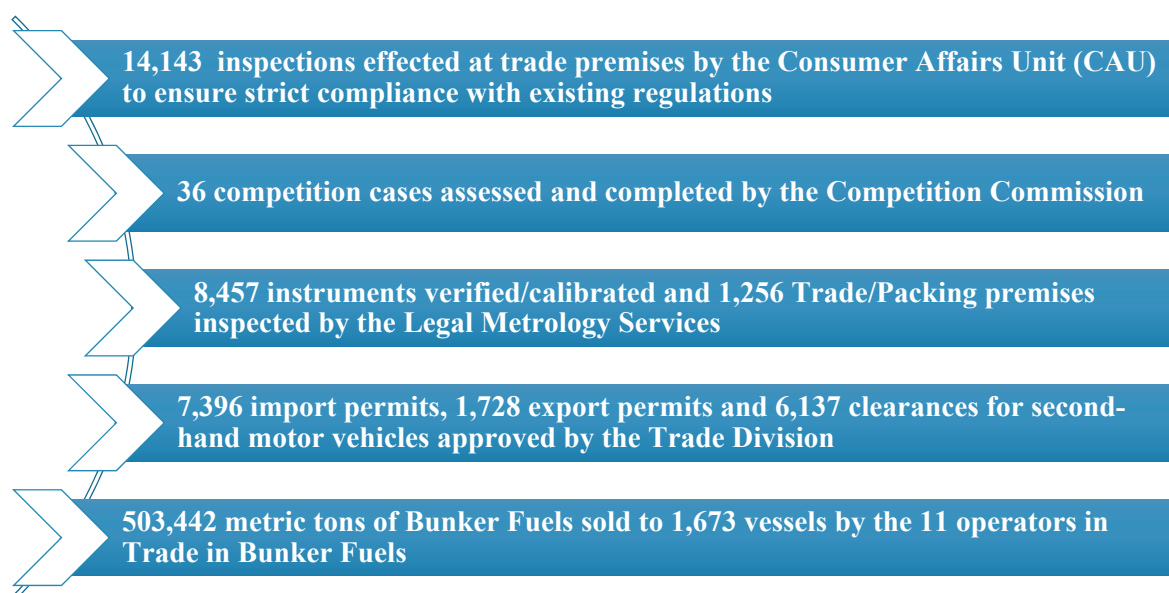
### **I. Mission Statement**

- To provide the right framework for trade facilitation and promote healthy competition
- To ensure consumer protection and continuity in the supply of essential commodities

### **II. Current Situation & Challenges**

- The impact of the COVID-19 pandemic on the commodities market has resulted in a distortion in consumption patterns and prices of some products.
- Currently, 27 products are under price control in Mauritius, of which 9 under the Maximum Price (fixed price) regime, 17 under the Maximum Mark-Up regime, and 1 under the Maximum Recommended Retail Price regime.
- A draft Consumer Protection Bill is currently under preparation to provide a modern Consumer Protection Framework which will enhance protection of consumers and enforcement of their rights.

#### **Key Data from July 2020 to April 2021**



- The Fixed Penalty Notice came into force since 1 November 2020 allowing the officers of the Consumer Affairs Unit to issue fixed penalty notices to defaulters.
- With the Mer Rouge Oil Storage (MOST) project now fully operational, the stock level of Mogas has increased from 3 to 30 days and that of Gas Oil from 10 to 27 days.

#### **Key Challenges**

- Adapting to new trends in consumer habits due to the advent of the COVID-19 pandemic including effectively monitoring evolution of prices and preventing abusive trade practices
- Protection of consumers in the wake of the rapid development of e-Commerce

### III. Strategic Direction 2021-2024

Strategic Direction	Enabler
<b>Ensure more effective consumer protection</b>	<ul style="list-style-type: none"> <li>▪ Introduction of new Consumer Protection Bill that will address e-commerce issues</li> <li>▪ Re-establish the Price Surveillance System</li> </ul>
<b>Promote and protect competition in markets</b>	<ul style="list-style-type: none"> <li>▪ Investigate and remedy restrictive business practices</li> <li>▪ Amend existing legislation to enhance detection and enforcement against anti-competitive practices</li> </ul>
<b>Ensure security of supply of essential commodities</b>	<ul style="list-style-type: none"> <li>▪ Construct storage tanks to increase storage capacity for LPG and Jet A-1</li> </ul>
<b>Increase trade in bunker fuel</b>	<ul style="list-style-type: none"> <li>▪ Attract private investment in bunker storage to increase the number of operators in bunker sales business</li> </ul>

### IV. Key Deliverables & Key Performance Indicators

Outcome						
Effective protection of consumer interests and improved consumer satisfaction						
Outcome Indicator			Actual 2020/21 (Prov.)	Target 2021/22	Target 2022/23	Target 2023/24
Percentage of complaints resolved within two months			80%	85%	88%	90%
Delivery Unit	Main Service	Key Performance Indicator	Actual 2020/21 (Prov.)	Target 2021/22	Target 2022/23	Target 2023/24
<b>MCCP/CAU</b>	Ensure effective consumer protection	Number of trade premises inspected	17,000	12,000	12,500	13,000
<b>Competition Commission</b>	Promote and protect competition in markets	Number of competition cases assessed and completed	55	59	63	67

**V. Human Resource & Gender Distribution**

<b>Staff in Post</b>	<b>Number</b>	<b>Male</b>	<b>Female</b>
Top Management (Salary $\geq$ Rs 100,000)	1	100%	-
Middle Management (Rs 40,000 $\leq$ Salary < Rs 100,000)	34	53%	47%
Support (Salary < Rs 40,000)	117	45%	55%
<b>Overall</b>	<b>152</b>	<b>47%</b>	<b>53%</b>

*CISD Figures – May 2021*



## FINANCIAL RESOURCES

### Summary by Economic Categories

Rs 000

Code	Economic Categories	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
<b>VOTE 17-2: TOTAL EXPENDITURE</b>		136,200	<b>177,000</b>	154,500	155,400
<b>Recurrent Expenditure</b>		135,400	172,490	153,600	154,500
20	Allowance to Minister	2,400	-	-	-
21	Compensation of Employees	84,585	86,925	90,625	91,525
22	Goods and Services	21,355	20,995	20,905	20,905
26	Grants	27,060	64,570	42,070	42,070
<b>Capital Expenditure</b>		800	4,510	900	900
26	Grants	300	300	300	300
31	Acquisition of Non-Financial Assets	500	4,210	600	600

### Summary by Sub-Heads

Rs 000

Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
Sub-Head 17-201: General	12,225	12,500	13,800	13,900
Sub-Head 17-202: Commerce and Trade Development	89,300	132,400	109,100	109,700
Sub-Head 17-203: Consumer Protection and Market Surveillance	34,675	32,100	31,600	31,800
<b>TOTAL</b>	<b>136,200</b>	<b>177,000</b>	<b>154,500</b>	<b>155,400</b>

### Sub-Head 17-201: General

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
<b>Recurrent Expenditure</b>		<b>12,225</b>	<b>12,500</b>	<b>13,800</b>	<b>13,900</b>
<b>20</b>	<b>Allowance to Minister</b>	<b>2,400</b>	<b>-</b>	<b>-</b>	<b>-</b>
20100	Annual Allowance	2,400	-	-	-
<b>21</b>	<b>Compensation of Employees</b>	<b>6,805</b>	<b>11,655</b>	<b>12,955</b>	<b>13,055</b>
21110	Personal Emoluments	6,010	10,965	12,265	12,365
.001	Basic Salary	3,085	7,575	8,715	8,785
.002	Salary Compensation	90	275	275	275
.004	Allowances	1,275	1,000	1,000	1,000
.005	Extra Assistance	1,080	1,050	1,050	1,050
.006	Cash in lieu of leave	-	440	500	525
.009	End-of-year Bonus	480	625	725	730
21111	Other Staff Costs	765	655	655	655
.002	Travelling and Transport	660	600	600	600
.100	Overtime	100	50	50	50
.200	Staff Welfare	5	5	5	5
21210	Social Contributions	30	35	35	35

**VOTE 17-2: Commerce and Consumer Protection - continued**

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
<b>22</b>	<b>Goods and Services</b>	<b>3,020</b>	<b>845</b>	<b>845</b>	<b>845</b>
22010	Cost of Utilities	150	250	250	250
22020	Fuel and Oil	40	25	25	25
22030	Rent	2,330	-	-	- <sup>f(1)</sup>
22040	Office Equipment and Furniture	100	50	50	50
22050	Office Expenses	40	25	25	25
22060	Maintenance	50	96	96	96
22070	Cleaning Services	-	40	40	40
22090	Security	-	14	14	14
22100	Publications and Stationery	50	75	75	75
22900	Other Goods and Services	260	270	270	270
<b>TOTAL</b>		<b>12,225</b>	<b>12,500</b>	<b>13,800</b>	<b>13,900</b>

**Sub-Head 17-202: Commerce and Trade Development**

<b>Recurrent Expenditure</b>		<b>88,700</b>	<b>129,790</b>	<b>108,400</b>	<b>109,000</b>
<b>21</b>	<b>Compensation of Employees</b>	<b>48,630</b>	<b>46,730</b>	<b>47,840</b>	<b>48,440</b>
21110	Personal Emoluments	42,795	41,280	42,375	42,975
.001	Basic Salary	37,095	33,480	34,375	34,825
.002	Salary Compensation	1,500	2,000	2,000	2,000
.004	Allowances	1,000	900	900	900
.006	Cash in lieu of leave	-	2,000	2,100	2,200
.009	End-of-year Bonus	3,200	2,900	3,000	3,050
21111	Other Staff Costs	5,220	4,850	4,850	4,850
.002	Travelling and Transport	4,770	4,450	4,450	4,450
.100	Overtime	400	350	350	350
.200	Staff Welfare	50	50	50	50
21210	Social Contributions	615	600	615	615
<b>22</b>	<b>Goods and Services</b>	<b>13,010</b>	<b>18,490</b>	<b>18,490</b>	<b>18,490</b>
22010	Cost of Utilities	1,820	1,875	1,875	1,875
22020	Fuel and Oil	250	200	200	200
22030	Rent	8,675	14,300	14,300	14,300
22040	Office Equipment and Furniture	175	100	100	100
22050	Office Expenses	200	240	240	240
22060	Maintenance	325	340	340	340
22070	Cleaning Services	125	100	100	100
22090	Security	250	440	440	440
22100	Publications and Stationery	530	315	315	315
22120	Fees	205	175	175	175
22170	Travelling within the Republic	30	30	30	30
22900	Other Goods and Services	425	375	375	375
<b>26</b>	<b>Grants</b>	<b>27,060</b>	<b>64,570</b>	<b>42,070</b>	<b>42,070</b>
26210	Contribution to International Organisations				
.119	Contribution to Organisation Internationale de Metrologie Legale	60	70	70	70
26313	Extra-Budgetary Units				
.008	Competition Commission	27,000	64,500	42,000	42,000
	<i>of which</i>				
	<i>Refund of COMESA Merger Filing Fees</i>	-	22,500	-	-

f(1) Provision now centralised under Sub-Head 17-202: Commerce and Trade Development

**VOTE 17-2: Commerce and Consumer Protection - continued**

Rs 000

Item No.	Details	2020/21 Estimates	2021/22 Estimates	2022/23 Planned	2023/24 Planned
<b>Capital Expenditure</b>		<b>600</b>	<b>2,610</b>	<b>700</b>	<b>700</b>
<b>26</b>	<b>Grants</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>300</b>
26323	Extra-Budgetary Units				
.008	Competition Commission	300	300	300	300
<b>31</b>	<b>Acquisition of Non-Financial Assets</b>	<b>300</b>	<b>2,310</b>	<b>400</b>	<b>400</b>
31122	Other Machinery & Equipment				
.802	Acquisition of IT Equipment	-	560	100	100
.804	Acquisition of Laboratory Equipment	300	1,750	300	300
<b>TOTAL</b>		<b>89,300</b>	<b>132,400</b>	<b>109,100</b>	<b>109,700</b>

**Sub-Head 17-203: Consumer Protection and Market Surveillance**

<b>Recurrent Expenditure</b>		<b>34,475</b>	<b>30,200</b>	<b>31,400</b>	<b>31,600</b>
<b>21</b>	<b>Compensation of Employees</b>	<b>29,150</b>	<b>28,540</b>	<b>29,830</b>	<b>30,030</b>
21110	Personal Emoluments	24,215	24,475	25,765	25,965
.001	Basic Salary	21,090	19,775	20,865	21,005
.002	Salary Compensation	720	1,000	1,000	1,000
.004	Allowances	600	800	800	800
.006	Cash in lieu of leave	-	1,200	1,300	1,330
.009	End-of-year Bonus	1,805	1,700	1,800	1,830
21111	Other Staff Costs	4,670	3,770	3,770	3,770
.002	Travelling and Transport	4,600	3,700	3,700	3,700
.100	Overtime	50	50	50	50
.200	Staff Welfare	20	20	20	20
21210	Social Contributions	265	295	295	295
<b>22</b>	<b>Goods and Services</b>	<b>5,325</b>	<b>1,660</b>	<b>1,570</b>	<b>1,570</b>
22010	Cost of Utilities	630	335	335	335
22030	Rent	3,015	-	-	- <sup>f(1)</sup>
22040	Office Equipment and Furniture	165	25	25	25
22050	Office Expenses	65	60	60	60
22060	Maintenance	265	425	335	335
22070	Cleaning Services	125	-	-	-
22100	Publications and Stationery	130	80	80	80
22120	Fees	620	420	420	420
22900	Other Goods and Services	310	315	315	315
<b>Capital Expenditure</b>		<b>200</b>	<b>1,900</b>	<b>200</b>	<b>200</b>
<b>31</b>	<b>Acquisition of Non-Financial Assets</b>	<b>200</b>	<b>1,900</b>	<b>200</b>	<b>200</b>
31122	Other Machinery and Equipment				
.802	Acquisition of IT Equipment	-	1,700	-	-
31132	Intangible Fixed Assets				
.801	Acquisition of Software	200	200	200	200
<b>TOTAL</b>		<b>34,675</b>	<b>32,100</b>	<b>31,600</b>	<b>31,800</b>

f(1) Provision now centralised under Sub-Head 17-202: Commerce and Trade Development

**VOTE 17-2: Commerce and Consumer Protection - continued**

**HUMAN RESOURCES**

SN	Position Titles	Funded	
		2020/21	2021/22
<b>Vote 17-2: Commerce and Consumer Protection</b>		<b>168</b>	<b>168</b>
<b>Sub-Head 17-201: General</b>		<b>14</b>	<b>14</b>
1	Minister	1	-
2	Permanent Secretary	1	1
3	Manager, Financial Operations	1	1
4	Assistant Manager, Financial Operations	1	1
5	Principal Financial Operations Officer	1	1
6	Financial Officer/Senior Financial Officer	1	1
7	Assistant Financial Officer	1	1
8	Procurement and Supply Officer/Senior Procurement and Supply Officer	1	1
9	Assistant Manager, Internal Control	1	-
10	Manager, Human Resources	-	1
11	Human Resource Executive	-	1
12	Management Support Officer	1	1
13	Confidential Secretary	2	2
14	Office Auxiliary/Senior Office Auxiliary	1	1
15	Driver	1	1
<b>Sub-Head 17-202: Commerce and Trade Development</b>		<b>103</b>	<b>103</b>
	<b>Fair Trading Practices</b>		
1	Deputy Permanent Secretary	1	1
2	Assistant Permanent Secretary	2	2
3	Analyst/Senior Analyst	2	2
4	Office Management Executive	1	1
5	Office Management Assistant	5	6
6	Office Supervisor	1	1
7	Management Support Officer	14	14
8	Confidential Secretary	1	1
9	Word Processing Operator	3	3
10	Receptionist/Telephone Operator	1	1
11	Head Office Auxiliary	1	1
12	Office Auxiliary/Senior Office Auxiliary	3	3
13	Driver	2	2
	<b>Compliance to Import &amp; Export Trade Legislations</b>		
14	Director of Trade	1	-
15	Principal Analyst (Trade)	-	1
16	Senior Analyst (Trade)	2	1
17	Analyst (Trade)	4	4
18	Senior Commercial Officer	-	-
19	Commercial Officer	1	1
20	Assistant Commercial Officer	1	1
21	Office Management Assistant	1	1
22	Management Support Officer	14	14
23	Word Processing Operator	1	1

**VOTE 17-2: Commerce and Consumer Protection - continued**

SN	Position Titles	Funded	
		2020/21	2021/22
24	Office Auxiliary/Senior Office Auxiliary	2	2
	<b>Legal Metrology Services</b>		
25	Director, Legal Metrology Services	1	1
26	Deputy Director, Legal Metrology Services	1	1
27	Legal Metrologist	2	2
28	Legal Metrology Officer	7	7
29	Senior Technical Officer (Legal Metrology)	1	1
30	Technical Officer (Legal Metrology) (Personal)	3	3
31	Office Management Executive	1	1
32	Management Support Officer	5	5
33	Confidential Secretary	1	1
34	Word Processing Operator	1	1
35	Receptionist/Telephone Operator	1	1
36	Senior Laboratory Auxiliary	1	1
37	Laboratory Auxiliary	5	5
38	Heavy Vehicle/Mechanical Driver	2	2
39	Driver	2	2
40	Office Auxiliary/Senior Office Auxiliary	2	2
41	Helper	2	2
42	General Worker	1	1
<b>Sub-Head 17-203: Consumer Protection and Market Surveillance</b>		<b>51</b>	<b>51</b>
1	Head, Consumer Affairs Unit	1	1
2	Principal Consumer Affairs Officer	1	1
3	Senior Consumer Affairs Officer	4	4
4	Consumer Affairs Officer	27	27
5	Assistant Permanent Secretary	1	1
6	Office Management Executive	1	1
7	Office Management Assistant	1	1
8	Management Support Officer	4	4
9	Word Processing Operator	1	1
10	Receptionist/Telephone Operator	1	1
11	Office Auxiliary/Senior Office Auxiliary	2	2
	<b>Price Control</b>		
12	Office Management Executive	1	1
13	Office Management Assistant	1	1
14	Management Support Officer	5	5
<b>TOTAL</b>		<b>168</b>	<b>168</b>