



Republic of Mauritius

Ministry of Labour,  
Industrial Relations,  
Employment & Training  
(LABOUR DIVISION)

Ministry of Labour, Industrial Relations,  
Employment and Training  
(Labour Division)  
Victoria House, Corner St Louis & Barracks Street, Port Louis  
Level 1-9  
Tel: 2072600 / Fax : 2123070  
Email : [mol@govmu.org](mailto:mol@govmu.org)  
Website : [labour.govmu.org](http://labour.govmu.org)

Customer Charter



## **This Charter – Our Pledge to the People**

The Citizen's Charter is a guide which provides useful and comprehensive information on services provided by the Labour Division of the Ministry of labour, Industrial Relations, Employment and Training. It aims at providing a high level of services to members of the public as well as safeguarding the rights of the citizens in obtaining relevant services from the Ministry. It also aims at providing a better working relationship between the public officers and the members of the public.

This charter covers services provided by the Ministry of labour, Industrial Relations, Employment and Training.

### **Under this charter we:**

- Set the standards and targets for our services;
- List information on our various services to the public;
- Inform the public where and how information on our services can be obtained; and
- Provide information on addresses/telephone numbers of sections to be contacted.

### **Our Vision**

That all Mauritians have access to gainful and productive employment and that the work environment be safe and conflict-free.

### **Our Mission**

- To promote industrial peace and harmony and to protect the fundamental rights and dignity of workers;
- To enhance productivity and the general well-being of the workforce through improvement in standards of safety and health and prevention of occupational diseases and injuries at the workplace;
- To facilitate the employment of jobseekers, provide assistance and guidance with regard to employment prospects and regulate the employment of migrant workers; and
- To regulate the functioning of associations and trade unions

### **Our Core Values**

**Integrity:**We are guided by the highest standards of professional ethics.

**Quality:** We are result-oriented and are committed to provide services of the highest quality in a timely manner.

**Team Spirit:**We foster teamwork and the sharing of information and resources.

## **Charter Coverage**

This Charter gives an overview of the services and activities of the different Divisions in the Ministry namely:

- (i) Labour and Industrial Relations Division;
- (ii) Occupational Safety and Health Division;
- (iii) Registry of Associations;
- (iv) National Remuneration Board;
- (v) Commission for Conciliation and Mediation;

## **1. Labour and Industrial Relations Division**

### **1.1 The Labour and Industrial Relations Division consists of the following Sections:**

- (i) Inspection and Enforcement Section;
- (ii) Prosecution Unit;
- (iii) Conciliation and Mediation Section;
- (iv) Labour Standards Section;
- (v) Research, Legislation and Information, Education and Communication Sections;
- (vi) Workfare Programme Unit; and
- (vii) Special Migrant Worker's Unit

### **1.2 The Inspection and Enforcement Section**

- (i) Responsible for the application of all labour legislations that regulate payment of remuneration and conditions of employment;
- (ii) Carrying out inspections at places of work to enforce labour legislations;
- (iii) Register complaints and enquiring with a view to promoting settlement;
- (iv) Process application for Workfare Programme;
- (v) Enforcement of the Workmen's Compensation Ordinance in sectors where the National Pensions Act does not apply;
- (vi) Tender advice to workers and employers and their respective organisations to understand their rights and obligations and to improve the labour relationship existing between them;
- (vii) Initiate civil and criminal proceedings on behalf of workers against employers;
- (viii) Responsible for ascertaining that bona fide cases of dismissal on ground of reduction of workforce or closure are referred to the Employment Relations Tribunal;
- (ix) Carry out enquiries on labour and industrial relations issues; and
- (x) Assist workers in disciplinary committees upon request made by them.

### **Contact Details**

Inspection and Enforcement Section  
4th& 5th floors, Victoria House  
C/r Barracks & St Louis Streets  
PORT LOUIS  
Tel: 207 2600  
Fax: 208 1541

## LIST OF LABOUR OFFICES (as at 30 September 2016)

S.N	LABOUR OFFICES	OPENING HOURS
1.	Port Louis Labour Office	08.45 – 16.00 hrs (Mondays to Fridays)
2.	Bambous Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
3.	Chemin Grenier Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
4.	Curepipe Labour Office	08.45 – 16.00 hrs (Mondays to Fridays)
5.	Flacq Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
6.	Grand Bay Labour Office	12.30 – 16.00 hrs (Tuesdays and Thursdays)
7.	Goodlands Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
8.	Mahebourg Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
9.	Pamplemousses Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
10.	Quatre Bornes Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
11.	Rivière des Anguilles Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
12.	Rivière du Rempart Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
13.	Rose Belle Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
14.	Rose Hill Labour Office	08.45 – 16.00 hrs (Mondays and Fridays)
		12.30 - 16.00 hrs (Tuesdays, Wednesdays and Thursdays)
15.	St Pierre Labour Office	12.30 – 16.00 hrs (Mondays to Fridays)
16.	Triolet Labour Office	12.30 – 16.00 hrs (Mondays, Wednesdays and Fridays)
17.	Vacoas Labour Office	08.45 – 16.00 hrs (Mondays to Fridays)

Inspection and Enforcement Section  
30/9/2016

## **1.2 The Prosecution Unit**

**The services offered by the Prosecution Unit are as follows:**

- (i) Vetting and lodging of civil and criminal cases on behalf of workers;
- (ii) Summoning witnesses to attend Court on date of Trial;
- (iii) Conducting trial (civil and criminal cases) and dealing with formal matters in open court and making relevant entries in files; and
- (iv) Briefing sessions with Plaintiffs regarding cases coming for Trial and carrying out researches regarding case laws.

### **Contact Details**

Prosecution Unit

Tel: 207 2688- 207 2684

Fax: 208 1541

Address: Ministry of Labour, Industrial Relations, Employment and Training  
5th Floor, Victoria House, Port Louis.

### **1.3 The Conciliation & Mediation Section**

The overall objective of the Conciliation and Mediation Section (CMS) is to promote collective bargaining and harmonious industrial relations at workplaces.

The Conciliation and Mediation Section of the Ministry carries out the following main functions:

- (i) Providing a conciliation service to the parties to a labour dispute which has not yet been reported to the Commission for Conciliation and Mediation;
- (ii) Advising the parties to refer the dispute to the Employment Relations Tribunal for voluntary arbitration;
- (iii) Keeping a register of collective agreements reached at the Conciliation and Mediation Section of this Division, the Commission for Conciliation and Mediation, or at the Employment Relations Tribunal;
- (iv) Dealing with miscellaneous problems and advising social partners in conflictual situations with a view to promoting Industrial Relations best practices which tend to impair harmonious industrial relations;
- (v) Prompt intervention in cases of stoppages of work;
- (vi) Supervision of Balloting prior to staging a strike;
- (vii) Investigation on complaints regarding industrial relations issues;
- (viii) Advising social partners at the workplace on the promotion of Industrial Relations best practices; and
- (ix) Providing information on industrial relations matters.

#### **Contact Details**

6th floor, Victoria House, Barracks Streets, Port Louis  
Telephone Number: 207 2600/ 207 2672  
Fax Number: 208 1626

## 1.4 The Labour Standards Unit

The Labour Standards Unit is responsible for -

- preparation and submission of replies to ILO on Surveys and Questionnaires;
- processing International Labour Instruments adopted at the International Labour Conference for tabling in the National Assembly;
- submission of regular reports on Ratified Conventions to the ILO regularly;
- submission of reports on Unratified Conventions to the ILO regularly;
- Preparation of programmes of visits for ILO experts and officials on mission in Mauritius and coordination of such visits;
- Secretarial duties for the Labour Advisory Council; and
- monitoring of the formulation and implementation of the Decent Work Country Programme (DWCP) for Mauritius.

### Contact Details

Address: Level 6, Victoria House,  
Corner Barracks & St Louis Streets, Port Louis  
Email: mir@govmu.org  
Tel: 207 2600/2668/2670/2672/2673  
Fax: 210 8154

## 1.5 The Research and Legislation Section (RLS) and The Information, Education and Communication Section (IECS)

### (a) The Research and Legislation Section

- (i) Responsible for research and the formulation of labour legislation;
- (ii) Drafting of Remuneration Regulations following final recommendation submitted to the Minister by the NRB;
- (iii) To maintain a record of labour laws and enactment; and
- (iv) To give technical advice on labour legal matters.

### (b) The Information, Education and Communication Section

- (i) Engage in the preparation, organisation and implementation of courses, seminars, workshops and talks for the benefit of workers in general, middle management and managers for sensitization to the world of work;
- (ii) Carry out preventive work with a view to promote harmonious industrial relations between workers and employers at the workplace, thereby sensitizing them of their rights and responsibilities; and
- (iii) Training of Staff.

### Contact Details

Research and Legislation Section and IEC Section  
6th Floor, Victoria House,  
c/r Barracks and St Louis Streets,  
Port-Louis  
Tel: 2072660/2072666/2072667



## 1.6 The Workfare Program Unit

- (i) Provide processing of application files and referral to the Ministry of Social Security for payment of Transition Unemployment Benefit;
- (ii) To provide immediate assistance to laid-off workers by offering them the choice of either being placed in a job through the Employment Service; or being trained and re-skilled for greater employability offered by an approved institution or starting up a small business through MyBiz.
- (iii) Payment of a Transition Unemployment Benefit (TUB) for a period of 12 months varying from 90% of his basic wages subject to a ceiling of Rs 16,655/- per month (exempt remuneration) for the first 3 months; 60% from the 4th to the 6th month and 30% from the 7th to the 12th month.

### Contact Details

Officer-in-Charge :Assistant Director

Tel: 207 2640

Fax: 208 2649

Address of the Unit:

Ministry of Labour, Industrial Relations, Employment and Training

7th Floor Victoria House, Port Louis.

Tel: 207 2600

Fax: 208 2649

## 1.7 The Special Migrant Workers Unit

The services offered by the Special Migrant Unit are as follows:

- (i) Registering of complaints from expatriate workers, enquiring into them with a view to reaching a settlement or otherwise reference to Industrial Court for determination;
- (ii) Tendering of information to expatriate workers /employers on phone or calling in person at the office;
- (iii) Carrying out routine inspections at undertakings employing expatriate workers to ensure compliance with the relevant labour legislations;
- (iv) Vetting of contracts of employment of expatriate workers submitted by employers; and
- (v) Prompt intervention in case of an unlawful strike with a view to putting an end to it, thus restoring industrial peace and stability.

Documents to be submitted

- (i) Copy of passport, contract of employment and work permit, payslip, among others; and
- (ii) 3 to 4 copies of the contract of employment to be submitted at the 7th Floor at the Unit.

Contact Details

Officer-in-Charge: Assistant Director

Tel: 207 2640

Fax: 208 1626

Address: Ministry of Labour, Industrial Relations, Employment and Training  
7th Floor, Victoria House, Port Louis. Tel: 207 2600 Fax: 208 1626

## **2. Occupational Safety and Health (OSH) Division**

The Occupational Safety and Health Division offers the following services:

- (i) carry out inspections at factories, workplaces, Employees' Lodging Accommodations and construction sites to ensure compliance with the occupational safety and health legislation;
- (ii) enquire into complaints on occupational safety and health issues made by employers, employees, trade unions and the public in general and make appropriate recommendations for remedial measures to be taken; and
- (iii) conduct training programmes on occupational safety and health for employers, employees, trade unions, Safety and Health Officers from different sectors of the economy;
- (iv) provide information on occupational safety and health issues;
- (v) enquire into occupational accidents and dangerous occurrences notified to the Occupational Safety and Health Division;
- (vi) prepare and disseminate sensitisation guidelines to contribution in inculcating an occupational safety and health culture;
- (vi) provide specialized engineering services to the Occupational Safety and Health Division and management of enterprises; and
- (vii) examine International Labour Organisation Conventions related to chemical, electrical, civil and mechanical engineering.

The Occupational Safety and Health Division consists of the following units:

### **2.1 The Enforcement Unit which is responsible to:**

- carry out inspection at all places of work and make appropriate recommendations for remedial measures;
- register all factories yearly and issue certificates of registration after payment of the prescribed fees;
- enquire into complaints made by employees, employers, trade unions and the public;
- establish contraventions and prosecute employers before the Industrial Court;
- conduct inspections in lodging accommodations of expatriate workers prior to the issue of Employees' Lodging Accommodation Permit. It also ensures that lodging accommodation provided to employees is of an acceptable standard in line with the provisions of the law; and
- carry out inspection on construction sites throughout the island and establish contravention whenever justified and issue prohibition orders for hazardous activities observed in the course of visits.

## **2.2 The Occupational Safety and Health Information and Training Centre which is responsible to:**

- plan, organise and implement national seminars on occupational safety and health at its training centre and on site;
- organise training programmes on site;
- organise ILO workshops;
- compile occupational safety and health statistics;
- prepare draft legislation on occupational safety and health;
- prepare and distribute guidelines on occupational safety and health;
- provide information on occupational safety and health issues to workers and employers;
- register Safety and Health Officers; and
- examine ILO Conventions on occupational safety and health and make appropriate replies.

## **2.3 The Accident Investigation and Prosecution Unit responsible to:**

- enquire into all notifiable occupational accidents and dangerous occurrences reported to the Occupational Safety and Health Division and make appropriate recommendations to prevent recurrence; and
- prosecute employers, wherever justified, for breach of the provisions of occupational safety and health legislation.

## **2.4 The Specialist Support Services Unit responsible to:**

- carry out specialised inspections, trainings and accident/dangerous occurrences investigation in the field of chemical, electrical, civil and mechanical engineering; and
- provide specialised training programmes.

## **2.5 Activities of/ Permits issued by the OSH Division**

### **2.5.1 Certificate of Registration of Factories**

Documents to be produced

- (i) Application Form;
- (ii) Factory Layout Plan and Site Plan;
- (iii) Copy of Certificate of Incorporation;
- (iv) Copy of National Identity Card; and
- (v) Copy of Business Registration Card

Note: originals of copies to be produced.

## **Time Frame**

Not less than 30 days before the operation of the factory

## **Sections applicable**

Section 88(3) of Occupational Safety and Health Act 2005

## **Procedures for application**

Duly filled application form set out in the Fifteenth Schedule of Occupational Safety and Health Act 2005 should be submitted to the Permanent Secretary within the time frame and with the required documents

## **Processes/Procedures**

- (i) Inspection is carried out prior to approval of the application for the Registration of factory; and
- (ii) Certificate of Registration of factory is issued against payment of appropriate registration fees (Occupational Safety and Health (Fees and Registration) Regulations 2007 annexed).

## **Eligibility Criteria**

In accordance with Section 91 of Occupational Safety and Health Act 2005

## **Any other Information**

- (i) In case of change of legal entity, a fresh application should be submitted to the Permanent Secretary and
- (ii) In case of cessation of business, the employer should notify the Permanent Secretary

## **2.5.2Renewal of Certificate of Registration of Factories**

### **Documents to be produced Application Form**

#### **Time Frame**

Not later than 30 days before expiry of the Certificate of Registration of factory.

#### **Sections applicable**

**Section 88(4) of Occupational Safety and Health Act 2005**

#### **Procedures for application**

Duly filled application form set out in the Fifteenth Schedule of the Occupational Safety and Health Act 2005, should be submitted to the Permanent Secretary within the time frame and with the required documents

## **Processes/Procedures**

Certificate of Registration of factory is issued against payment of appropriate registration fees (Occupational Safety and Health (Fees and Registration) Regulations 2007 annexed).

## **Eligibility of Criteria**

In accordance with Section 91 of Occupational Safety and Health Act 2005

## **Any other Information**

A surcharge of 50% of the prescribed fee is payable, if an application for renewal of certificate of registration is received later than 30 days before the expiry of the current certificate.

### **2.5.3 Registration of Boiler Inspectors and Machinery inspectors**

#### **Documents to be produced**

- (i) Application Letter;
- (ii) Copies of Academic Certificates;
- (iii) Copies of Certificate of registration as professional engineer; and
- (iv) Testimonial certifying 4 years practical experience relevant to the application

Note: Originals of copies to be produced.

## **Sections applicable**

### **Section 33 of Occupational Safety and Health Act 2005**

Occupational Safety and Health (Fees and Registration) Regulations 2007 annexed)

#### **Procedures for application**

Application letter should be submitted to the Permanent Secretary with the required documents

## **Processes/Procedures**

- (i) Candidate will be called for examination by the Boiler and Machinery inspectors Board on payment of the application fee; and
- (ii) Candidate will be registered as boiler and/or machinery inspector if successful on examination by the board and upon payment of the prescribed fee

## **Eligibility of Criteria**

### **Boiler Inspector:**

Either 4 years of practical experience and knowledge in the operation of steam boilers and steam receivers Or Recognised machinery inspector if successful on examination by the board and upon payment of the prescribed fee by a Classification Society.

### **Machinery Inspector:**

Proper knowledge of /and at least 4 years of the machineries

### **Any other Information**

An application shall not be entertained where the applicant has, within the past six months made an application which has been rejected by the Permanent Secretary.

## **2.5.4Registration of Steam Boiler**

### **Documents to be produced**

- (i) Duly filled Notification form for registration of a Steam Boiler by owner of the Steam Boiler prior to use; and
- (i) Manufacturer's Data Report of the Steam Boiler.

### **Sections applicable**

#### **Section 55 of Occupational Safety and Health Act 2005**

### **Procedures for application**

Duly filled Notification form as per First Schedule of the Occupational Safety and Health (Fees and Registration) Regulations 2007 for registration of a Steam Boiler should be submitted to the Occupational Safety and Health Division with the required documents.

### **Processes/Procedures**

- (i) Data filled in the Notification form for registration of a Steam Boiler is verified at place of work prior to approval; and
- (ii) Registration number of Steam Boiler is issued against payment of appropriate fee (Occupational Safety and Health (Fees and Registration) Regulations 2007 annexed)

## **Eligibility of Criteria**

### **Installation or transfer of Steam Boiler by owner.**

## **Any other Information**

The Steam Boiler should be examined by a Registered Boiler Inspector at least once every 12 months.

### **2.5.5 Registration of Safety and Health Officer**

#### **Documents to be submitted**

- (i) Application Form;
- (ii) Letter of employment from employer;
- (iii) Copy of Certificate of Incorporation of company;
- (vi) Copy of National Identity Card; and
- (v) Copies of applicable academic certificates

Note:

- (i) Letter of authorisation from full time employer to act as part time Safety and Health Officer; and
- (ii) Originals of national identity card and academic certificates to be produced.

#### **Sections applicable**

#### **Section 29 of Occupational Safety and Health Act 2005**

#### **Procedures for application**

Duly filled application form as per the Sixteenth Schedule of Occupational Safety and Health Act 2005 should be submitted to the Permanent Secretary with the required documents.

#### **Processes/Procedures**

Certificate of Registration of Safety and Health Officer is issued against payment of appropriate registration fees. (Occupational Safety and Health (Fees and Registration) Regulations 2007 annexed).

#### **Eligibility of Criteria**

Diploma in Occupational Safety and Health of the University of Mauritius or its equivalence certified by the Tertiary Education Commission

#### **Any other Information**

(i) In case the applicant is employed by more than one employer, he should submit a plan of work in respect of each employee; and

(ii) Any change in employment should be notified to the Permanent Secretary within 14 days.

### **2.5.6 Employees' Lodging Accommodation Permit**

#### **Documents to be produced**

- (i) Application Form;
- (ii) Copy of Health Clearance;
- (iii) Copy of Fire Clearance;



- (iv) Layout Plan and Site Plan of the building;
- (v) to be used as lodging accommodation
- (vi) Non-refundable processing fee of Rs 500.
- (vii) Copy of Business Registration Card
- (viii) Copy of Certificate of Incorporation of company
- (ix) Copy of National Identity Card for application made under personal name

**Note: Original of copies to be produced.**

### **Regulations applicable**

Regulation 6 of the Occupational Safety and Health (Employees' Lodging Accommodation) Regulations 2011

### **Procedures for application**

Duly filled application form together with required documents should be submitted to the Occupational Safety and Health Division.

### **Processes/Procedures**

- (i) Where the lodging accommodation satisfies the requirements of the regulation, the application is referred to the ELA Committee for determination; and
- (ii) Upon payment of prescribed fee, permit is issued.

### **Eligibility of Criteria**

Any dwelling place provided by an employer to an employee.

### **Process/Procedure for Appeal**

The employer may make an appeal to the Minister within 30 days of the revocation

### **Any other Information**

- (i) No Lodging Accommodation shall be located in the same building as the factory or place of work of the employee; and
- (ii) An application for the renewal of a permit shall be made to the Permanent Secretary within 3 months before the date of expiry of the permit and shall be accompanied with fresh clearances from the appropriate enforcing authorities.

## **2.5.7 Factory Building Permit**

### **Documents to be produced**

- (i) Application Letter;
- (ii) Site and Location plans together with detailed drawings showing elevation, sections and plans of each floor of the factory or building drawn to scale with proposed layouts of machinery and welfare facilities;

- (iii) Copy of Business Registration Card;
- (iv) Copy of Certificate of Incorporation of company; and
- (v) Copy of National Identity Card for application made under personal name.

**Note: Original of copies to be produced.**

**Time Frame**

To apply for Factory Building Permit at least 30 days before commencing construction

**Section applicable**

Section 87 of Occupational Safety and Health Act 2005

**Procedures for application**

Application to be submitted to the Permanent Secretary, at least 30 days before commencing construction with the required documents.

**Processes/Procedures**

Factory Building Permit is issued if all legal requirements are complied with and upon payment of prescribed fee

**Eligibility of Criteria**

In accordance with Section 91 of Occupational Safety and Health Act 2005.

**2.5.8 Scaffold Contractor's Permit**

**Documents to be produced**

- (i) Application Form;
- (ii) Copy of National Identity Card of applicant and Scaffold Supervisor;
- (iii) Copy of Business Registration Card;
- (iv) Registration Number under the National Pension Scheme;
- (v) Copy of academic certificates of Scaffold Supervisor;
- (vi) Proof of experience of Scaffold Supervisor in scaffold work;
- (vii) Non- Refundable processing fee of Rs 2000; and
- (viii) Copy of Certificate of Incorporation

**Note: originals of documents to be produced**

**Regulations applicable**

Regulation 54 & 56 of the Occupational Safety and Health (Safety of Scaffolds) Regulations 2013

**Procedures for application**

Duly filled application form in the form set out in Schedule 5 of the Occupational Safety and Health (Safety of Scaffolds Regulations 2013 together with documents mentioned in column 2 to be submitted to the Permanent Secretary

## **Processes/Procedures**

Once approved at the level of the Scaffold Contractor's Permit Committee, the permit is issued upon payment of a fee of Rs 10,000.

## **Eligibility of Criteria**

Any Scaffold Contractor

## **Process/Procedure for Appeal**

Any person aggrieved by the decision of the Permanent Secretary may appeal to the Minister within 14 days of the receipts of the notice

## **Any other Information**

- (i) The permit is non-transferable; and
- (ii) Any person who contravenes or knowingly gives false information or misleading information or fails to comply with these regulations shall commit an offence

## **Contact Details**

Address: 1st – 3rd Floors, Victoria House,  
Cnr. St. Louis and Barracks Streets, Port Louis  
Tel.: 207 2600  
Fax: 207 2630

### **3. Registry of Associations**

#### **3.1 The Division offers the following services:**

- (i) Registration of associations;
- (ii) Registration of trade unions;
- (iii) Registration of amendment of rules of associations;
- (iv) Registration of change of name of trade unions;
- (v) Registration of amendment of rules of trade unions; and
- (vi) Provision of model documents for registration, amendment of rules, annual return, security bond and form for request of copy of documents

#### **3.2 Documents to be produced to enable the provision of each of the services offered**

##### **3.2.1 Registration of Associations**

- notice of formation;
- application for registration;
- 2 copies of rules of the Association,
- a list of officers [committee members and auditor(s)], showing their titles, names and addresses;
- list of members showing, their names, occupations and addresses.
- a certified copy of the minutes of proceedings of the meeting at which the rules were approved and the officers, including auditors, were appointed;
- a notice of address of the office of the association.

(Note: The prescribed fee for registration is Rs 600)

##### **3.2.2 Registration of Trade Unions**

- application for registration;
- two copies of rules of the trade union;
- a certified copy of the minutes of proceedings of the meeting approving the formation of the trade union; and
- a statement of particulars.

(Note: The prescribed fee for registration is Rs 1200)

##### **3.2.3 Registration of amendments of rules of associations**

- application for registration of amendment of rules;
- two copies of amendments of rules;
- a certified copy of the minutes of proceedings of the general meeting at which the amendments to the rules were approved; and
- a declaration.

### **3.2.4 Registration of change of name of trade unions**

- application for registration of change of name of trade union;
- two certified copies of the amendment of rules;
- a certified copy of the minutes of proceedings of the general assembly where the resolution to change name was approved; and
- in case a ballot was taken, a certificate of ballot and a copy of each of the two daily newspapers in which notice of ballot was published.

(Note: The prescribed fee for registration of change of name is Rs 850)

### **3.2.5 Registration of amendments of rules of trade unions**

- application for registration of amendment of rules of trade union;
- two certified copies of the amendment of rules;
- a certified copy of the minutes of proceedings of the general assembly where the resolution to amend the rules was approved; and
- in case a ballot was taken, a certificate of ballot and a copy of each of the two daily newspapers in which notice of ballot was published.

(Note: The prescribed fee for registration of amendment of rules is Rs 600)

### **3.3 Time Frame for Delivery of Services**

- (i) Registration of associations: 4-6 weeks;
- (ii) Registration of trade unions: 30 days;
- (iii) Registration of amendments of rules of associations: 4-6 weeks;
- (iv) Registration of change of name of trade unions: 21 days;
- (v) Registration of amendments of rules of trade unions: 21 days; and
- (vi) Provision of model documents for registration, amendment of rules, annual return: immediately.

### **3.4 Procedures for Registration**

Associations and trade unions should submit to the Registrar of Associations statutory documents pertaining to registration and to pay, if any, the prescribed fees.

### **3.5 Laws/Regulations Governing the Service Delivery**

- (i) Registration of Associations Act and Regulations made under this Act; and
- (ii) Employment Relations Act and Regulations made under this Act

## **4. The National Remuneration Board**

### **4.1 The Guiding Principles are:**

- Independence;
- Timeliness;
- Confidentiality;
- Customer focus and Objectivity; and
- Team Spirit

### **4.2 Process–Review of Remuneration Orders**

- (i) The National Remuneration Board is only mandated to review sectors which are referred to it by the Minister responsible for the subject of labour. Sectors are referred to the Board under section 91 of the Employment Relations Act 2008;
- (ii) When a sector is referred to the Board by the Minister, the Board starts an investigation. It causes a notice to be published in the government gazette and 3 daily newspapers to invite interested parties to submit their written representations within a specified delay;
- (iii) The written representations are thereafter scrutinised and relevant parties are summoned by the Board to come and depone before it during Public Hearings;
- (iv) Following the Public Hearings, the Board starts its fact gathering exercise: the Technical Team of the Board conducts surveys on a list of sampled enterprises and carries out interviews with both employers and employees at different workplaces with a view to obtain maximum information; and
- (v) Following the Public Hearings and the investigation made by the technical team, the Board holds a series of Board meetings to discuss the issues raised by the different parties and it deliberates by way of a proposed recommendation.

### **4.3 Time Frame**

When the Board submits its Proposed Recommendations, it causes a notice to be published in the Gazette and in three daily newspapers to inform interested parties that the Proposed Recommendations can be collected at the seat of the office. From the date of the last publication of the notice, there is a statutory delay of:

- (i) 14 days for interested parties to submit their counter representations to the Board; and
- (ii) 28 days for the Board to submit its final recommendations to the Minister.

### **4.4 Counter Representations (Appeal):**

When counter representations are made within the statutory delay of 14 days, the Board considers the counter representations, makes further enquiries if so warranted and submits its final recommendations (which may be with or without amendments to the proposed recommendations) to the Minister within 28 days from the date of the last publication of the notice.

#### **4.5 Powers of the Minister in relation to Recommendations made by the Board**

When the minister receives the Board's final recommendations, he may:

- (i) Make regulations to implement the recommendation;
- (ii) Reject the recommendation and make no regulations or make regulations as he thinks fit or; and
- (iii) Refer the recommendation back to the Board with a request to reconsider the recommendation in the light of any observations he may make.

Where the Minister refers a recommendation back to the Board, the Board reconsiders its recommendations and submits a fresh recommendation to the Minister. Upon receipt of a fresh recommendation, the Minister may:

- (i) Make regulations to implement the Board's recommendation or
- (ii) Reject the recommendation and make no regulations or make regulations as he thinks fit.

#### **4.6 Any other information which may be helpful to the Public**

We respond to queries regarding wages and conditions of employment from members of the public, employers, employees and other stakeholders.

Upon request, we provide guidance to stakeholders in preparing and making representations to the Board.

We provide help/assistance to stakeholders in working out possible solutions to workplace conflicts linked to the implementation/ interpretation of Remuneration Orders and we channel them to the appropriate departments/institutions.

The National Remuneration Board is not an Enforcement body. The power of Enforcement Remuneration Orders is vested with the Enforcement Division of the Ministry.



## **5. Commission for Conciliation and Mediation**

The Commission for Conciliation and Mediation has been established under Section 87 of the Employment Relations Act 2008 (Act No. 32 of 2008) thereby replacing the Industrial Relations Commission (IRC) which was established under Section 41 of the repealed Industrial Relations Act 1973.

The main function of the Commission for Conciliation and Mediation is to provide conciliation, mediation and advisory services for promoting the improvement of industrial relations in the workplace.

### **Contact Details:**

Address: 3rd Floor, Crescent House  
Cnr Deschartres and Foucault Streets  
Port Louis  
Tel. No: 213 3600  
Fax No: 211 8943

## 4.7 Frequently Asked Questions:

### 1. Q: Can a worker or group of workers request the NRB to review a particular sector?

A: Strictly speaking NO. Only the Minister is habilitated to do so. However, a joint consultative or negotiating body composed of representatives of a substantial number of workers and of employers in an industry not covered by a collective agreement, may request the Minister to refer a particular sector to the Board for prescribing minimum wage and conditions of employment.

### 2. Q: Which sectors are covered by the Remuneration Order Regulations?

A: The Following sectors are catered for:

1. Attorneys' and Notaries' Employees (Remuneration) Regulations;
2. Baking Industry (Remuneration Order) Regulations;
3. Banks Fisherman and Frigo – workers (Remuneration Order) Regulations;
4. Blockmaking, Construction, Stone Crushing and Related Industries (Remuneration Order) Regulations;
5. Catering and Tourism Industries (Remuneration Order) Regulations;
6. Cinema Employees (Remuneration Order) Regulations;
7. Cleaning Enterprises (Remuneration Order) Regulations;
8. Distributive Trades (Remuneration Order) Regulations;
9. Domestic Workers (Remuneration) Regulations;
10. Electrical, Engineering and Mechanical Workshops (Remuneration Order) Regulations;
11. Export Enterprises (Remuneration Order) Regulations;
12. Factory Employees (Remuneration Order) Regulations;
13. Field – Crop and Orchard Workers (Remuneration Order) Regulations;
14. Light Metal and Wooden Furniture Workshops (Remuneration Order) Regulations;
15. Livestock Workers (Remuneration Order) Regulations;
16. Newspaper and Periodicals Employees (Remuneration Order) Regulations;
17. Nursing Homes (Remuneration Order) Regulations;
18. Office Attendants (Remuneration Order) Regulations;
19. Pre – Primary School Employees (Remuneration Order) Regulations;
20. Printing Industry (Remuneration Order) Regulations;
21. Private Secondary School Employees (Remuneration Order) Regulations;
22. Public Transport (Buses) Workers (Remuneration Order) Regulations;
23. Road Haulage Industry (Remuneration) Regulations;
24. Salt – Manufacturing Industry (Remuneration Order) Regulations;
25. Security Guards (Remuneration Order) Regulations;
26. Sugar Industry (Agricultural Workers) (Remuneration Order) Regulation;
27. Sugar Industry (Non – Agricultural Workers) (Remuneration Order) Regulations;
28. Tailoring Trade (Remuneration Order) Regulations;
29. Tea Industry Workers (Remuneration Order) Regulations; and

### 30. Travel Agents and Tour Operators Workers (Remuneration) Regulations

#### **3. Q: Can the National Remuneration Board act as an Enforcement body?**

A: No. the power of 'enforcement' of Remuneration Order is vested with the Enforcement Division of the Ministry

#### **4. Q: Is there any established frequency within which Remuneration Orders are reviewed?**

A: No. it is the Minister who decides which sector should be reviewed and when. He is guided in his decision by the provisions made in section 91 of the Employment Relations Act 2008

#### **5. Q: What is the average time frame for the review of a Remuneration Order?**

A: This depends on the complexity of the sector and the number of operators operating therein. The bigger the sector, the more time it takes to conduct the review.

#### **6. Q: Do information provided during the investigation remain confidential?**

A: The National Remuneration Board guarantees confidentiality of all information/ documents obtained in the course of its investigation.

#### **7. Q: What are the factors that are taken into consideration by the NRB when determining the level of minimum wage and conditions of employment?**

- A: (a) the interests of the persons immediately concerned and the community as a whole;
- (b) the need to promote decent work and decent living;
- (c) the need to promote gender equality and to fix wages on the basis of job content;
- (d) the principles of natural justice;
- (e) the need of Mauritius to maintain a favourable balance of trade and balance of payment;
- (f) the need to ensure the continued ability of the Government of finance;
- (g) development programmes and recurrent expenditure in the public sector;
- (h) the need to increase the rate of economic growth and to protect employment and to provide greater employment opportunities;
- (i) the need to preserve and promote the competitive position of local products in overseas market;
- (j) the capacity to pay of enterprises;
- (k) the need to develop schemes for payment by results and, as far as possible, to relate increased remuneration to increased labour productivity;
- (l) the need to prevent gains in the wages of workers from being adversely affected by price increases;

- (m) the need to establish and maintain reasonable differentials in rewards between different categories of skills and levels of responsibility;
- (n) the need to maintain a fair relation between the incomes of different sectors in the community;  
and
- (o) the principles and best practices of good employment relations.

Contact Details

Address: 3rd Floor, Crescent House,  
Cnr Faucault & Deschartres Streets, Port – Louis.

Tel: 2133600 -

Fax: 2118943 –

Email: [nrb@govmu.org](mailto:nrb@govmu.org)

## **5. Finance Section**

### **5.1 Services offered by the Finance Division are:**

- (i) Payment of salaries and allowances to staff of the Ministry;
- (ii) Payment for goods and services provided by suppliers; and
- (iii) Collection of fees in respect of:
  - Recruitment of Expatriate Licence and Work Permit by the Employment Division; and
  - Registration of factories, Trade Union fees and Lodging Accommodation by the Labour Division.

### **5.2 Cash Office:**

Hours of business: week days only

### **5.3 Labour Division:**

- From:0900hrs to 1200hrs
- From:1230hrs to 1500hrs

### **5.4 Employment Division:**

- From : 0900hrs to 1500hrs

### **5.5 Documents to be produced for Payment of Goods and Services:**

- Claims/invoices bearing Business Registration Number

### **5.6 Documents to be produced for Collection of Fees:**

- Voucher issued by Work Permit Unit, Counter Service Unit and Registry of Association

### **5.7 Other Information:**

- (i) Claims/invoices/vouchers are produced to enable the provision of services offered; and
- (ii) Payment is made to suppliers within 5 working days, if claim is in order; and
- (iii) As regards collection of revenue, receipts are issued immediately upon cash is collected.

## **5.8 Regulations Applicable:**

The service delivery is governed by Finance and Audit Act, Financial Management Manual and financial instructions issued as per circulars from Ministry of Finance and Treasury.

### **Contact Details:**

**Officer-in-Charge:** Manager Financial Operation

Tel: 207 2617 - Fax: 211 0019

Address: Ministry of Labour, Industrial Relations, Employment and Training  
8th Floor, Victoria House, Port Louis.

