

75. NATIONAL TRANSPORT CORPORATION

- 75.1 The National Transport Corporation (NTC) was established as a corporate body under the NTC Act No. 5 of 1979. As a major bus service provider, the NTC remains the only Public Sector bus operator in the country. Aligned with its objective to be an innovative and caring public transport service provider, the Corporation strives to provide a safe, affordable, comfortable and eco-friendly service.
- 75.2 In its endeavour towards sustainable transportation, the Corporation has launched its first electric bus in year 2022 to encourage the use of renewable and clean energy with a view to reducing the Country's dependence on fossil fuels and decreasing gas emissions.
- 75.3 Being governed by a twin remuneration system, the Corporation is a unique entity in the Public Sector. The Conditions of Service and salaries of grades pertaining to the operational levels are determined by the National Remuneration Board (NRB) while grades belonging to the Administrative, HR, Finance, IT, Procurement and Supply and Engineering Cadres are governed by the Pay Research Bureau (PRB). With a view to reducing disparity and discrimination between these two categories, a request was submitted by the Ministry of Public Service and Administrative Reforms (MPSAR) regarding the migration exercise from NRB Regime to PRB Regime for the employees of the NTC. Given the scope and complexity of the matter, the MPSAR has been apprised that this issue will be considered by the Bureau after the publication of this Report.
- 75.4 For this review, the main submissions of staff side pertained to: review of salary; creation of additional levels; filling of vacant posts; payment of allowances for performing additional/higher duties; grant of duty remission; refund of mileage as well as grant of Continuous Professional Development. Management on its side, proposed a revision of salaries, creation of a few grades and payment of an On-call Allowance to some grades. Additionally, they requested the reinstatement of the grades of Assistant Procurement and Supply Officer and Assistant Financial Operations Officer.
- 75.5 The Bureau deems it relevant to point out that Management's proposals were discussed with the Human Resource Manager who was the only representative of the Corporation. During consultative meetings, appropriate explanations were provided to Management and Unions for those requests which, for technical reasons, could not be acceded to. Unions took note of a few existing provisions governing their Conditions of Service of which they were unaware. To substantiate its proposals, Management was required to submit further information to the Bureau. After examining the requests, we are strengthening the structure of the Corporation through the creation of the grades of Public Relations and Communication Officer and Internal Audit Officer as well as reinstating a few grades.

Public Relations and Communication Officer (New Grade)

- 75.6 Management has requested for the creation of a grade of Public Relations and Communication Officer to manage the internal and external communication of the NTC as well as to ensure transparency and open line communication with the public. In view of the functions of the Corporation and the need for public awareness on matters relating to transport services, we are creating a dedicated grade to provide the public with essential information across all communication platforms.

Recommendation 1

- 75.7 We recommend the creation of a grade of Public Relations and Communication Officer. Appointment thereto should be made by selection from among candidates possessing a Diploma in Communication or Journalism or Public Relations or an equivalent qualification and reckoning at least five years' experience in the field of Communication and Public Relations.**

- 75.8 Incumbent would be required, among others, to: plan, implement and evaluate communication strategies; manage all internal and external communications; assist in the public relations affairs of the Corporation; monitor daily the activities of the Control Unit and the hotline and ensure that public queries/complaints are properly attended to; look out for customer service issues and escalations on social channels as well as to contribute to and implement major incident communication plans; produce briefs, newsletters or any in-house journals or any other communication material for the Corporation; and plan and organise award ceremonies and any official function of the Corporation.

Internal Audit Officer (New Grade)

- 75.9 As reported by Management, the Risk, Governance and Audit Committee has recommended in its Audit Plan that the Internal Audit Section be provided with additional assistance to enable accomplishment of the audit works as set out in the Audit Plan. Presently, the Internal Audit Section consists of a grade of Internal Auditor/Senior Internal Auditor who is assisted by a Financial Operations Officer in the performance of his duties. Taking into account the financial responsibility of the Corporation and to ensure good governance, the Bureau considers that a grade of Internal Audit Officer is vital and is recommending accordingly.

Recommendation 2

- 75.10 We recommend the creation of a grade of Internal Audit Officer. Appointment thereto should be in line with the recommendation made in the Chapter on Observations and General Provisions of this Volume.**
- 75.11 Incumbent would be required, *inter alia*, to: carry out audit in the Finance, Stores and other operations of the Corporation in accordance with internal audit programmes and procedures; prepare draft queries, memoranda and inspection reports; ensure that the audit works are carried out in accordance with established

International Standards for the professional practice of Internal Auditing and regulations in force; carry out spot and surprise checks as and when required; assist in examining annual statements and perform checks and verifications; and assist in ensuring that recommendations made on audit findings are implemented.

Assistant Financial Operations Officer

Assistant Procurement and Supply Officer

75.12 Following a restructuring of the Financial Operations Officer Cadre and Procurement and Supply Officer Cadre, the grades of Assistant Financial Operations Officer and Assistant Procurement and Supply Officer in Parastatal Bodies were made evanescent in the 2013 PRB Report. During meeting, Management acknowledged that these two levels would be the feeder grade in their respective Cadre and hence, should be reinstated. We are recommending in that direction.

Recommendation 3

75.13 We recommend that the grades of Assistant Financial Operations Officer and Assistant Procurement and Supply Officer be reinstated. Appointment thereto should, henceforth, be in line with the recommendations made in the Chapter on Observations and General Provisions of this Volume.

75.14 We further recommend that following the reinstatement of the grades of Assistant Financial Operations Officer and Assistant Procurement and Supply Officer, consequential amendments should be brought to the schemes of service of the grades of Financial Operations Officer and Procurement and Supply Officer respectively, in line with recommendations made in the Chapter on Observations and General Provisions of this Volume.

Traffic Controller

75.15 In the 2008 PRB Report, subsequent to the creation of the grade of Traffic Executive, the grade of Traffic Controller, which is presently vacant, was made evanescent. Management has requested to reinstate the grade as its services would still be required. We are recommending accordingly.

Recommendation 4

75.16 We recommend that the grade of Traffic Controller be reinstated.

NTC Regional Manager

75.17 The core functions of the NTC are provided through its five regional offices, each under the responsibility of a NTC Regional Manager, who is in charge, *inter alia*, for the revenue generation, control of cost of operations, human resource management practices, maintaining good industrial relations as well as for the assets of regional offices. It has been submitted that the work complexity of the grade of NTC Regional Manager has evolved over the years. Subsequently, Management has requested for a review of the salary of the grade. While

examining the request and the newly filled in Job Description Questionnaires, the Bureau took note of the exceptionally demanding nature of the Corporation which requires incumbents to ensure the continuity of the transport services after their normal working hours. **All these elements have been taken into consideration in arriving at the revised salary of the grade.**

Filling of Vacancies

- 75.18 The Bureau observed that several grades on the establishment of the NTC are vacant including the grade of Deputy General Manager and this issue was also reported by the staff side. During consultation, representatives of the NTC apprised that the Corporation is encountering difficulties in filling the vacancies due to absence of suitable candidates. On its side, the Bureau believes that as there are no dearth of qualified candidates in the market, the unfilling of positions would have consequential impact on the proper functioning of the organisation. **With a view to addressing such problems, Management is advised to carry out a Human Resource Planning exercise as outlined in the Chapter on Observations and General Provisions of this Volume.**

Movement Beyond Top Salary

- 75.19 Officers in the grades of Human Resource Officer/Senior Human Resource Officer and Senior Financial Operations Officer (Future Holder) should be allowed to move incrementally beyond top salary subject to meeting certain criteria. **Recommendations thereto related have been made in the Chapter on Observations and General Provisions of this Volume.**

Mode of Appointment of Management Support Officer

- 75.20 Further to the grievances expressed by the Unions regarding the mode of appointment of the grade of Management Support Officer wherein the NTC resorted to the filling of the post from external candidates rather than from internally qualified Clerical Officer/Higher Clerical Officers now restyled Clerical Officer, the views of Management were sought thereon. During meeting, Management confirmed the averment made by the staff side, and hence requested the abolition of the grade of Clerical Officer/Higher Clerical Officer now restyled Clerical Officer. The Bureau emphasised that the current practice adopted by the Corporation represents a major derogation from the recommendations of the 2016 PRB Report. Resultantly, the NTC withdrew its request. Nevertheless, **with a view to avoiding any cases of industrial disputes, the Bureau reiterates that the NTC should stand guided by the provisions of the PRB Report and the prescribed scheme of service in filling of vacancies.**

Scheme of Service

- 75.21 Though the Bureau has repeatedly recommended that the guidelines for the prescription/review of schemes of service as established by the MPSAR should be adhered to, it has again been reported during consultative meetings that amendments to schemes of service are still being made without following the

proper channel. The Bureau strongly deters such practice since it often leads to cases of industrial disputes. **In the circumstances, the Bureau considers that Management of NTC should follow the established procedures designed by the MPSAR regarding the prescription/review of a scheme of service.**

Abolition of Grades

75.22 As the grades of Executive Officer (Personal to offices in post as at 31.12.15) and Senior Computer Operator (Personal) are vacant, they are being abolished.

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SALARY SCHEDULE

NTC 1	:	Rs 23345 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35280 <i>Office Auxiliary/Senior Office Auxiliary formerly Office Attendant</i>
NTC 2	:	Rs 28545 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 38215 <i>Head Office Auxiliary formerly Head Office Attendant</i>
NTC 3	:	Rs 23945 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 40110 <i>Telephone Operator/Receptionist</i>
NTC 4	:	Rs 25445 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 44960 <i>Word Processing Operator</i>
NTC 5	:	Rs 25745 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 45930 <i>Clerical Officer formerly Clerical Officer/Higher Clerical Officer</i>
NTC 6	:	Rs 26645 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 <i>IT Support Officer</i>
NTC 7	:	Rs 28225 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 <i>Management Support Officer</i>

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NTC 8	:	Rs 29215 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 Assistant Financial Operations Officer Assistant Procurement and Supply Officer
NTC 9	:	Rs 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 Traffic Controller
NTC 10	:	Rs 29215 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 55950 Internal Audit Officer (New Grade)
NTC 11	:	Rs 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 55950 Confidential Secretary
NTC 12	:	Rs 34160 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 55950 Financial Operations Officer Procurement and Supply Officer
NTC 13	:	Rs 34720 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 55950 Senior Traffic Controller
NTC 14	:	Rs 32615 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 57400 Office Management Assistant
NTC 15	:	Rs 31365 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 Human Resource Officer/Senior Human Resource Officer
NTC 16	:	Rs 41080 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 Senior Financial Operations Officer (Future Holder)
NTC 17	:	Rs 31365 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 60600 Public Relations and Communication Officer (New Grade) Technical Officer (Electrical and Electronics)

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- NTC 18 : Rs 41080 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350**
Senior Financial Operations Officer (Personal)
- NTC 19 : Rs 31365 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 64200**
Safety and Health Officer/Senior Safety and Health Officer
- NTC 20 : Rs 33600 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 64200**
Industrial Relations Officer
- NTC 21 : Rs 31365 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900**
Technical and Mechanical Officer/Senior Technical and Mechanical Officer
- NTC 22 : Rs 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750**
Traffic Planner
- NTC 23 : Rs 38215 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750**
IT Analyst
formerly Systems Analyst
- NTC 24 : Rs 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 80000**
Corporate Secretary
NTC Regional Manager
- NTC 25 : Rs 41080 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750**
Accountant/Senior Accountant
Internal Auditor/Senior Internal Auditor
- NTC 26 : Rs 42050 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750**
Administrative Manager
IT Manager (Personal)

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- NTC 27 : Rs 43990 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750**
Mechanical Engineer/Senior Mechanical Engineer
- NTC 28 : Rs 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750**
Procurement and Supply Manager
- NTC 29 : Rs 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500**
Financial Controller
HR Manager
- NTC 30 : Rs 71700 x 1900 - 75500 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000 x 4000 - 114000**
Chief Engineer
Traffic Manager
- NTC 31 : Rs 110000 x 4000 - 122000**
Deputy General Manager
- NTC 32 : Rs 150000**
General Manager

