



Republic of Mauritius

HANDBOOK FOR MANAGEMENT SUPPORT OFFICERS



MINISTRY OF PUBLIC SERVICE
AND ADMINISTRATIVE REFORMS

September 2025

Abbreviations:

AIPSI	Atal Bihari Vajpayee Institute of Public Service and Innovation
EHR	Electronic Human Resource
ETR	Electronic Time Recorder
MPSAR	Ministry of Public Service and Administrative Reforms
MSO	Management Support Officer
PMC	Performance Management Cycle
PSC	Public Service Commission
SPS	Secretary for Public Service

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1. Introduction

The grade of Management Support Officer (MSO) forms part of the General Services Cadre falling under the purview of the Ministry of Public Service and Administrative Reforms (MPSAR) and which also includes other grades such as Office Management Executive, Office Management Assistant and Office Supervisor.

MSOs are recruited and appointed by the Public Service Commission. The Secretary for Public Service (SPS), MPSAR, as the Responsible Officer for the grade, is responsible for all matters pertaining to the grade, including their posting, in line with the operational needs of Ministries/Departments.

MSOs generally provide support services in various sections of a Ministry/Department such as Human Resource, Finance, Procurement and Supply, Administration and Technical/Professional Sections.

The MPSAR has designed this Handbook to provide MSOs with meaningful information pertaining to their duties, responsibilities, conditions of service and opportunities. In addition, this Handbook aims at sensitising them on the appropriate attitudes, behaviours, communication style, dress code and work ethics to be observed in the workplace.

Notwithstanding the above, MSOs are advised to consult the relevant documents or seek assistance from the Human Resource Section of their respective Ministries/Departments for any additional information and clarifications, whenever required.

2. Government Machinery

Government machinery relates to the interconnected administrative structures, systems and arrangements established in a State to discharge the variety of functions for which the Government has responsibility.

2.1 Separation of powers

The Constitution of Mauritius provides for the separation of powers between the three organs available to the State, namely the Legislature, the Executive and the Judiciary. An overview is given hereunder.

The Legislature

Parliament has the power to make laws exercisable by Bills passed by the National Assembly and assented to by the President of the Republic.

The Executive

The Executive administers the affairs of the nation and is empowered by the Cabinet (Council of Ministers) headed by the Prime Minister. In Mauritius, the Cabinet is composed of the Prime Minister, the Deputy Prime Minister and Ministers. The Cabinet is the highest deciding authority in Mauritius and shall be collectively responsible to the National Assembly for all decisions taken by the Cabinet.

The Judiciary

The Judiciary is vested with the power to administer justice in the country and is independent of the Executive and the Parliament, as provided by the Constitution. Mauritius has a single-structured judicial system consisting of the Supreme Court and subordinate courts.

2.2 The Public Service Commission (PSC)

The PSC is, by virtue of Section 89 of the Constitution, vested with the powers to appoint a person in any office in the public service, confirm his appointment, exercise disciplinary control over a person holding or acting in such office and remove a person from office.

The PSC Regulations are available on website: <https://psc.govmu.org/psc/>

2.3 Structure of the Civil Service

The Civil Service comprises all branches of State administration cutting across Ministries and their Departments. These Ministries differ in size, type and complexity of functions and act as the executive arm of Government. Government implements, through these Ministries and Departments, its policies and programmes, which are transmitted into services to citizens of Mauritius.

3. Rules of official conduct

Public Officers are required to abide by standards of conduct set out in legislations and the Code of Ethics for Public Officers. The relevant provisions pertaining to the public service have been summarised hereunder for information. MSOs are strongly advised to consult the full version of the relevant legislations for proper guidance.

3.1 Official Secrets Act

All officers are required, on joining and leaving the Civil Service, to sign a Declaration Form to the effect that their attention has been drawn to the provisions of the Official Secrets Act and that they are aware of the serious consequences of any breach of its provisions.

The Official Secrets Act puts a legal obligation upon an officer not to leak any information that may come to his/her knowledge, unless he/she is specifically authorised to do so.

Section 4 (1) of the Official Secrets Act 1972, provides that any person who contravenes the provisions of the Act, shall commit an offence and shall, on conviction, be liable to imprisonment for a term of not less than one month and not more than twelve months together with a fine not exceeding two thousand rupees, unless he/she proves that the publication was made with lawful authority or as a result of information obtained from a person authorised to communicate it.

3.2 Data Protection Act

- (i) MSOs may, by virtue of their posting, have access to sensitive and confidential information, some examples of which are given below:
 - a) Administrative – policy decisions, discussions held during meetings, policy preparation and people present at meetings;
 - b) Human Resource – residential address, contact details, qualifications held, police cases and disciplinary actions;
 - c) Procurement and Supply: name and contact details of bidders to whom contracts have been allocated; and
 - d) Finance - salary drawn, deductions made from salary and allowances drawn.
- (ii) Such information should be kept strictly confidential and should not be communicated to any unauthorised person.

3.3 Code of Ethics for Public Officers

The Code of Ethics for Public Officers sets out the standards of ethical conduct expected of Public Officers. It emphasises the importance of a responsible, responsive and caring Civil Service and

is intended to promote effective administration and responsible behaviour.

Its guiding principles deal with the values as well as the conduct to be adopted for the achievement of the highest standards of ethical conduct as set out hereunder.

3.3.1 Values and Principles

- (a) Public Officers shall fulfill their lawful obligations to Government with professionalism, integrity and loyalty;
- (b) Public Officers shall perform their official duties honestly, faithfully and efficiently while respecting the rights of the public and their colleagues;
- (c) Public Officers shall not bring the Civil Service into disrepute through their private activities; and
- (d) Public Officers shall not cause embarrassment to the organisation, colleagues or members of the public by their dress, speech or behaviour.

3.3.2 Standards of Conduct

- a) Personal and Professional Behavior;
- b) Adopting a Green Behaviour;
- c) Obligations to the Government of the Day and Relationship with Ministers;
- d) Good practices during a Pre-Election period;
- e) Political Impartiality;
- f) Responsibility towards the Public;
- g) Conflict of Interest;
- h) Outside Employment;
- i) Disclosure of Information;
- j) Use of Public Resources;
- k) Acceptance of Gifts and Other Benefits; and
- l) Good Governance and Integrity Reporting.

The Code of Ethics for Public Officers is available on the website:
<https://civilservice.govmu.org/Pages/Services/ethics.aspx>

3.4 The Public Officers' Protection Act

The Public Officers' Protection Act provides that any person who, by force or violence, resists, opposes, molests, hinders or obstructs a –

- (a) public officer in the performance of his duty;
- (b) person lawfully engaged, authorised or employed in the performance of a public duty; or
- (c) person lawfully acting in aid or assistance of the public officer or person mentioned in paragraphs (a) and (b), shall commit an offence and shall, on conviction, be liable to a fine not exceeding 100,000 rupees and to imprisonment for a term not exceeding 2 years.

3.5 Public Service Commission Regulations

Disciplinary procedures are regulated by the provisions of the Public Service Commission Regulations. In case of misconduct, disciplinary action may be taken against Public Officers in accordance with the provisions of the Public Service Commission Regulations.

3.6 The Financial Crimes Commission Act 2023

Part III, sub-part 1 of the Financial Crimes Commission Act 2023 describes seventeen corruption offences as follows:

- (i) Bribery by public official;
- (ii) Bribery of public official;
- (iii) Taking gratification to screen offender from punishment;
- (iv) Public official using his office for gratification;

- (v) Bribery of, or by, public official to influence the decision of a public body;
- (vi) Influencing public official;
- (vii) Traffic d'influence;
- (viii) Public official taking gratification;
- (ix) Bribery for procuring contracts;
- (x) Bribery for procuring withdrawal of tenders;
- (xi) Conflict of interests;
- (xii) Treating of public official;
- (xiii) Receiving gift for corrupt purpose;
- (xiv) Corruption in private entities;
- (xv) Corruption to provoke serious offence;
- (xvi) Bribery by, or of, foreign public official; and
- (xvii) Corruption in relation to sporting events.

4. Terms and Conditions of Employment

4.1 Appointment and Confirmation of Management Support Officers

Officers will, in the first instance, be employed on a purely temporary month-to-month basis to give assistance at MSO level.

They will draw the initial salary of the post **or** retain the salary of their substantive post.

They will be required to undergo a medical examination and if found medically unfit, the temporary employment will be terminated immediately.

As and when vacancies occur and subject to being favourably reported upon on work, conduct and attendance:

- a) Officers will be appointed on twelve months' probation; **or**

- b) if already confirmed, they will be appointed in a substantive capacity; and
- c) they will be eligible to benefits such as vacation leave, sick leave, casual leave and leave without pay upon being appointed in a substantive capacity/on twelve months' probation.

MSOs will be confirmed after completion of the probationary period, subject to being:

- a) found medically fit; and
- b) favourably reported upon on work, conduct and attendance.

During temporary employment, officers will not be eligible for leave. All absences, upon approval will be on no pay.

4.2 Eligibility for Increment

- (i) The first incremental date will be the date of **confirmation** and thereafter, the incremental date will be 1st January; and
- (ii) The annual increment provided in the salary scale for the post of MSO is based on overall performance and has to be earned, that is, the increment is not payable automatically.

4.3 Change in Posting

MSOs are allocated a posting in a Ministry/Department according to operational needs and are liable to be posted to any other Ministry/Department at the convenience of Government.

4.4 Performance Management

- (i) The Performance of Public Officers is continuously monitored through the Performance Management System.

- (ii) A performance appraisal exercise is carried out by the immediate supervisor, in three phases of the Performance Management Cycle (PMC) as shown in table below:

Phases of PMC	Time Frame
Performance Agreement for the appraisal period finalised and agreed upon by Appraiser and Appraisee	by 31 July
Mid-Term Appraisal	Mid-November to Mid-December
Final Appraisal	July

- (iii) Annual increment is not granted in case of failure to complete the appraisal exercise or underperformance.

5. Retirement in the Public Service

Retirement in the Public Service is made under the provisions of the Pensions Act. Under the Pensions Act, a Public Officer may, *inter alia*, retire as follows:

- (i) Compulsorily on reaching the age of 65;
- (ii) As of right on or after attaining the age of 60;
- (iii) As a special case, on reaching the age of 55;
- (iv) On marriage grounds (for female officers) – reckoning at least five years' service, irrespective of age;
- (v) On medical grounds, if found permanently unfit by a Medical Board of the Ministry of Health and Wellness; and
- (vi) On attaining the age of 45 and reckoning at least 10 years' pensionable service.

6. Duties in the Scheme of Service of MSO

(i) To prepare, scrutinise and process documents/cases: -

- (a) processing to be done in a timely manner in order of priority;
- (b) documents/correspondences should be read carefully;
- (c) identify issues raised in the correspondence;
- (d) ensure request/recommendation is well understood;
- (e) seek guidance on the way forward;
- (f) particular attention to be given to target date for completion of task, closing date to submit application, deadline to effect payment of bills so as to avoid payment of fines, etc; and
- (g) ensure that there is no backlog.

(ii) To type and collate general office correspondence and documents according to competencies: -

- (a) ensure that typed documents are free from errors;
- (b) make amendments as per instructions and ensure that new draft is free from errors; and
- (c) document should be well presented (i.e appropriate margin, header, footer, and numbering of paragraph).

(iii) To maintain files, forms, reports and other materials: -

- (a) all documents and covers should be kept neat;
- (b) to change file covers as soon as the ladder is nearly filled;
- (c) to open a new volume if file becomes too bulky;
- (d) safekeeping and locking of files and documents in the filing cabinet; and
- (e) no files/documents to be left on desk when not in office.

(iv) To receive, sort and process mail and to prepare materials for mailing: -

- (a) incoming/outgoing mail to be recorded in incoming/outgoing registers (i.e. sender/receiver, subject matter, date of letter, date received/dispatched, affix Ministry's seal on incoming correspondence);
- (b) to send all mail to schedule officer for filing and other necessary action;
- (c) all filing should be done at the earliest possible (normally within one day) and sent to respective officers for processing;
- (d) to ensure that envelopes, ink and other material required for mailing are always available in the right quantity;
- (e) to ensure that all correspondences are dispatched to the right address with enclosures, as appropriate and the names of the addressees are well written; and
- (f) keep evidence of dispatched documents made by post (e.g. despatch book).

(v) To photocopy reports and other documents and operate standard office equipment such as telefax machine: -

- (a) to photocopy the exact number of copies required;
- (b) to ensure that fax number is correct;
- (c) send fax to the attention of the appropriate officer, as applicable and confirm receipt; and
- (d) to avoid wastage when photocopying documents.

(vi) To carry out word processing and data entry and to update information in a computer system: -

- (a) updating of data should be done on a regular basis so that the accurate information is available at any time;
- (b) back up of data in an appropriate device to be done regularly; and

- (c) word processed correspondences/documents should be free from errors through collating.

(vii) To carry out registry, simple finance, human resource and procurement and supply duties, under supervision:

- (a) the nature of duties will vary according to posting either in the human resource, finance or the procurement and supply section;
- (b) to use the Computerised Registry System, where available; and
- (c) to perform duties in accordance with the recommendations of the Pay Research Bureau Reports, Human Resource Management Manual, Financial Management Manual, as appropriate, under the guidance and supervision of the immediate supervisor and/or any other senior officer.

(viii) To assist in administrative duties within the division/section/unit and to provide general support to operational services: -

- (a) to take note of all steps required to perform the duty and follow guidelines;
- (b) follow up on files sent for approval for urgent cases;
- (c) to carry out follow up action and report on development; and
- (d) to give regular feedback on work progress.

(ix) To draft replies to simple correspondence: -

- (a) to be done under the guidance of the immediate supervisor;
- (b) file references should be inserted on the top left hand corner;

- (c) the correct date, month and year should be written on the top right hand corner; and
 - (d) numbering of paragraphs should be done correctly.
- (x) To operate e-mail services, as and when required:-**
 - (a) e-mail sent to the correct e-mail address;
 - (b) ensure that attachments, if any, are enclosed; and
 - (c) mail merge technique to be used when sending e-mails to many addressees.
- (xi) To effect simple research on matters pertaining to the division/section/unit, as and when required;**
- (xii) To keep records regarding documents, books and magazines of the Ministry/Department, and to assist users by providing relevant information, whenever required: -**
 - (a) records should be kept in an orderly manner for easy and quick retrieval;
 - (b) to arrange for a proper indexing of books and magazines; and
 - (c) to keep abreast of all documents, books and magazines available to be able to assist users.
- (xiii) To assist in duties relating to committees, organisation of official functions, training programmes and other activities: -**
 - (a) to ensure that the venue identified is available on the date and time scheduled for the event;
 - (b) to draw up list of external/internal participants/invitees;
 - (c) to send convocation letters; and
 - (d) to arrange for tea, coffee and other refreshments as per instructions.

(xiv) To use ICT in the performance of his duties: -

- (a) to keep abreast of the latest IT tools and techniques; and
- (b) to request for a refresher course, if required.

(xv) To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Management Support Officer in the roles ascribed to him.

6.1 Skills/Competencies required to perform the duties of MSO

(i) Organising Skills

Ability to manage time, energy and workspace well with a view to accomplishing all tasks in a timely manner: -

- a) should ensure that there is no backlog; and
- b) tasks should be completed in order of priority taking into consideration target date/deadline.

(ii) Teamwork

Ability to work in a team relates to the capacity to work in collaboration with a group of colleagues to achieve a shared goal in an effective way: -

- a) The officer will become conversant with each other's duties;
- b) He/she will ensure that there is no disruption in the workflow; and
- c) will ensure that tasks are completed within time limit.

(iii) Flexibility/Adaptability

Ability to adapt to changing work environment and schedule of duties as MSOs are called upon to move from one Ministry/Department to another or any section within a Ministry;

(iv) Regularity and Punctuality

MSOs are required to be regular and punctual and adopt the right attitude for the smooth functioning of the section and work organisation;

(v) Courtesy and Respect

Ability to treat internal and external customers with courtesy and respect, including elderly and persons with disabilities; and

(vi) Communication Skills

MSOs should possess good communication skills and ensure that instructions are well understood and relevant information is properly conveyed to stakeholders.

7. General conditions of service

7.1 Hours of work

- (i) MSOs are usually required to work on a five-day week basis as follows:
Monday to Friday 08 45 hrs to 16 00 hrs, with half an hour for lunch; and
- (ii) MSOs may also be posted to certain Ministries/ Departments, which operate on a six-day week basis as follows:-

- (a) Monday to Friday – 09 00 hrs to 15 30 hrs with half an hour for lunch; and
- (b) Saturday – 09 00 hrs to noon.

7.1.1 Record of Attendance

- (i) Time of arrival and departure should be recorded on the Electronic Time Recorder (ETR) and by way of biometric fingerprint mode or personalised access code; and
- (ii) in the absence of an ETR, the exact time of arrival and departure should be recorded in a Manual Attendance Register on the same day.

7.2 Overtime

- (i) MSOs will be eligible to payment of overtime whenever they have put in more than 40 hours of work weekly;
- (ii) the rates for payment of overtime are as follows:

Period	Hourly Rate
Between 06 00 hrs and 23 00 hrs on weekdays	1.5 times hourly rate
Between 23 00 hrs and 06 00 hrs on weekdays	twice hourly rate
On Sundays or Public Holidays and officially declared cyclone days	twice hourly rate

- (iii) Hourly rates are calculated on the following basis:

$$\frac{\text{Annual salary for the financial year}}{52 \times 33.75}$$

7.3 Leave

- (i) Except for sick leave, leave is granted subject to the exigencies of the service and should be applied in advance;
- (ii) before proceeding on leave, it should be ensured that leave has been approved;
- (iii) on resumption of duty after absence due to unforeseen circumstances, it is the responsibility of the MSO to submit his/her application for leave promptly;
- (iv) MSOs who absent themselves from duty without permission or who, without reasonable excuse fail to resume duty in time, will be considered as being absent without authorisation and on no pay;
- (v) MSOs who intend to spend their leave abroad should inform in writing their Supervising Officer accordingly and give the address at which they may be contacted;
- (vi) MSOs will not be eligible for annual leave with pay during their first year of service;
- (vii) Application for leave (i.e annual leave, casual leave, sick leave and vacation leave) should be made through the Electronic Human Resource (EHR) System via MauPass, wherever the system is fully operational.

7.3.1 Annual Leave on completion of 12 months continuous service

- (i) For a five-day week basis operation - 14 working days on full pay in a calendar year; and
- (ii) For a six-day week basis operation - 16 working days on full pay in a calendar year.

7.3.2 Casual leave (officers holding a substantive appointment)

- (i) 11 working days on full pay in a calendar year which may be taken locally or overseas; and

- (ii) Upon exhaustion of the 11 days casual leave, an officer may be granted up to 5 days leave against accumulated vacation leave.

7.3.3 Sick leave

- (i) **Sick leave on completion of 12 months (continuous service)**
12 working days on full pay in a calendar year; and
- (ii) **Sick leave (officers holding a substantive appointment)**
 - a) 21 working days on full pay in a calendar year;
 - b) All leave not taken at the end of the year will be accumulated up to a bank maximum of 110 working days; and
 - c) unutilised sick leave up to a maximum of 16 days will be refunded subject to having 110 days in bank.

Medical Certificate

- a) Where officers absent themselves for a period exceeding three consecutive working days, they should submit a medical certificate showing the date of its issue, the nature of the illness, the quantum of sick leave recommended and the name of the medical practitioner; and
- b) Such certificate should reach their Supervising Officers not later than the **fifth** working day of absence, failing which they may be considered as being absent **without authorisation and on no pay**;

7.3.4 Maternity Leave

- (i) 16 weeks' maternity leave on full pay irrespective of the number of confinements and in case of a stillborn child, on production of a medical certificate;
- (ii) for pre-natal treatment - either earned sick/casual/annual or vacation leave may be taken;
- (iii) prior to childbirth - up to a maximum of eight weeks as maternity leave, out of the 16 weeks' maternity leave entitlement, may be taken;
- (iv) in case birth is given to twins or more in one confinement - 6 weeks' special leave in addition to their maternity leave entitlement;
- (v) within a period of 12 months following the expiry of maternity leave, may be granted in addition to any vacation leave:

either: a maximum of 9 months' leave without pay

or: six months' leave without pay followed by six months leave on half pay computed on the basis of half the working time per day on half pay, that is, half of the monthly salary.

Nursing of unweaned child

Two permissions of half hour or one permission of one hour every day at a time convenient with regard to the needs of the child for a period of six months from the date of confinement. A further period of six months may be granted on production of a medical certificate from Pediatricians of the Public Sector (Public Hospitals).

7.3.5 Vacation leave

(Officers holding a substantive appointment)

- (i) Officers are granted a minimum of 7 consecutive days' at any one time, except where it is granted as casual leave; and

- (ii) Maximum leave that may be accumulated is as follows:

Length of Service (in years)	Leave earning rate per annum (in days)	Maximum leave that can be accumulated (in days)
Up to 5	25	105
5+ to 10	30	140
10+ to 15	35	175
Over 15	35	210

7.3.6 Leave to take care of children/parents/grandparents with healthcare related issues

- (i) Up to 10 days' leave to be reckoned against any paid leave entitlement to look after their parents and grandparents with healthcare related issues;
- (ii) unlimited leave, subject to balance of paid leave entitlement, to look after their sick child, including adopted child; and
- (iii) Such leave is granted on production of the following documentary evidence: -
 - (a) birth certificates of self and spouse, marriage certificate, birth certificate of child or adopted child, parent or grandparent, as the case may be;
 - (b) in case of adopted child, documentary evidence relating to the adoption; and
 - (c) medical certificate certifying healthcare related issues.

7.3.7 Study Leave

7.3.7.1 Study Leave With Pay

Study leave with pay is granted to an officer holding a substantive appointment, subject to the exigencies of the service as follows:

- (i) Officers who have been nominated for an in-service training or awarded an open scholarship are eligible for the grant of study leave with pay, subject to core requirements of the cadre and exigencies of the service;
- (ii) in the case of an open scholarship, the officer should reckon at least two years' service in a substantive capacity and not subject to adverse reports or poor performance;
- (iii) the field of training should be related to the officer's current employment or sphere of his work and in case of an open scholarship, the course should form part of the updated list of priority fields of study of the Higher Education Commission; and
- (iv) officers should stand guided by the bonding policies as applicable in the Public Service.

7.3.7.2 Study Leave Without Pay

Study leave without pay is granted to officers holding a substantive appointment, subject to the exigencies of the service, to pursue higher studies on a full-time basis for the duration of the course, up to a maximum of four years in aggregate and subject to the following conditions:

- (i) such leave is granted for a maximum period of one year initially;
- (ii) extension of the leave is considered at the end of each academic year, upon provision of documentary evidence of continued studies in the same field, subject to exigencies of service; and
- (iii) the aggregate period of four years should cover the period the officer is awaiting the examinations' results and the holding of the graduation ceremony.

8. Passage benefits (Officers holding a substantive appointment)

- (i) Passage benefits are paid at the rate of 5% of the gross salaries annually on reckoning at least five years' service; and

- (ii) Officers are allowed to make use of accumulated passage benefit:
- (a) for own travel purposes and for the immediate members of their families, namely spouse, children, brother, sister, parents, father-in-law, mother-in-law;
 - (b) to cover expenditures made during travel other than for own air tickets **or** cash wholly or in part the balance of accumulated passage benefit at the time of travel;
 - (c) for personal medical treatment or for immediate family members, namely spouse, brother, sister, mother, mother-in-law, father, father-in-law and children irrespective of their age, either locally or abroad;
 - (d) for the purpose of renovation/construction of their primary residence; and
 - (e) to pay for own cost of quarantine and that of immediate members of family comprising spouse, brother, sister, mother, mother-in-law, father, father-in-law and children, irrespective of their age.

9. Responsibility/Ad Hoc Allowance

MSOs who are required to perform higher duties, as and when required on ground of administrative convenience, are eligible for payment of a responsibility or *ad hoc* allowance, as appropriate.

10. Promotion prospects of MSOs

MSOs are eligible for appointment/promotion to various posts in the Civil Service as follows:

a) Ministry of Public Service and Administrative Reforms

Office Supervisor: on the basis of seniority when they reckon at least 20 years' service in a substantive capacity in the cadre.

Office Management Assistant: by selection of MSOs who reckon at least four years' service in a substantive capacity in the grade and who have passed the competitive exams conducted by the PSC.

- b) **Other Ministries/Departments:** in accordance with the qualifications prescribed in the respective schemes of service. Such posts include the grades of Assistant Financial Operations Officer, Assistant Procurement and Supply Officer, Social Security Officer, Internal Control Officer/Senior Internal Control Officer, Assistant Permanent Secretary and Second Secretary, etc.

11. Training opportunities

11.1 Induction Course

On joining the grade, MSOs are provided with a 5-day induction course to assist them in the performance of their duties. The induction course will include topics such as:

- (i) Functioning of the Public Service;
- (ii) Bureaucracy in the Public Service;
- (iii) Roles and responsibilities of MSO;
- (iv) Security and safe keeping of official information;
- (v) Understanding the Performance Management System and Career Path;
- (vi) Registry procedures;
- (vii) Basics of Minutes writing/Memo/Taking notes;
- (viii) Productivity, Wellness and Equality;
- (ix) Occupational Safety and Health;
- (x) Financial Operations in Government;
- (xi) Basic procurement duties;
- (xii) Government Machinery;
- (xiii) Transformation in the Public Service;

- (xiv) Basic Human Resource Management (Basic Functions);
- (xv) Professional Ethics, Integrity and Good Governance; and
- (xvi) Importance of Communications and Team within an Organisation.

11.2 Customised training

Tailor-made training programmes have been designed by the MPSAR, in collaboration with the Atal Bihari Vajpayee Institute of Public Service and Innovation (AIPSI) and are dispensed by the Institute.

11.3 Training courses, as listed below, are dispensed to enhance knowledge and competencies of MSOs:

- (i) Team Building and Motivation;
- (ii) Customer Care: Understanding the importance of customers as the most valuable asset in service delivery;
- (iii) Advanced Microsoft Excel; and
- (iv) First Aid.

11.4 Professional Development Programme

A three-day Professional Development Programme covering modules such as “Teamwork, Performance Management, Managing Team Performance, Code of Conduct and Ethics, Log-in MauPass and e-HR (LMS)”, has also been designed.

12. Library facilities

The Civil Service Library and Documentation Unit of the Ministry of Public Service and Administrative Reforms is situated on the ground floor of the SICOM Building 2, Port- Louis.

It provides a modern, efficient and quality library services, responsive to the needs of officers in the Civil Service.

Reading materials on loan/for reference to public officers are available free of charge to its registered members.

Public Officers may also have access to the UOM e-Library upon request.

Procedures for membership

- (i) MSOs are strongly advised to register as a member of the Civil Service Library and Documentation Unit. They should call in person at the Library and fill in the application form, together with the original and photocopy of their National Identity Card, the last payslip and one recent Passport size photograph;
- (ii) membership is valid for a period of four years and can be renewed upon request; and
- (iii) the Civil Service Library website can be accessed on civil-service-library@govmu.org

13. Occupational, Safety and Health Guidelines

13.1 General Safety

- (i) **Be aware of your surroundings:** Pay attention to your surroundings and watch out for potential hazards, such as spills, tripping hazards and electrical cords;
- (ii) **Report unsafe conditions:** If you come across a safety hazard, report it to your Supervisor or Facilities Manager immediately;
- (iii) **Know emergency procedures:** Familiarise yourself with the emergency procedures in your workplace, including the location of fire exits and first-aid kits;
- (iv) **Organise your workspace:** Keep your workspace organised to avoid clutter and tripping hazards;

- (v) **Communicate effectively:** Communicate effectively with your colleagues to avoid misunderstanding and conflicts;
- (vi) **Practise good posture:** Maintain a good posture while sitting at your desk to avoid back pain and other musculoskeletal problems;



- (vii) **Safe Lifting Techniques:** If required to lift heavy objects as part of the job, use proper lifting techniques to prevent back injuries. Bend your knees, keep your back straight, and lift with your legs rather than your back;
- (viii) **Take breaks:** Get up and move around every 30 minutes to avoid prolonged sitting and improve circulation; and
- (ix) **Stay hydrated:** Drink plenty of water throughout the day to stay hydrated and avoid fatigue.

13.2 Fire Safety

- (i) **Know the location of fire exits:** Make sure you know where the fire exits are located in your building and how to get to them quickly;
- (ii) **Don't block fire exits:** Never block fire exits with furniture, boxes, or other objects; and
- (iii) **Know how to use a fire extinguisher:** If you are trained in using a fire extinguisher, know how to use it properly in case of a fire.



13.3 Electrical Safety

- (i) **Don't overload outlets:** Avoid overloading electrical outlets with too many devices;
- (ii) **Don't use frayed cords:** Don't use electrical cords that are frayed or damaged; and
- (iii) **Unplug electronics when not in use:** Unplug electronics from the outlet when they are not in use to save energy and prevent electrical fires.

13.4 Computer Safety

- (i) **Take breaks:** Take frequent breaks to avoid eye strain and repetitive strain injuries;
- (ii) **Adjust your screen:** Adjust your screen brightness and contrast to reduce eye strain;
- (iii) **Use ergonomic furniture:** Use ergonomically designed furniture, such as chairs with good back support and keyboards that are positioned at the correct height;
- (iv) **Maintain good posture:** Maintain a good posture while sitting at your desk to avoid back pain and other musculoskeletal problems; and
- (v) **Proper Lighting:** Ensure your workspace is adequately lit to prevent eye strain and headaches. Avoid glare on your computer screen by positioning your monitor away from direct light sources.

13.5 Personal Health

- (i) **Eat healthy foods:** Pack your lunch or choose healthy options to avoid unhealthy eating habits;

- (ii) **Indulge in regular exercise:** Aim for at least 30 minutes of moderate-intensity exercise most days of the week;
- (iii) **Take advantage of employee wellness programmes:** If your employer offers employee wellness programmes, take advantage of them to improve your health and well-being;
- (iv) **Have enough sleep:** Aim for 7 to 8 hours of sleep each night;
- (v) **Manage stress:** Find healthy ways to manage stress, such as yoga, meditation, or spending time in nature; and
- (vi) **Practise good hygiene:** Wash your hands frequently to avoid spreading germs.

13.6 Green practices: to switch off lights, electronic devices and Air Conditioners when out of office.

By following these tips, you can help create a safe and healthy work environment for yourself and your colleagues.

13.7 Work-related Injuries/Illness

It is a legal obligation, under section 14 of the Occupational Safety and Health Act 2005, for an employee to report any bodily injury sustained by him, as a result of an accident arising out of, or in connection with his work.

The MPSAR has developed a uniform procedure for the handling of work-related injuries and illness within Ministries and Departments to ensure that a proper mechanism for reporting of any accident/incident by employees is in place at the workplace.

The procedures to be followed are clearly outlined in the “Protocol on the Management of Injury and Illness at the Workplace”. The MPSAR Circular Letter No. 57 of 2021 may be consulted for further guidance and a copy is available on website [http://circulars 2021 \(govmu.org\)](http://circulars 2021 (govmu.org))

14. How to keep updated about activities and developments in the Public Service

MSOs are strongly advised to keep themselves updated about activities and developments taking place in the Civil Service.

MSOs are invited to visit this Ministry's website on <https://civilservice.govmu.org/> and also to log on the Government Portal website <https://mygov.govmu.org/> to access other Ministries/Departments.

References

- (1) The Constitution of Mauritius
- (2) PRB Report 2021
- (3) Public Service Commission Regulations
- (4) Human Resource Management Manual
- (5) Occupational Safety and Health Act 2005
- (6) Code of Ethics for Public Officers
- (7) Circulars from the Ministry of Public Service and Administrative Reforms
- (8) Official Secrets Act
- (9) Data Protection Act
- (10) Managing the Registry - A Procedure Manual (July 2017)



DISCLAIMER

This handbook has been prepared to provide practical information on the rules and regulations and terms and conditions that will govern the tenure of office of Management Support Officers in the Public Service. This handbook is not a substitute for professional advice.

While every effort has been made to ensure the accuracy and reliability of the information presented, the authors, and contributors of this handbook do not assume any responsibility or liability of any errors, omission or damages that may result from the use of the information contained therein.

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