

106. TOURISM AUTHORITY

- 106.1 Founded in 2004, the Tourism Authority (TA) is the regulatory and licensing body of the tourism industry in Mauritius. To this end, the TA licenses, regulates and supervises the activities of tourist enterprises, tourist accommodations, pleasure crafts, skippers, canvassers and whale and dolphin watching to ensure that they comply with the existing regulations, standard, norms and guidelines. Classification of hotels into grades starting from two star to five star; enhancing the tourism product portfolio and cleaning, embellishment and upgrading of tourist sites and iconic places are some of the other responsibilities of the TA.
- 106.2 A Director, who is at the helm of the TA, holds the overall responsibility for its effective administration, control and management. The latter is assisted by the Deputy Director, Managers and a cohort of professional and technical staff who are responsible for the core functions, while administrative and General Services staff at various levels along with employees in the Workmen's Group provide support for the other activities.
- 106.3 For the current review exercise, both Management and Unions have submitted more or less similar proposals comprising, among others, creation and restyling of grades; amendment to schemes of service; uplifting of salary; and upgrading of qualifications requirement.
- 106.4 After examination and based on operational requirements, we are providing the TA with new positions to enable it to deliver its services effectively.

Examiner (New Grade)

- 106.5 The Skipper Unit is required, among others, to conduct competency tests for aspiring Skippers. At present, this function is being carried out by an Assistant Examiner and a pool of trainers employed on contractual basis. In order to strengthen accountability and effectiveness of the Unit, a case has been made for the creation of a grade of Examiner/Surveyor. In the same vein, a proposal has been made for the grade of Assistant Examiner to be restyled Assistant Examiner/Surveyor. We have examined these proposals and consider that while there is need to reinforce the Unit, the existing appellations should be maintained.

Recommendation 1

- 106.6 **We recommend the creation of a grade of Examiner. Appointment thereto should be made by selection from among candidates possessing a Certificate of Competency as Class 1 Master Mariner or an equivalent qualification and reckoning at least three years' experience in Marine Navigation.**
- 106.7 Incumbent would, *inter alia*, be required to: plan a yearly programme for the conduct of skipper examinations; prepare questionnaires in line with the syllabi; plan for practical examinations at sea; be responsible for the Provisional Skipper's Licenses; carry out surveys/inspections of pleasure crafts to ensure their

seaworthiness and extend such assistance as required by the Police/National Coast Guard (NCG) in the investigation of cases of collisions/mishaps at sea.

AIS Controller (New Grade)

106.8 In view of its plan to set up an Automatic Identification System (AIS) Monitoring Unit for the monitoring of the movement of pleasure crafts on a 24-hour basis, Management has requested for the creation of a number of grades to staff the Unit. After examination, and considering that the project is still in its early phase, we are, at this juncture, providing only for the grade of AIS Controller so that the Department may start its activities.

Recommendation 2

106.9 We recommend the creation of a grade of AIS Controller. Appointment thereto should be made by selection from among candidates:

- (i) possessing the Certificate of Competency as Deck Rating in Marine Navigation and proof of having served as such in the Merchant Navy or an equivalent qualification; and**
- (ii) reckoning at least three years' post-qualification experience in Marine Navigation and Maritime Operations.**

106.10 Incumbent would be required, among others, to: ensure operational status of all equipment; have good situational awareness of pleasure crafts at sea; maintain tracks of all pleasure crafts especially those operating outside the lagoon; report on suspicious movement of pleasure crafts; maintain tracks on a navigational chart in respect of pleasure craft deemed to be suspicious and maintain records of all marine VHF radio communications and telephonic conversations with the NCG as per the Standard Operating Procedures.

Cleaning and Embellishment Unit

106.11 The Cleaning and Embellishment Unit is involved in various cleaning projects for the embellishment and uplifting of the various tourist sites including beaches, across the island and islets. It also provides support to other cleaning agencies and is currently manned by General Workers, among whom some are assigned the duties of Supervisor, Driver and Stores Assistant. Some of these employees are also required to perform skilled duties. To this effect, requests have been made by the different parties for the creation of various grades for the proper functioning of the Unit. After examination, we are providing for those grades deemed justified.

Field Supervisor (New Grade)

Recommendation 3

106.12 We recommend the creation of a grade of Field Supervisor. Appointment thereto should be made by selection from among serving employees of the TA who possess the Certificate of Primary Education or the Primary School

Achievement Certificate and reckon at least five years' service in a substantive capacity in their grades.

- 106.13 Incumbent in the grade of Field Supervisor would be required, among others, to: distribute work to employees under his supervision and maintain discipline; exercise site supervision and ensure that the work is properly performed; prepare daily progress of work of his team; keep an inventory of tools and materials issued to him and the workers; keep record of the daily attendance; ensure proper usage of materials on site of work; and record movement of vehicles on site.

Handy Worker (Multi-Skilled) (New Grade)

Recommendation 4

- 106.14 **We recommend the creation of a grade of Handy Worker (Multi-Skilled). Appointment thereto should be made by selection from among candidates possessing the National Trade Certificate (Level 3) or the National Certificate (Level 3) in any one of the following trades: Electrical, Plumbing and Pipe Fitting, Painting, Masonry works, Carpentry, Mechanical and Welding or an equivalent qualification and reckoning at least two years' relevant experience in any two other trades mentioned above.**
- 106.15 The Handy Worker (Multi-Skilled) would be required, *inter alia*, to perform duties as may be assigned as per the respective certified trade; undertake minor repairs and maintenance works in the trade for which relevant experience has been claimed; and provide general assistance on sites of work and carry out cleaning and embellishment works.

Driver (New Grade)

Recommendation 5

- 106.16 **We recommend the creation of a grade of Driver. Appointment thereto should be made by selection from among serving employees of the TA possessing the Certificate of Primary Education or Primary School Achievement Certificate or an equivalent qualification and possessing a valid driving licence (manual gear) to drive cars or vans or minibuses or lorries up to five tons.**
- 106.17 The Driver would be required, among others, to: drive vehicles of the TA for the conveyance of staff and visitors, materials and equipment; carry out simple checks/maintenance tasks; report any defect observed to the Officer-in-Charge of transport; and attend to minor repairs.

Stores Assistant (New Grade)

Recommendation 6

- 106.18 **We recommend the creation of a grade of Stores Assistant. Appointment thereto should be made by selection from among serving employees of the TA possessing the Certificate of Primary Education or Primary School Achievement Certificate or an equivalent qualification.**

- 106.19 Incumbent in the grade of Stores Assistant would be responsible, *inter alia*, for: opening and closing of stores premises; keeping records of tools, materials and other stores items received and issued to workers; carrying out inventory of tools, equipment and other items at regular intervals; ensuring that items of stores or shelves are properly arranged and maintained; and ensuring that all packing materials and empty crates are removed from stores.

Schemes of Service – Manager, Licensing

Manager, Monitoring and Compliance

Manager, Tourism Product Development and Innovation

- 106.20 At present, appointment to the grades of Manager, Licensing; Manager, Monitoring and Compliance; and Manager, Tourism Product Development and Innovation are made from candidates possessing a Degree or Master's Degree in certain specific fields together with some years of post-qualification experience in the tourism sector. These grades are currently vacant and the responsibilities attached thereto are being assumed by officers of the Tourism Enforcement Officer Cadre. To this effect, Management has requested that these grades be filled from Principal Tourism Enforcement Officers and in the absence of suitably qualified candidates, recruitment to be made from external candidates possessing the required qualifications.
- 106.21 Amendment to schemes of service is normally the prerogative of Management. However, in the present case, it is observed that the serving officers have, over the years, acquired the relevant experience and those possessing the required qualifications stand a fair chance to be appointed to the higher positions. Hence, to provide a clear career path for the latter, we are making appropriate provisions.

Recommendation 7

- 106.22 We recommend that Management should consider amending the schemes of service of the grades of Manager, Licensing; Manager, Monitoring and Compliance; and Manager, Tourism Product Development and Innovation such that, henceforth, these are filled from Principal Tourism Enforcement Officers and candidates possessing the qualifications listed in the existing schemes of service.**

Scheme of Service – Office Management Assistant

formerly Higher Executive Officer

Recommendation 8

- 106.23 We recommend that the grade of Office Management Assistant *formerly Higher Executive Officer* should be filled by promotion of officers in the grade of Executive Officer (Personal). Upon complete phasing out of the grade of Executive Officer (Personal), appointment should be made by selection from among officers in the grade of Management Support Officer reckoning at least four years' service in a substantive capacity in the grade.**

Flexibility for determination of salary package

106.24 Under existing arrangements, the TA is vested with the flexibility to determine the salary package of incumbents in grades where challenges are encountered in attracting and retaining suitably qualified and experienced candidates. Given the importance of the tourism sector to the Mauritian economy, we are maintaining this provision.

Recommendation 9

106.25 We recommend that, in case of difficulty in the recruitment and retention of high calibre professionals in certain specific grades, incumbents may be granted a remuneration package comprising a negotiable salary in the salary range of respective level, along with an allowance in consideration of the following:

- (i) skills and competencies;
- (ii) international experience/exposure in the specific field;
- (iii) proven track record (locally and at international level); and
- (iv) alternative modes of recruitment.

Movement beyond top for Human Resource Officer/Senior Human Resource Officers

106.26 Human Resource Officer/Senior Human Resource Officers are allowed to move incrementally beyond their top salary subject to meeting certain criteria. **Recommendation thereto related has been made in the Chapter on Observations and General Provisions of this Volume.**

106. TOURISM AUTHORITY SALARY SCHEDULE

TA 1	:	Rs 30265 Safety and Health Officer (Part Time)
TA 2	:	Rs 17975 x 175 - 18500 x 200 - 18900 x 225 - 20925 x 250 - 22175 x 270 - 22445 x 300 - 26945 x 320 - 28865 x 350 - 30615 General Worker
TA 3	:	Rs 23345 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 33600 Office Attendant (Ex-SMEDA) (Personal) Stores Assistant (New Grade)
TA 4	:	Rs 23645 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 33600 Documentation Assistant

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TA 5	:	Rs 23345 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35280 Office Auxiliary/Senior Office Auxiliary <i>formerly Office Attendant</i>
TA 6	:	Rs 24245 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 Driver (New Grade) Driver/Office Auxiliary <i>formerly Driver/Attendant</i>
TA 7	:	Rs 25745 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 Field Supervisor (New Grade)
TA 8	:	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 Receptionist/Telephone Operator
TA 9	:	Rs 25145 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 Handy Worker (Multi-Skilled) (New Grade)
TA 10	:	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 Clerk/Word Processing Operator Skipper
TA 11	:	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 Management Support Officer
TA 12	:	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 Accounts Clerk Assistant Procurement and Supply Officer Executive Officer (Personal)
TA 13	:	Rs 27265 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 x 1100 - 51200 Tourist Warden

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TA .14	:	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
TA 15	:	Rs 34160 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 55950 Procurement and Supply Officer
TA 16	:	Rs 27905 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 x 1100 - 54500 QB 55950 x 1450 - 57400 Assistant Public Relations Officer
TA 17	:	Rs 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 x 1100 - 54500 x 1450 - 57400 AIS Controller (New Grade)
TA 18	:	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 Tourism Enforcement Officer
TA 19	:	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 <i>formerly Higher Executive Officer</i>
TA 20	:	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
TA 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 - 60600 ICT Technician
TA 22	:	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 Assistant Examiner
TA 23	:	Rs 43990 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 Senior Tourism Enforcement Officer

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TA 24	:	Rs 33600 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 53400 QB 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 71700 Accounting Technician/Senior Accounting <i>formerly Accounting Technician</i>
TA 25	:	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 Public Relations/Customer Care Officer Training Co-ordinator
TA 26	:	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 <i>formerly IT Officer</i>
TA 27	:	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 - 77750 Administrative Officer Internal Auditor
TA 28	:	Rs 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750 Principal Tourism Enforcement Officer
TA 29	:	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
TA 30	:	Rs 52300 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 Examiner (New Grade) Manager, Administration and Corporate Services Manager, IT (Personal) Manager, Licensing Manager, Monitoring and Compliance Manager, Tourism Product Development and Innovation
TA 31	:	Rs 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000 x 4000 - 118000 Deputy Director

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TA 32 : Rs 150000

Director

