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Senior Chief Executive's Statement



The Social Security Division (SSD) has the mandate to enhance Social Protection and promote National Solidarity for the welfare of the citizens. It also supports vulnerable segments of the population including persons living in absolute poverty, the elderly and persons with disabilities.

Thus, the SSD has always aimed to support the vulnerable groups with a view to establish an inclusive society where every citizen's needs are catered for.

With this mindset, I am presenting the Annual Report on Performance for the Social Security and National Solidarity Division year 2022-2023. Every employee of the Ministry has focused on diligently integrating experience acquired in previous years to complete the strategic objectives set out in the Government Programme and in the budget, especially after the daunting Covid-19 experience.

As we rolled into 2023, there were numerous challenges faced by this Ministry. Consequently, the setting up of a centralized database consolidating all Social Protection programmes is of utmost importance. The E-Social Security Project is in the pipeline and is expected to bring landmark changes in the Ministry's operations and several other activities to enhance our stakeholders experience and pace up with the realities of the day.

One of the major budget measures that were taken by government was the increase in all Basic Pensions by Rs1000 for all age brackets. The Financial assistance for Assistive Devices has also increased by at least 50 %. Additionally, a monthly Disability Allowance of Rs 2,500 has also been allocated for persons suffering from a disability between 40 to 59 %.

The Ministry of Social Integration, Social Security and National Solidarity has undergone a reinforcement of a workplace culture that inspires collaboration, empowers individuals, and cultivates the importance of diversity, equity and inclusion.

There are numerous challenges that we are coping with, thanks to the collaboration of staff as well as external stakeholders. There are some processes that need to be reengineered. My focus is on teamwork and to achieve our objectives, a communication strategy is in place so that the Ministry delivers as one institution.

Miss Maheshwaree Naraini Madhub

Senior Chief Executive

Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division)

PART I – About the Ministry

Vision and Mission



OUR VISION

To provide fair, equitable and responsive social protection in a sustainable manner to citizens of the Republic with special attention to senior citizens, persons with disabilities as well as vulnerable persons and to reinforce national solidarity



OUR MISSION

Promote and enhance social protection and national solidarity and empower persons with disabilities, elderly persons and local communities to improve their quality of life

Our Core Values



Our Commitments

- To be customer-centric
- To treat all applications/requests/complaints promptly
- To act with fairness, equity and integrity

Rights of Customers

- Be treated with courtesy, compassion and dignity
- Receive fair, equitable and impartial service
- Receive notification for decision relating to any application, request or complaint
- Appeal against any decision when you feel aggrieved
- Have your privacy respected and information about you kept confidential
- Give us feedback about our services and make any complaint you may wish
- Submit constructive suggestions to improve the quality of service provided by us

OBLIGATIONS OF CUSTOMERS

- Treat our staff with courtesy and respect
- Inform us of any change in your particulars, e.g. your address, income, departure from the country, as well as admission into hospital, prison, residential care home, etc.
- Reply to our requests/queries on time
- Be available when a request to visit you is made
- Produce all relevant documents required for the processing of your application/request or complaint
- Provide true and precise information required for determination of your claim for any benefit or social assistance

Our Customers are:

- Needy and destitute persons
- Elderly, widows and orphans
- Persons with Disabilities
- Residents of Charitable Institutions
- Persons facing severe personal hardship
- All employers and employees contributing to the National Savings Fund and the Workfare Programme Fund

Roles and Functions of the Ministry

The Ministry is mandated to provide a range of services as per hereunder:

- Social assistance in cash
- Allowances to purchase Assistive Devices like dentures, wheelchairs, spectacles and hearing aids
- Empowerment, welfare, protection and well-being of the Elderly
- Empowerment and welfare of Persons with Disabilities
- Unemployment Hardship Relief
- Contributory Pensions & Non-contributory Pensions under the National Pensions Act 1976, Social Benefits and Industrial Injury Allowances under the Social Contribution and Social Benefits Act 2021
- Transition Unemployment Benefit, Lump Sum and Health Insurance under the National Savings Fund
- Payment of Portable Retirement Gratuity Fund (PRGF)
- Payment of National Savings Fund Lump Sum

The Ministry also provides the following assistances through the different bodies operating under its aegis:

| Schemes/Programmes/Bodies | Range of Services |
|---|--|
| National Solidarity Fund | <ul style="list-style-type: none"> • Provides financial assistance to persons facing severe personal hardship |
| Training and Employment of Disabled Persons Board | <ul style="list-style-type: none"> • Prevents discrimination against persons with disabilities • Liaises with appropriate vocational training organisations and other training institutions for the training of persons with disabilities • Educates and sensitises employers on the importance of employing persons with disabilities and contribute to remove barriers or prejudices with regard to the employment of such persons • Operates and encourages schemes and projects for the training and employment of persons with disabilities • Improves generally the social and economic status and condition of persons with disabilities |
| National Council for the Rehabilitation of Disabled Persons | <ul style="list-style-type: none"> • Co-ordinates the activities of voluntary organisations catering for disabled persons • Promotes the development and expansion of rehabilitation services • Advises on aspects of disabled persons • Co-ordinates with private national and international agencies engaged in the rehabilitation of disabled persons and to disseminate technical information received from these sources |
| Residential Care Homes Board | <ul style="list-style-type: none"> • Exercises general supervision and control over residential care homes • Establishes codes of practice for residential care homes and monitors compliance with the codes • Effects inspection visits at residential care homes to ensure compliance with existing legislations |

| Schemes/Programmes/Bodies | Range of Services |
|---------------------------|--|
| | <ul style="list-style-type: none"><li data-bbox="746 232 1430 302">• Processes applications for residential care home licences |

Senior Management Team

| Administrative Cadre | |
|-----------------------------|--|
| 1 | <p>Miss Maheswaree Naraini MADHUB, Senior Chief Executive Thru' Confidential Secretary Phone: 207 0632 Ext: 0632 Fax: 212 9896 Email: mmadhub@govmu.org</p> |
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| 3 | <p>Mrs Savitree BAHADOOR, Deputy Permanent Secretary Thru' Confidential Secretary Phone: 207 0636 Ext: 0636 Fax: 211 6564 Email: sbahadoor@govmu.org</p> |
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| 5 | <p>Mr Santosh BUTON, Assistant Permanent Secretary Phone: 207 0645 Ext: 0645 Email: sbuton@govmu.org</p> |
| 6 | <p>Mr Muhammad Inteaz NUSSURALLY, Assistant Permanent Secretary Phone: 207 0649 Ext: 0649 Fax: 213 0306 Email: minussurally@govmu.org</p> |
| 7 | <p>Mrs Minackshi Devi RAMSAMY, Assistant Permanent Secretary Phone: 207 0646 Ext: 0646 Fax: 213 0184 Email: mdramsamy@govmu.org</p> |
| 8 | <p>Miss Yasoudha MUKOOL, Assistant Permanent Secretary Phone: 2070647 Ext: 0647 Fax: 211 6564 Email: ymukool@govmu.org</p> |
| 9 | <p>Mrs Moheene LUCKNAUTH, Assistant Permanent Secretary Phone: 207 0648 Ext: 0648 Fax: 213 0317</p> |

| Social Security Cadre | |
|------------------------------|--|
| 1 | Mr Riad Ali SHADOOBACCUS, Commissioner, Social Security (01.07.2022-05.03.2023) (Retired on 06.03.2023) Thru' Confidential Secretary Phone: 207 0638 Ext: 0638 Fax: 213 1182 Email: rshadoobaccus@govmu.org |
| 2 | Mr Navin Kumar CALEECHURN, Commissioner, Social Security (W.e.f 09.06.2023) (Retired on 29.06.2023) Thru' Confidential Secretary Phone: 207 0644 Ext: 0644 Fax: 211 3036 Email: ncaleechurn@govmu.org |
| 3 | Mr Tage Narayen Kodi RAMANAH, Ag Commissioner Social Security (29.06.2023 – 30.06.2023) Phone: 207 0625 Ext: 6798,6799,6800 Email: tkodi-ramanah@govmu.org |
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| 6 | Mr Ismael Sheik Issack IMRIT, Assistant Commissioner, Social Security (Upper Plaine Wilhems, South) Email: |
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| 8 | Mr Asraf Ally RUJBALLY, Assistant Commissioner Social Security (Training and Research, Contributions Branch, Disaster Management, PRGF, TUB, NSF, PRO) Phone: 207 0625 Ext: 6799 Email: arujbally@govmu.org |
| 9 | Mr Manojkumar JODHOA, Assistant Commissioner Social Security (Welfare of Elderly Persons Protection Unit) Email: |
| 10 | Mrs Vijaye Lakshmee BURHOO, Assistant Commissioner Social Security (Port Louis, Black River, Social Register of Mauritius) Phone: 207 0625 Ext: 6799 Email: vburhoo22@gmail.com |

| | |
|---------------------------------------|---|
| 11 | Mr Teeneevash Mooteelall CHOOLHUN, Ag. Assistant Commissioner Social Security (Benefits Branch) |
| 12 | Mr Swaraj SAHADEW, Ag. Assistant Commissioner Social Security (Lower Plaine Wilhems, Moka) |
| Medical Unit | |
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| 2 | Mr Joomun Sooltan, Acting Manager, Financial Operations (NPF Rose-Hill) Phone: 465 5258 Ext: 2815 Email: sojoomun@govmu.org |
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| | |
|---|---|
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| 2 | Mr Outtam BULEERAM, Manager Sir Seewoosagur Ramgoolam Recreation Centre Phone: 415 2385 Fax: 415 2132 Email: ssrcentre@gmail.com; gbuleeram@gmail.com |
| 3 | Mrs Preeti SEESURN, Manager Lady Sushil Ramgoolam Recreation Centre Phone: 265 6795 Fax: 265 6796 Email: lsrrc@intnet.mu; pseesurn@govmu.org |
| 4 | Mr Shanjiv Singh GHOORAHOO, Manager Sir Anerood Jugnauth Recreation Centre Phone: 625 0770, 625 0767 Email: riambelrc@gmail.com; sghoorahoo@intnet.mu |
| Foyer Trochetia, Centre for Severly Disabled Persons | |
| 1 | Mr Yogavanam MOOTHY, Administrator, Foyer Trochetia Phone: 234 0869 Email: mev17811@hotmail.com |

Brief overview of the Roles and Functions of each Department/Unit:-

| DEPARTMENT/UNIT | KEY FUNCTIONS |
|---|--|
| Social Security | <p>Provision of universal Basic and Contributory Pensions, National Savings Fund, Portable Retirement Gratuity Fund, Transition Unemployment Benefit, social assistance including financial grant for purchase of hearing aids, wheelchairs, spectacles and dentures, to the most vulnerable groups. (Applications may be registered at the local</p> |
| Welfare and Elderly Persons' Protection Unit | <p>Ensures protection of the elderly, organises public awareness campaign on rights of elderly persons and exercises general supervision and control over Residential Care Homes. Organises leisure and recreational activities for senior citizens at Elderly Day Care Centres (List at Annex II).</p> |
| Medical Unit | <p>Provision of free domiciliary medical visits to bedridden persons or severely disabled persons aged 0 - 89 yrs as well as all persons aged 90 yrs and above. Provision of anti-influenza vaccination for the elderly and persons with severe disabilities including children. Provision of medical and para-medical care to inmates of Charitable Institutions.</p> |
| Disability Empowerment Unit | <p>Acts as the focal point for all disability issues and works for the protection and welfare of persons with disabilities. It also provides an array of direct services to persons with disabilities such as counselling, guidance, amongst others. The Unit also coordinates matters relating to the UN Convention on the Rights of Persons with Disabilities which Mauritius has signed in 2007 and ratified in 2010.</p> |
| Recreation Centres | <p>Provision of residential recreational activities for the leisure and entertainment of the senior citizens and persons with disabilities during their stay at Recreation Centres (List at Annex III).</p> |

SOCIAL SECURITY

BENEFITS SECTION

National Pensions Scheme (NPS)

The National Pensions Scheme provides for payment of earning-related Contributory Pensions under the National Pensions Act 1976 to those who have contributed to the National Pensions Fund up to August 2020 and also for the payment of universal Non-Contributory Benefits.

As from September 2020, contributions are no longer paid to the National Pensions Fund but as social contributions under the Social Contribution and Social Benefits Act which makes provision for the payment of Retirement Benefit as from the age of 65, Industrial Injury Benefit and Disability Allowance.

Overview of the National Pensions Scheme

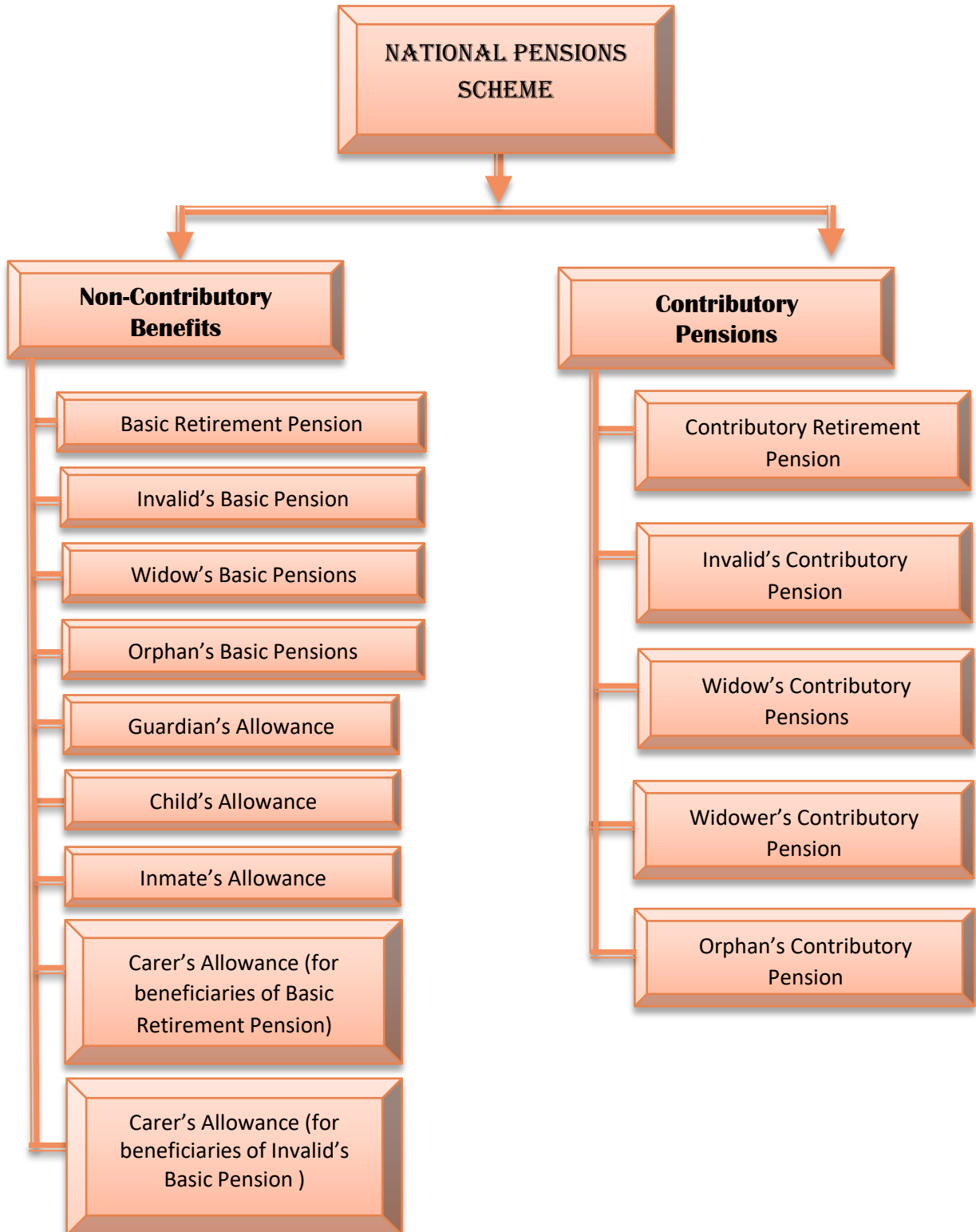


Figure 1: Overview of the National Pensions Scheme

National Savings Fund (NSF)

The National Savings Fund was set up in 1995, to provide for the payment of a lump sum at retirement age or earlier as described below, to all employees including those from the public sector.

A lump sum comprising contributions and accrued interests are paid in the following circumstances to:-

- (i) every employee at retirement age;
- (ii) every employee who becomes redundant at the age of 45 or more;
- (iii) every employee who retires on medical ground irrespective of age;
- (iv) every employee opting for early retirement as per provision contained in appropriate legislation to that effect;
- (v) widow/widower;
- (vi) heirs (children and/or legal representatives) where an employee dies before reaching retirement age; and
- (vii) non-citizen whose contract of work has been terminated and is returning to his/her country.

Every employer (public, parastatal body or private) has to effect a monthly contribution of 2.5% of the basic wage or salary (up to a ceiling) of every employee, aged between 18 and retirement age. This also includes household workers. Since February 2009, employees of the private sector also contribute 1% of their basic wage to the NSF.

Transition Unemployment Benefit (TUB)

The Transition Unemployment Benefit is payable to workers of the private sector whose contract of employment has been terminated, for a minimum period of one month and a maximum period of twelve months.

Under TUB, the laid off worker is entitled to 90% of his insurable salary for the first 3 months, 60% for the next 3 months and 30% for the last 6 months, subject to a minimum of Rs 3,000 per month. TUB is payable as from the month of redundancy until the person becomes gainfully employed or sets up a small business.

TUB is financed by 1% of employees' (NSF) contributions; the Workfare Programme Fund and Government Grant.

Portable Retirement Gratuity Fund (PRGF)

1. Brief on Portable Retirement Gratuity Fund

The Portable Retirement Gratuity Fund (PRGF) has been established following the proclamation of the Worker's Rights Act 2019.

The purpose of the PRGF is to provide for the payment of a gratuity to a worker on retirement or to the legal heirs on the worker's death irrespective of the number of employers for whom he may have worked for. It also includes a self-employed who has contributed to the PRGF.

The employer pays 4.5% of the worker's monthly remuneration.

2. Objective of Portable Retirement Gratuity Fund

The objective of the Portable Retirement Gratuity Fund shall be to provide for the payment of a gratuity: -
to a worker on his retirement;

to the legal heirs of a worker, on the death of the worker;

to a self-employed who has contributed to the PRGF, on his retirement; or

(d) to the legal heirs of a self-employed who has contributed to the PRGF on the death of the self-employed.

3. Eligibility to join Portable Retirement Gratuity Fund

(1) Any worker or self-employed, other than –

a job contractor;

a public officer or a local government officer; or

a worker whose retirement benefits are payable –

under the Statutory Bodies Pensions Funds Act; or

in accordance with a private Pension Scheme;

A migrant worker or a non-citizen; and

(e) A worker drawing a monthly basic wage or salary of more than 200,000 rupees shall be eligible to join the Portable Retirement Gratuity Fund.

4. Application for PRGF Lump Sum

Application for PRGF is made to the Social Security Office nearest to the residence of the applicant.

5. Documents to be produced at time of application for PRGF Lump Sum:

| REASON FOR APPLICATION (Eligibility) | DOCUMENTS TO BE PRODUCED [Original + Copy (1 set)] |
|--|---|
| 1. Every employee at retirement age (65 years) or above. | (i) Birth Certificate; (ii) Marriage Certificate; (iii) National Identity Card; (iv) Bank Account Number (with the name of Bank); (v) Letter from Employer mentioning the date of Exit. |

| | |
|--|---|
| <p>2. Death of employee – application being made by legal heirs or legal heirs or legal representatives of the deceased.</p> | <ul style="list-style-type: none"> (i) Death Certificate of deceased; (ii) An affidavit establishing the heir/s or legal representative/s of the deceased; (iii) Civil Status documents of all heirs mentioned in the affidavit; (iv) Evidence of Bank Account Number and Name of Bank. |
| <p>3. An employee who retires on medical ground.</p> | <ul style="list-style-type: none"> (i) A certificate of retirement from employer mentioning Medical Ground; (ii) Birth Certificate; (iii) Marriage Certificate; (iv) National Identity Card; (v) Evidence of Bank Account Number and Name of Bank; (vi) A Medical Certificate from a Government Medical Officer or a medical practitioner in the Service of the employer retirement from work for medical reason. |

Industrial Injury Benefits

Following the proclamation of the Social Contribution and Social Benefits Act 2021, a multitude of Industrial Injury benefits are paid to an employee who suffers from personal injury which is caused by an accident arising out of and during the course of his or her employment or a disease due to the nature of his or her employment.

Types of Allowance:-



Figure 2: Industrial Injury Benefits

SOCIAL AID

Social Aid, commonly referred to as Social Assistance, is provided to assist people who are temporarily and/or permanently incapable of earning adequately their livelihood and do not have sufficient means to support themselves and their dependents. Social Aid is given in the following circumstances: -

- (i) Physical or mental disability;
- (ii) Abandonment by spouse;
- (iii) Imprisonment of husband/partner;
- (iv) Sudden loss of employment;
- (v) Beneficiaries of Basic Retirement Pension/Widow's Basic Pension/Invalid's Basic Pension/Orphan's Basic Pension, living alone and paying rent;
- (vi) Grant for purchase of medicine to centenarians;
- (vii) Families with twins and above – subject to family income not exceeding ceiling as provided for in existing legislations; and
- (viii) Abandoned children.

➤ Other types of Social Aid in cash

- (i) Grant to purchase assistive devices (hearing aids, spectacles, wheelchairs and dentures), payable to suppliers upon delivery to beneficiaries;
- (ii) Refund of examination fees to students taking part in vocational training examinations;
- (iii) Allowance to discharged prisoners;
- (iv) Allowance to flood victims and evacuees in Evacuee centres;
- (v) Allowance to fire victims;
- (vi) Allowance to centenarians for the purchase of medicine;
- (vii) Assistance to twins/triplets;
- (viii) Funeral grant ;
- (ix) Rent allowance to needy beneficiaries of Basic Retirement Pension/Widow's Basic Pension/Invalid's Basic Pension/Orphan's Basic Pension living alone and paying rent;
- (x) Allowance for purchase of rice and flour;
- (xi) Single Mother's Allowance;
- (xii) Allowance for purchase of dentures which is a one-off payment to beneficiaries of Basic Retirement Pension who would have qualified for Social Aid in absence of Basic Benefit;
- (xiii) Unemployment Hardship Relief to every unemployed person under the age of 60; and
- (xiv) Surviving Partner's Allowance.

WELFARE OF SENIOR CITIZENS

The Ministry is responsible for the empowerment, protection and promotion of the well-being and welfare of all senior citizens. A senior citizen is defined as someone who has reached the age of 55 or above. A senior citizen is eligible for membership in a Senior Citizen Association affiliated with the Senior Citizens Council. Any senior citizen can participate in the welfare activities organised at the Elderly Day Care Centres. Sensitisation campaigns are equally held to create awareness about the rights of senior citizens.

Welfare and Elderly Persons' Protection Unit (WEPPU)

The Welfare and Elderly Persons' Protection Unit was set up in September 2006 after the promulgation of the Protection for Elderly Persons Act 2005. The WEPPU also exercises supervision and control over Residential Care Homes.

The main objective of the Act is to provide a legal and administrative framework for greater protection and assistance to elderly persons.

The main functions of the Welfare and Elderly Persons' Protection Unit are to:-

- (i) ensure protection of the elderly;
- (ii) receive complaints from elderly persons who are in need of protection or assistance and to take such measures as may be necessary;
- (iii) organise public awareness campaigns on the rights of elderly persons and the need to provide them with assistance and protection;
- (iv) exercise general supervision and control over Residential Care Homes in line with the Residential Care Homes Act 2003 and Residential Care Homes Regulations 2005;
- (v) ensure that the codes of practice for Residential Care Homes are being observed;
- (vi) participate in the birthday celebration of centenarians;
- (vii) organise leisure activities for residents of Charitable Institutions and senior citizens; and
- (viii) organise programmes for the elderly living alone.

Main achievements for the year 2022/2023

- (i) Incontinence Allowance of Rs 1,800 per month has been approved as a budgetary measure and is being paid to Charitable Institutions regarding inmates suffering from Incontinence since July 2022;
- (ii) Opening of Roche Brunel Elderly Day Care Centre on 10th September 2022 and is operational; and
- (iii) Launching of Mobile App for Senior Citizens subject to abuse on 01st October 2022.

Elder Abuse

Elder Abuse, whether physical, emotional, financial or in the form of neglect are reported to the WEPPU through two hotlines: 199 which operates on a 24/7 basis and 172 which operates from 09 00 hrs to 16 00 hrs during working days as well as through referrals by Elderly Watch Management Committees (described below); Police; Ministry of Gender Equality and Family Welfare; relatives and neighbours; and the Press. Officers intervene promptly to take actions as appropriate on a case to case basis. Actions include individual and family support, mediation, family conferencing and referrals to Hospitals and Police, amongst others. The Psychologists posted at the Unit provide support to the victims and their families through counselling sessions.

New Mode of reporting through mobile application-SEKIRITE

Once an elderly person has downloaded the application on his/her mobile phone, he/she can press on the panic button and alert the nearest police station in case of danger.

Elderly Watch

Elderly Watch Management Committees were set up under the Protection of Elderly Persons Act 2005 to:

- (i) promote the welfare of elderly persons in the region they are responsible for;
- (ii) prevent acts of abuse on elderly persons; and
- (iii) report cases of abuse against elderly persons, to the Welfare and Elderly Persons Protection Unit.

There are 20 Elderly Watch Management Committees around the island, composed of volunteers and other persons of good repute. They operate at grass root level to promote and protect the welfare of the elderly persons in their respective regions. They identify and report cases of elder abuse to the Ministry via the WEPPU.

Elderly Day Care Centres

Elderly Day Care Centres organise activities and programmes for the benefits and welfare of the elderly, as follows:-

- (i) Preventive health care;
- (ii) IT literacy to promote lifelong learning; and
- (iii) Leisure, educational and empowerment programmes.

There are at present 22 Elderly Day Care Centres which are listed at **Annex II**.

Recreation Centres

This Ministry operates four Recreation Centres namely:

1. **James Burty David Recreation Centre** at Coastal Road, Pointe aux Sables, operational since 01 February 2001.
Tel: 234 1316 Fax: 234 2164
Email: rcentre@intnet.mu
2. **Sir Seewoosagur Ramgoolam Recreation Centre** at Coastal Road, Belle Mare, operational since 10 February 2010.
Tel: 415 2385 Fax: 415 2132
Email: ssrcentre@gmail.com
3. **Lady Sushil Ramgoolam Recreation Centre** at Coastal Road, Pointe aux Piments, operational since 28 June 2014.
Tel: 265 6795 Fax: 265 6796
Email: lsrrc@intnet.mu
4. **Sir Anerood Jugnauth Recreation Centre** at Coastal Road, Riambel (operational in 2023)
Tel: 625 0770, 625 0767
Email: riambelrc@gmail.com

List of Recreation Centres with contact details are given at **Annex III**.

These Recreation Centres provide residential, leisure and entertainment facilities for senior citizens and persons with disabilities. Several empowerment activities are organised for the elderly participants, namely, talks on health & nutrition, security and road safety, crime prevention, financial services and sensitisation on the Elderly Protection Act, amongst others. Swimming sessions are organised under the supervision of a Life

Saver. A luxury coach is attached to each Recreation Centre for a local leisure tour for all elderly participants during their residential stays. Each Recreation Centre is also equipped with a medical room attended by professional Nursing Officers hired to provide basic Life Care services. The Recreation Centres also allow for networking among senior citizens.

Security services are provided at each Recreation Centre on a 24/7 basis by professional security service providers. Moreover, each centre avails a network of CCTV camera surveillance system for enhanced security of residents.

At present, some **35,000** elderly and disabled participants are accommodated each year in the three Recreation Centres. The total capacity is expected to reach some **47,000** with the coming into operation of the new Recreation Centre at Riambel.

Charitable Institutions

Subsidised residential care homes provide accommodation and support services for individuals who are unable to live independently due to age, disability, or other vulnerabilities. They receive grants from the government to help offset the costs of operation and which also cover staffing, maintenance and other essential expenses. There are 23 such homes in Mauritius. The list of Charitable Institutions is at **Annex IV**.

Foyer Trochetia

Foyer Trochetia which operates under the aegis of this Ministry in collaboration with Arya Sabha Mauritius, has a capacity to accommodate up to 164 bedridden residents. Age criteria has been reduced to 40 years. The Foyer also accommodates persons suffering from autism who come from broken families.

The Foyer provides the following services:

- (i) a homely environment for residents to enjoy a decent life;
- (ii) medico-social care to elderly persons with severe disabilities by a multidisciplinary team such as Physiotherapists, Occupational Therapists, and trained Nursing Officers; and
- (iii) cremation or burial of residents whose family or kin are abroad or refuse to take charge of them.

Residence Bois Savon

Residence Bois Savon, situated at Sainte Croix, Port Louis, provides accommodation to widows over 60 years, living alone, who are eligible for Social Aid and who were previously occupying rented premises.

The complex is maintained by this Ministry. It comprises 24 blocks of which 5 are occupied. Residents only pay for their electricity and phone bills while the CWA charges are settled by this Ministry.

WELFARE OF PERSONS WITH DISABILITIES

The Ministry empowers persons with disabilities and promotes their inclusion into mainstream society. In addition, all persons having an incapacity of 60% or more, are provided with a Basic Invalidity Pension which amounts to Rs 10,000 monthly and Carer's Allowance of Rs 3,500 is given to those who are severely disabled and need constant care and attention.

Disability Empowerment Unit

The Disability Empowerment Unit enhances the quality of life of people with disabilities through the provision of enabling opportunities for choice and inclusion into the community through education, training and empowerment and by offering them a means of livelihood.

The following services are provided by the Disability Empowerment Unit:

- (i) refund of equivalent to bus fares to children with disabilities attending schools/day care centres and specialised schools;
- (ii) refund of taxi fares to students with severe mobility problems attending primary schools, colleges and tertiary institutions;
- (iii) monthly stipend of Rs 750 under the François Sockalingum Award to students with disabilities who join secondary education;
- (iv) concessionary airfare;
- (v) concessionary fee for passport;
- (vi) free parking coupons [Yellow parking coupons are issued, on application, to any disabled person to be used in any vehicle in which the disabled person is travelling and on which a passport size photo of the latter should be affixed. Blue parking coupons are issued to be used: (i) in a vehicle driven by a disabled driver; or (ii) by the owner of a vehicle (disabled individual/Association/NGO/Day Care Centre/Specialised school) on whose name the horse power of the vehicle is registered];
- (vii) Respite Care Programme;
- (viii) facilitating processing of loan for people with disabilities at the Employees Welfare Fund; and
- (ix) duty free facilities to persons with disabilities.

MEDICAL UNIT

The Medical Unit provides the following services:

- (i) free monthly domiciliary medical visits to:
 - a) severely disabled or bedridden persons aged 0 – 89 yrs in receipt of Carer's Allowance; and
 - b) elderly persons aged 90 and above.
- (ii) annual anti-influenza vaccination campaigns for the elderly and severely disabled children;
- (iii) medical and paramedical care to the inmates of Charitable Institutions; and
- (iv) preventive health care.

Medical Tribunal

The Medical Tribunal hears appeal from claimants who are not satisfied with the decision of the Medical Board regarding their claims for:

- (i) Invalid's Basic Pension;
- (ii) Additional Invalid's Basic Pension (Carer's Allowance);
- (iii) Carer's Allowance for severely disabled elderly person; and
- (iv) Disablement Pension (aged 15 and over) following injury at work (as per Section 26 of National Pensions Act)

The Medical Tribunal consists, as per Section 36 of the National Pensions Act, of one Chairperson (with the appropriate legal background) and 2 specialist doctors (in the field of the disease/disability being assessed).

The Medical Tribunal is heard at Astor Court, Port Louis and at Social Security House, Rose Hill. It is serviced by a pool of 6 Chairpersons, 51 Specialist doctors (in the field of cardiology, psychiatry, orthopaedic among others), and 3 Secretaries.

PARASTATAL BODIES UNDER THE AEGIS OF THE MINISTRY

There are two Parastatal Bodies operating under the aegis of the Ministry:

Training and Employment of Disabled Persons Board (TEDPB)

The Training and Employment of Disabled Persons Board was set up in April 1996 and works towards the integration of persons with disabilities into mainstream employment. The TEDP Act 1996 (amended in 2012) provides that the workforce of all enterprises employing 35 or more employees, should include 3% persons with disabilities. The TEDPB acts as a facilitator in finding employment or training for persons with disabilities. Its main objectives are to:

- (i) prevent discrimination against persons with disabilities;
- (ii) liaise with appropriate vocational and other training institutions for the training of persons with disabilities;
- (iii) educate and sensitise employers on the importance of employing persons with disabilities and contribute to remove barriers or prejudices with regard to the employment of such persons;
- (iv) operate and encourage schemes and projects for the training and employment of persons with disabilities; and
- (v) improve generally the social and economic status and conditions of persons with disabilities.

National Solidarity Fund (NSF)

The National Solidarity Fund was set up under the National Solidarity Fund Act 1991 with the following objectives:-

- (i) to provide financial assistance to citizens of Mauritius, residing in Mauritius who may require surgical operations which can be performed abroad or in medical institutions in Mauritius, as approved by the Ministry of Health and Wellness; and
- (ii) to provide, with the approval of the Minister, financial assistance directly to individuals who have undergone severe personal hardship.

STATUTORY BODIES UNDER THE AEGIS OF THE MINISTRY

There are five statutory bodies operating under the aegis of the Ministry to provide the necessary framework and back up to enable the latter to fulfil its mandate:

Lois Lagesse Trust Fund (LLTF)

The Lois Lagesse Trust Fund was set up under the Lois Lagesse Trust Fund Act 1983 to integrate visually impaired persons into mainstream society. Its main objectives are to:-

- (i) aid, train and educate blind and visually impaired persons;
- (ii) assist blind persons in obtaining medical treatment and suitable employment;
- (iii) set up and manage training centres, schools and hostels for the blind;
- (iv) cater for the general welfare of the blind; and
- (v) organise and participate in leisure, recreational, extracurricular activities including music and sports.

National Council for the Rehabilitation of Disabled Persons (NCRD)

The NCRD is a corporate body which was set up under the National Council for the Rehabilitation of Disabled Persons Act 1986 as the National Coordination Committee on disability issues. Its main objectives are to:-

- (i) promote the welfare of persons with disabilities;
- (ii) co-ordinate the activities of voluntary organisations catering for disabled persons;
- (iii) promote the development and expansion of rehabilitation services;
- (iv) advise on aspects of disabled persons; and
- (v) co-ordinate with private national and international agencies engaged in the rehabilitation of disabled persons and to disseminate technical information received from these sources.

Residential Care Homes Board (RCHB)

The Residential Care Homes Board was set up under the Residential Care Homes Act 2003, proclaimed with effect from 21 August 2004 and has as main objectives to:

- (i) exercise general supervision and control over residential care homes;
- (ii) establish codes of practice for residential care homes and monitor compliance with the codes;
- (iii) effect inspection visits at residential care homes to ensure compliance with existing legislations; and
- (iv) process applications for residential care home licences including renewal.

A list of residential care homes (Charitable and Private) as at 30 June 2023 is at **Annex IV and Annex V** respectively.

Senior Citizens Council (SCC)

The Senior Citizens Council is a body corporate governed by the Senior Citizens Council Act 1995 (amended in 2011) and operates under the aegis of the Ministry.

Its main objectives are to:

- (i) promote activities and projects for the welfare of senior citizens;
- (ii) maintain effective communication with senior citizens;
- (iii) establish contacts with organisations engaged in similar activities in Mauritius and abroad;
- (iv) advise the Government on matters relating to the welfare of senior citizens; and
- (v) implement such policies and programmes in favour of senior citizens, as may be specified or approved by the Minister.

About Our People

For the period under review, the Ministry was manned with a workforce of 836 persons coming from the technical and administrative cadre. They were deployed under different Departments/Units.

These Departments/Units are as follows:-

- Administration
- Social Security Department (Social Security Offices, Benefits Branch, Contributions Branch and the Welfare of the Elderly Persons Protection Unit)
- Medical Unit
- Disability Empowerment Unit
- Recreation Centre Unit

The breakdown of the workforce is given below:-

| DEPARTMENTS/UNITS | NO. ON ESTABLISHMENT |
|--|----------------------|
| <u>Social Security Department</u> | |
| Commissioner | 0 |
| Deputy Commissioner | 2 |
| Ag. Deputy Commissioner | 1 |
| Assistant Commissioner | 6 |
| Ag. Assistant Commissioner | 1 |
| Principal Social Security Officer | 22 |
| Senior Social Security Officer | 76 |
| Higher Social Security Officer | 136 |
| Social Security Officer | 180 |
| <u>Medical Unit</u> | |
| Director, Medical Unit | 1 |
| Ag. Assistant Director, Medical Unit | 1 |
| Ag. Office Management Executive | 1 |
| Office Management Assistant | 2 |
| Management Support Officer | 31 |
| <u>Disability Empowerment Unit</u> | |
| Head, Disability Empowerment Unit | Nil |
| Principal Disability Empowerment Officer | 1 |
| Disability Empowerment Officer/Senior Disability Empowerment Officer | 3 |
| <u>Recreation Centre Unit</u> | |
| Manager, Recreation Centre | 4 |
| Senior Organising Officer, Recreation Centre | 3 |
| Organising Officer, Recreation Centre | 9 |
| <u>Foyer Trochetia</u> | |
| Administrator | 1 |

| Administrative and other Support staff | |
|--|-----|
| Administrative Cadre | 9 |
| Human Resources Cadre | 5 |
| Procurement and Supply Cadre | 9 |
| Financial Operations Cadre | 33 |
| Lead Analyst | 1 |
| Analyst/ Senior Analyst | 1 |
| Internal Control Cadre | 4 |
| General Services | 157 |
| Office Clerk | 3 |
| Workmen's Cadre | 107 |
| Receptionist | 10 |
| Officers from Mauritius Ex Services Trust Fund | 6 |
| Officers from Central Information Systems Division | 8 |
| Officers from Statistics | 5 |

Gender Equality at work

The Ministry's commitment to gender equality at work is founded on the human rights framework and globally agreed principles and conventions on the elimination of all forms of discrimination against women as well as global targets outlined in the Sustainable Development Goals. As such, the Ministry as far as possible, strives to promote fair and equal participation of men and women. The gender distribution of staff is given below:

| Categories | Women | | Men | |
|-------------------|---------------|-------------------|---------------|-------------------|
| | Number | Percentage | Number | Percentage |
| Top Management | 1 | 100 | - | - |
| Middle Management | 42 | 51.85 | 39 | 48.15 |
| Support & Others | 530 | 73.41 | 192 | 26.59 |

The present Organisation Structure of the Ministry is at **Annex VI**.

Capacity Building and Training

1. Capacity Building and Capability Development Programme – sponsored by MPSAIR:

| Sn | Training Programme | No. of Participants |
|-------|---|---------------------|
| (i) | (Worksmen's Group) Level 1 | 4 |
| (ii) | (Support Staff) Level 2 | 11 |
| (iii) | (Frontline Supervisory/Technical Cadre) Level 3 | 15 |
| (iv) | Middle Management Level 4 | 12 |

2. Trainings conducted by Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division):

| Sn | Training | No. of Participants |
|-------|-------------------------------------|---------------------|
| (i) | Tender Procurement and Evaluation | 17 |
| (ii) | Gender Mainstreaming in Elder Abuse | 90 |
| (iii) | IT Security Awareness Sessions | 94 |

3. Nominations made to Officers to attend Trainings/Seminars/Workshops/Forums conducted by other Ministries/Departments and CSCM:

| Sn | Training | Organised by | No. of participants |
|--------|--|--|---------------------|
| (i) | Effective Minute Writing | Civil Service College, Mauritius | 4 |
| (ii) | Report Writing | | 3 |
| (iii) | Fire and Safety in the Workplace | Occupational Safety and Health Division | 6 |
| (iv) | Safety and Health at Work | | 10 |
| (v) | Gender Mainstreaming in Elder Abuse | Ministry of Gender Equality, Child Development and Family Welfare | 80 |
| (vi) | Training on Defensive Driving | MPSAIR | 1 |
| (vii) | Workshop on Project Management and Contract Administration | MOFED in collaboration with PPO and UTM | 2 |
| (viii) | Training Course on "Leading Digitally Connected Supply Chains of the Future" | ITEC programme at the Amity University, Noida - India | 1 |
| (ix) | Training on "WordPress" software | Training Room of CISD, 4 th Floor, Emmanuel Anquetil Building, Port-Louis | 1 |
| (x) | Quality Management | ITEC - India | 1 |
| (xi) | e-ITEC "Taking your Team from Good to Great: Essentials of | ITEC | 1 |

| | | | |
|--------|--|--|----|
| | Building a High Performance Team” – Online Course | | |
| (xii) | Seminar on Occupational Safety and Health | Ministry of Labour, Human Resource Deveelopment and Training | 1 |
| (xiii) | Training Programme on “Safety and Health in Practice” | MPSAIR | 4 |
| (xiv) | Training Programme on “Fire Safety and Fire Risk Management” for Fire Warden | MPSAIR | 14 |
| (xv) | Forum on Whistle Blowing in the Public Sector | ICAC | 2 |

4. **Training at the Open University of Mauritius (Diploma in Social Work and Certificate in Social Protection)**

- This Ministry sponsored officers to follow the Diploma in Social Work and Certificate in Social Protection courses at the Open University of Mauritius as per the following table:

| Certificate in social protection | No. of officers |
|--|------------------------|
| Intake January/February 2022 | |
| (January 2022 - June 2022 – Year 1 Semester 2) | 19 |

| Diploma in social work | No. of officers |
|---|------------------------|
| Intake July/August 2021 | |
| (July 2022 - December 2022 – Year 2 Semester 1) | 3 |
| (January 2023 - June 2023 – Year 2 Semester 2) | 3 |
| | |
| Intake January/February 2022 | |
| (July 2022 - December 2022 – Year 1 Semester 2) | 3 |
| (January 2023 - June 2023 – Year 2 Semester 1) | 3 |

- Seven officers of this Ministry who had already followed on their own, the course on Diploma in Social Work, need to be refunded the expenses incurred.

The total amount disbursed to meet the costs of training in financial year 2022-2023 was **Rs 2,202,146.25**.

PART II – Achievements of the Ministry

Main Achievements for Financial Year 2022-2023

The social protection programmes have always focused on the welfare of the poor, the vulnerable, the disabled and the elderly.

1. Timely payment of pensions

As it has been the practice since several years now, the Ministry has ensured timely payment of all benefits (pensions) to every eligible beneficiary in spite of the fact that the total number of beneficiaries decreased by 0.41% from July 2022 to June 2023. There were 314,047 beneficiaries of basic benefits for the year under report and this represents a net decrease of about 1,307 cases as compared to 315,354 in financial year 2021-2022. A total of 49,442 new claims for benefits were registered, out of which 19,619 were claims for Basic Retirement Pension. The total outlay on benefits for the financial year was Rs 43,457,753,041. This represents an increase of 15.99% over the previous financial year where total payments reached Rs 36,507,685,721. A breakdown of the basic benefits is given in Table 8.

2. Control on overpayment of benefits

The Ministry pursued a policy of zero tolerance with regard to payment of benefits to those who do not satisfy the conditions prescribed in the National Pensions Act 1976 and its concomitant Regulations. The National Pensions Officers detected 583 cases where benefits should not have been paid, amounting to Rs Rs 79,719,285.50. Consequently, 355 cases were solved and settled, and an amount of Rs 38,201,247.15 were recovered.

Information on deaths and remarriages were communicated to the Ministry through the Info-Highway platform on the very next day they were reported at the Civil Status Division.

The Passport and Immigration Office is also connected to the Info-Highway platform and information on travel movements of all beneficiaries (of Basic Retirement Pension, Widow's Basic Pension, Invalid's Basic Pension, Widower's Pension, and Child's Allowance) is obtained on a daily basis. Payment of benefits are automatically suspended for those who have left the country for more than six months. Same are released when they turn up.

The Monitoring Committee, chaired by the Permanent Secretary, meets at least once a month to take stock of the status of detection and recovery of overpaid benefits.

3. Payment of Widower's Contributory Pension

The National Pensions Act was amended in July 2016 to introduce the Widower's Contributory Pension thereby eliminating gender discrimination in payment of Widower's Contributory Pension. Where a female spouse contributing to the National Pensions Scheme dies, the surviving partner (the widower) is now entitled to a Widower's Contributory Pension on the same condition as a Widow's Contributory Pension. 1,838 persons benefitted from this scheme for the period July 2022 to June 2023.

4. Payment of National Savings Fund lump sum at the age of 60

The National Savings Fund Act was amended in July 2016 to enable payment of lump sum from contribution at age of 60 to contributors of the Fund who retire before or stop being in employment before the age of 60. A total of 21,627 applications were processed and an amount of Rs 1,333,319,571.29 was paid. Details are given below:

| | Number of beneficiaries | Amount paid (Rs) |
|--------------------|--------------------------------|-------------------------|
| Less than 60 years | 2,841 | 195,644,648.77 |
| 60 years or more | 13,187 | 1,070,394,208.75 |
| Foreigners | 5,599 | 67,280,713.77 |
| Total | 21,627 | 1,333,319,571.29 |

5. Funeral grant, dentures, flood victim and fire victim allowances

A multitude of allowances were delivered in respect of funeral grant, dentures, flood victims and fire victims. The number of beneficiaries were as follows:

- funeral grant (3860 cases)
- flood victims (393 cases)
- dentures (1021 cases)
- fire victims (138 cases)

6. Provision of Assistive devices

13,403 spectacles, 1,302 wheelchairs and 619 hearing aids were provided to eligible beneficiaries.

7. Social Register of Mauritius

- **Housing Scheme (Mauritius)**
Under this scheme, 172 applications were processed and 101 applications were found eligible.
- **Housing Scheme (Rodrigues)**
Nil applications were processed for the Rodrigues Regional Assembly.
- **Scholarship Scheme**
The Scholarship Scheme for vulnerable families was introduced by the Ministry of Education and Human Resources in 2014. The income threshold is Rs 10,500. 6 applications were processed and 4 applications were found eligible.
- **New MSI-SRM Subsistence Allowance Scheme**
5,497 applications were processed for the Social Integration Division and 3,987 applications were found eligible.

8. Disability Sector

- **Payment of Invalid's Basic Pension to children with disabilities**
 - (i) The National Pensions Act was amended in July 2016 to remove age discrimination in payment of Invalid's Basic Pension to children with disabilities. Consequently, 3,195 children with disabilities below 15 years who prior to this amendment were deprived of the Invalid's Basic Pension of Rs 9,000, were paid for the period July 2022 to June 2023.
 - (ii) A Carer's Allowance of Rs 3,500 is also paid in case the child needs constant care and attention as certified by the Ministry's Medical Board. Accordingly, 1,121 children were covered.

- **Refund of travelling expenses (equivalent to bus fare) to children with disabilities**
1,962 children with disabilities were refunded their travelling expenses amounting to Rs 19,650,970 to attend specialised schools/Day Care Centres.
- **Refund of taxi fares to students with disabilities**
36 children with disabilities were refunded their taxi expenses, amounting to Rs 1,969,085 to attend primary, secondary and tertiary institutions.
- **Parking Coupons to persons with disabilities**
408 persons with disabilities were provided with parking coupons during the period July 2022 to June 2023 as follows:-

| | |
|--|------------|
| Yellow Parking Coupons | 382 |
| Blue Parking Coupons to Individuals and NGOs | 26 |
| TOTAL | 408 |
- 20 persons with disabilities benefitted from **duty free facilities** to purchase adapted motor car from July 2022 to June 2023.
- **National Council for the Rehabilitation of Disabled Persons**
Under the **François Sockalingum Award**, 62 secondary school students with disabilities were offered a monthly stipend of Rs 750 amounting to a total of Rs 627,250 for the year 2022-2023.
- **Training and Employment of Disabled Persons Board (TEDPB)**
(i) 60 persons with disabilities were trained and 32 were employed for the period July 2022 to June 2023. Details are given below:

| SN | Details | No. of Persons |
|----|--|----------------|
| 1 | No. of applications received | 80 |
| 2 | No. of persons with disabilities assessed | 69 |
| 3 | Not employable/not trainable/refused work/deceased | 26 |
| 4 | No. of persons with disabilities trained/ being trained (housekeeping, ornamental plant production, mushroom growth and office and IT skill course) | 60 |
| 5 | No. of persons with disabilities employed | 32 |

Table 1: Training and Employment statistics for the period July 2022 to June 2023

(ii) Assessment Committee for persons with disabilities

The Employment Section at the TEDPB has organised 11 (eleven) Assessment Committees, respectively on 05 August 2022, 16 August 2022, 26 August 2022, 08 September 2022, 16 September 2022, 19 September 2022, 20 September 2022, 10 November 2022, 01 March 2023, 16 March 2023 and 15 June 2023 for 69 persons with disabilities who were assessed for Training and Employment; to be able to register with TEDPB.

(iii) **Update of register of persons with disabilities**

The TEDPB started an updating exercise for records of persons with disabilities registered with the Board. Letters were sent requesting persons with disabilities to liaise with the TEDPB in order to update their records. As at 30 June 2023, the register showed a record of 476 persons with disabilities who were actively looking for training and/or employment.

- **Lois Lagesse Trust Fund**

1. Activities

- (i) Education Tour at Odysseo Oceanarium for 31 Visually impaired pupils;
- (ii) Christmas Celebration and lunch/gift at SHACK Restaurant Curepipe (offered by Mr Mungur (parent of VIP student);
- (iii) Educational tour : Metro Express – School children;
- (iv) Christmas celebration at The Gymkhana Club by Rotary Club of Phoenix – school children;
- (v) Educational Outing at Bagatell Mall with school children; and
- (vi) Women Wing – end of year outing for Visual Impaired Women at Comlone Restaurant (2022) and Mothers Day (2023) by celebration at Flic en Flac Beach.

2. Education

Psac Gr 5 - 6 Pupils – achieved

Ongoing – IT, braille classes, O&M /ADL, music and sports and library classes

3. Hot meal to all visually impaired Service Users attending LLTF

4. Transcription and enlarged of book for students Grade 8 to Grade 11 (around 10 students in mainstream institutions).

5. Project: setting up of Sensory Garden – student benefitted from Training by FAREI.

6. Outreach Services:

- (i) 2 at School (mainstream) and
- (ii) 8 home visits (services offered such as Independent movement skills and assistive devices).

7. Services of Occupational Therapist students.

9. Medical Unit

- **Vaccination against Influenza**

Every year prior to the coming of the cold seasons, the Medical Unit carries out an Anti-Influenza Vaccination programme for the elderly above 60 years, residents of Charitable Institutions and Private Residential Care Homes and persons with severe disabilities (including children) in order to protect the latter against influenza related health complications.

The Anti-Influenza vaccination campaign was held from 05 April 2023 to 27 July 2023.

The vaccination campaign was carried out all over the island in Village Halls, Municipal Halls, Community Centres and Social Welfare Centres according to an established calendar which was widely circulated to the public. Bedridden or severely disabled persons in receipt of Carer's Allowance who were unable to attend vaccination centres, were vaccinated at their domicile by their Visiting Medical Doctors.

As at 04 August 2023, a total of 54,892 vaccines were utilised, including 3,000 doses sent to Rodrigues and 15 doses sent to Agalega.

The Ministry procured 55,500 vaccines. 2,464 have been administered in Charitable Institutions/Private Homes. 1,120 vaccines have been administered to disabled persons attending Specialised Schools. 23,904 vaccines have been effected to bedridden or severely patients at their domicile. 24,389 vaccines have been used to vaccinate Elderly in vaccination centres.

- **Services of Physiotherapists and Occupational Therapists**

Physiotherapists and Occupational Therapists provide services on sessional basis in Charitable Institutions and Foyer Trochetia. Physiotherapists also effect visits to children with muscular dystrophy disease and provide a 'Service de Proximité' to elderly persons with disabilities and those living alone. This service started in June 2016 for elderly persons aged 90 years old and above including centenarians in receipt of Carer's Allowance in order to improve their quality of life.

A total of 111 bedridden and severely disabled elderly above 90 years old who were eligible for Carer's Allowance on a permanent basis, benefitted from the services of the Physiotherapists and Occupational Therapists.

111 elderly persons were visited by Physiotherapists (333 sessions) and Nil elderly persons were visited by Occupational Therapists (0 sessions).

Physiotherapists

- (i) No. of sessions for Muscular Dystrophy for Children was 518
- (ii) No. of sessions carried out at Charitable Institutions was 1,484
- (iii) No. of sessions carried out at Foyer Trochetia was 142

Occupational Therapists

- (i) No. of sessions carried out at Charitable Institutions was 1,107
- (ii) No. of sessions carried out at Foyer Trochetia was 263

- 317 Doctors provided services on sessional basis in Charitable Institutions, Foyer Trochetia, and on Medical Boards and also conducted domiciliary visits.

- Medical and Paramedical Care were provided to the 22 registered Charitable Institutions operating in Mauritius.

- **National Pensions Appeal Tribunal (NPAT)**

The NPAT was set up under Section 36 of the National Pensions Act 1976. The Tribunal consists of a Chairperson who is a legally qualified person appointed by the Attorney-General and two other members appointed by the Hon. Minister of Social Integration, Social Security and National Solidarity after consultation with the Employer and Employee representatives, respectively.

The NPAT considers appeals from claimants for benefits against decisions of the National Pensions Officer or of the Minister in accordance with the regulations of the National Pensions Act and regulations made thereunder.

346 cases were scheduled for the period July 2022 to June 2023 at the NPAT out of which 246 were set aside, 42 were allowed and 54 were reconvened.

- **Service de Proximité**

The Ministry started this service in June 2016. For the period July 2022 to June 2023, some 111 cases were visited by the Physiotherapists (333 Sessions) and Nil cases were visited by the Occupational Therapists (0 Sessions).

- **Medical Boards**

The Medical Unit prepares and schedules Medical Board sessions for new applications and renewal of cases. 33, 935 claimants were scheduled for period July 2022 to June 2023.

- (i) **Beneficiaries of Invalid's Basic Pension or Carer's Allowance**

For the period July 2022 to June 2023, 18,720 claimants were examined out of which 10,602 cases were allowed and 8,118 claimants were not recommended for Invalid's Basic Pensions or Carer's Allowance.

- (ii) **Persons aged 60 years old benefiting from Basic Retirement Pension/Severely Handicapped and who need the constant personal attendance of another person for their daily activities**

4,976 Claimants were examined out of which 2,880 cases of the Basic Retirement Pension were allowed and 2,096 cases were disallowed for the period July 2022 to June 2023.

Medical assessment for cases referred to the Medical Board is conducted in the following ways:

- (i) claimants scheduled before the Medical board (around 2,900 cases assessed monthly); and
- (ii) if the claimant is bedridden, the medical assessment is done at his/her residence, through a domiciliary visit (average of 1,700 cases monthly).

- (i) **Domiciliary Visits Medical Examination (DV)**

Claimants suffering from any disablement and who are bedridden can apply for: either Invalid's Basic Pension, Carer's Allowance or Basic Retirement Pension for severely disabled elderly, through their proxy. Then, a domiciliary visit is scheduled and a General Practitioner (from the Ministry) visits and examines these persons at their place of residence in order to assess their disablement and make recommendations for pension purposes.

20,166 claimants were scheduled for period July 2022 to June 2023.

An average of 26,063 persons comprising bedridden or severely disabled elderly aged 0-89 yrs and elderly persons aged 90 and above benefitted from monthly Domiciliary Visits.

A total of 312,754 Domiciliary Visits were carried out on bedridden persons aged 0-89 years (270,173 visits) and elderly persons aged 90 years and above (42,581 visits).

2,908 cases of Invalid's Basic Pension and 9,406 cases of BRP/SH were allowed for Domiciliary Visits during the period July 2022 to June 2023.

- **Social Aid Boards**

In addition, General Practitioners also service medical sessions to examine claimants applying for Social Aid on medical ground. Social Aid sessions are held at Social Security Offices, Area Health Centres and Hospitals. 753 Social Aid Boards were scheduled for the period of July 2022 to June 2023.

- **Injury Boards**

Medical Injury Boards Sessions are also scheduled to examine persons contributing to the Social Contribution and Social Benefits Scheme, and who are injured at work or are suffering from any prescribed occupational diseases, as mentioned in the Social Contribution and Social Benefits Act, with a view to determining the percentage of loss or faculty/incapacity. 275 cases were examined during the period July 2022 to June 2023, out of which 230 cases were allowed.

- **Medical Tribunal**

Out of 5,521 applications, 5,327 appeal cases were examined before the Medical Tribunal for the period July 2022 to June 2023. Consequently, 1,774 cases were allowed and 3,553 cases were disallowed.

10. Cases of Elder Abuse reported to the Welfare and Elderly Persons' Protection Unit

Overall, a total number of 1,168 elder abuse cases was reported for the period July 2022 to June 2023 through the Ministry's hotlines – 199 and 172 as well as referrals by Elderly Watch Management Committees; Police; Ministry of Gender Equality and Family Welfare; relatives and neighbours; and the Press. All cases were resolved as at June 2023.

11. Senior Citizens Council (SCC)

1. Workshop/Brainstorming Session

A workshop was held on Thursday 10 July 2022 in the Training Unit of the Ministry of Social Integration, Social Security and National Solidarity. Proposals for amendments to the Senior Citizens Council Act were made with a view to making the Act more responsive to the needs of the elderly persons in the light of new emerging issues.

2. Annual General Meeting

The Annual General Meeting of the Senior Citizens Council was held on 20 July 2022. at the Tamil League Hall, Réduit at 10 30 hours. The Financial Statements for years 2019/2020 & 2020/2021 were presented and adopted after the President's report.

3. Election of District Representatives

The Election of 10 district representatives was held on Saturday 10 September 2022. The Electoral Commissioner's Office conducted the abovenamed election.

4. Digital Literacy

Digital Literacy Courses in collaboration with the National Computer Board were organised from October to December 2022 as follows:

| Date | Venue | Time |
|-------------|---------------------|----------------|
| 13.10.22 | Poste de Flacq EDCC | 9 -12 00 hours |
| 14.10.22 | Poste de Flacq EDCC | 9 -12 00 hours |
| 21.10.22 | St Pierre EDCC | 9 -12 00 hours |
| 17.11.22 | la Rosa EDCC | 9 -12 00 hours |
| 08.12.22 | L'Escalier EDCC | 9 -12 00 hours |

Some 20-25 seniors attended the sessions at each locality.

5. Talks by National Human Rights Commission

Talks by officers of the Human Rights Commission was held at the Gorah Issac Municipal Centre on 21 October and at Roches Brunes Elderly Day Care Centre on 25 October. Some 60 seniors from both regions attended same.

6. Annual Grant to Senior Citizen Associations

Mauritius: The launching ceremony was held on Wednesday 16 November 2022 in the Conference Room of the Social Security House in Rose Hill in the presence of the Hon Minister Mrs Fazila Jeewa-Daureeawoo, GCSK where Presidents/Representatives of Senior Citizens Associations of Lower Plaines Wilhems (Beau Bassin, Rose Hill and Quatre Bornes) were handed over their annual grant in form of cheques.

The Hon Minister also attended the distribution on 24 November 2022 at the Gorah Issac Municipal Hall, Port Louis in the presence of some 69 Senior Citizens Associations.

The distribution of the annual grant in other districts was held from 16 to 30 November 2022.

Rodrigues: In the course of a visit to Rodrigues, a function in the presence of the Hon Minister Mrs Fazila Jeewa-Daureeawoo, GCSK was organized by the SCC on 25 September 2022 to distribute the 2021 Annual Grant.

The annual grant handing over ceremony for year 2022 was held on 07 December 2022 at Centre Manique, La Ferme, Rodrigues. Forty-eight eligible Senior Citizens Associations were handed over their annual grant by the Chairperson of the Senior Citizens Council and Mr M. Samoisy, President of the Rodrigues Federation of Senior Citizen Associations and other dignitaries.

The annual grant was based on the strength of each SCA:

| Membership | Rates as from 2019 (Rs) |
|----------------------------|--------------------------------|
| Up to 50 members | 1,500 |
| 51 – 100 members | 1,900 |
| 101 – 200 members | 2,400 |
| 201 – 300 members | 2,800 |
| 301 – 400 members | 3,200 |
| Over and above 401 members | 3,500 |

Total amount paid for the year 2022 : Rs.1,818,500 (Mauritius and Rodrigues).

7. World Remembrance Day for Road Traffic Victims

An activity consisting of video clips, drama, song and “Temoignage” was held on Monday 21 November 2022 at the Salle des Fêtes, Plaza, Rose Hill in the presence of Honourable Mr Alan Gannoo, Minister of Land Transport and Light Rail, and Hon Mrs Fazila Jeewa-Daureeewoo, GCSK Minister of Social Integration, Social Security and National Solidarity. Some 400 seniors attended the function.

8. Human Rights Day

An awareness session on human rights of senior citizens was held on Tuesday 13 December 2022 at 10 30 hours at the Saint Pierre Elderly Day Care Centre. Some 45 seniors and 13 Elderly Welfare Assistants attended the session. The speaker was

Mr D.B. Seetulsing, S.C, G.C.S.K and Chairperson of the National Human Rights Commission.

9. Handing over of certificates icw Training of Staff

A function was held on 20 December 2022 at the St Pierre Elderly Day Care Centre to hand over certificates to the Staff of the Council who had followed training sessions organised by the Ministry of Social Integration, Social Security and National Solidarity. The objective of the abovenamed training would give employees a better understanding of their responsibilities and the knowledge and skills needed to do their job.

10. Quiz Competition

In line with the programme of activities, a Quiz competition was organised on regional basis from March to June 2023. 584 participants from 166 Senior Citizens Associations participated in the competition. Winners at district level would participate at National level.

11. Games Tournament

Games Tournament in Carrom, Domino, Draught and Petanque have been carried out district wise from April to June 2023. 995 Participants from 499 Senior Citizens Associations took part in games tournaments.

12. Drama Competition

Preliminaries started on 25 May 2023 in the categories Bhojpuri and Creole following a training session by Officers of the Ministry of Arts and Cultural Heritage on 3 May 2023. 21 groups both in Creole and Bhojpuri with a total number of 133 participants showcased their talents in the drama competition. The finals comprising

4 groups in Creole and 3 in Bhojpuri were held on 05 July 2023 at the MGI Auditorium in the presence of 900 seniors.

13. Annual General Meeting

AGM was held on 7 June 2023 at the Tamil League in the presence of some 500 Members of Senior Citizens Associations.

14. International Day for Older Persons

In joint collaboration with this Ministry, a function was organised in the context of the International Day for Older Persons on 1 October 2022 at Trianon Convention Centre. The honourable Prime Minister launched the mobile application SEKIRITE on that day.

15. Other Activities - Centenarian's Birthday Celebrations

The Chairperson and District Representatives have attended all the 100th birthday celebrations of centenarians during the year 2022 to date. Moral support and gifts are given to centenarians at the functions. Birthday celebrations were held for 68 (9 males and 59 females) centenarians with provision of various gifts.

12. National Solidarity Fund

3,245 applications were received at the NSF in financial year 2022-2023. An amount of Rs 59,393,002 was disbursed in favour of 3,132 beneficiaries (also comprising cases for the previous year). Details are given below:

| Category | Financial Year 2022-2023 | |
|--|--------------------------|-----------------------|
| | No. of beneficiaries | Amount disbursed (Rs) |
| Severe Personal Hardship Scheme | | |
| Medical | 2,497 | 55,068,219 |
| Destitutes | 465 | 2,345,843 |
| Needy Students | 101 | 1,080,191 |
| Repatriation of Mortal Remains | 1 | 30,000 |
| Multiple Birth | 3 | 90,000 |
| Tragic Accident | 4 | 175,000 |
| Sale by levy (Rent allowance) | 1 | 3,750 |
| Centenarians | 60 | 600,000 |
| TOTAL | 3,132 | 59,393,002 |

Table 2: Amount disbursed by the National Solidarity Fund under each category

13. Implementation of e-Procurement and e-Inventory Management System at the Procurement and Supply Section

The Ministry adopted the e-Procurement and e-Inventory Management System.

79.5% of procurement exercises were effected electronically while implementation of the e-Inventory Management System reached 100%.

14. Citizen Support Portal

The Citizen Support Portal was launched by the Honourable Prime Minister on 28 April 2017. The portal enables citizens to register their complaints online through a unique reference number on a 24/7 basis. Out of 876 tickets assigned to this Ministry in the period under report, 875 complaints were resolved as at 30 June 2023.

Status on Implementation of Budget Measures 2022-2023

| Paragraph in Budget Speech | Budget Measure | Status as at 30 June 2023 |
|----------------------------|--|---------------------------|
| 443 | Monthly Disability Allowance of Rs 2,500 for persons suffering from a disability between 40 to 59% | Implemented |
| 437 | Incontinence Allowance of Rs 1,800 monthly for bedridden and severely disabled residents of Charitable Institutions | Implemented |
| 456 | Child Allowance of Rs 1,700 for dependent children of beneficiaries of basic pensions up to the age of 23 attending university | Implemented |
| 461 | Additional Rs 1,000 to all Mauritians aged 65 and above under the CSG Retirement Benefit | Implemented |
| 438 (a) | Broadcasting of TV news bulletin in Mauritian Sign Language twice weekly | Implemented |
| 438 (b) | Training of 60 Public Officers in Mauritian Sign Language | Implemented |
| 457 | Extending the Basic Widow Pension to Muslim widows through tardy registration of religious marriage | Implemented |

Table 3: Status on Implementation of Budget Measures as at 30 June 2023

Status on Implementation of Capital Projects 2022-2023

| SN | Project | Project Value (Rs) | Voted Provision 2022-2023 (Rs) | Status as at 30 June 2023 |
|----|---------------------------------------|--------------------|--------------------------------|--|
| 1 | Construction of Homes for the Elderly | 100 M | 30 M | <p>A first presentation of the architectural drawings for the Palmar project was made by the MNICD on Thursday 04 May 2023. Amendments are being brought to the drawings at the level of the MNICD, as per the requirements of the Ministry of Social Integration, Social Security and National Solidarity.</p> <p>Preliminary architectural drawings and estimation of costs for the Flic en Flac project will be made by MNICD after completion of the architectural drawings of the Palmar project given that the proposed site at Flic en Flac has been backfilled by around 5 metres in depth and special piling foundation will be required.</p> |
| 2 | E-Social Security System | 502 M | 10 M | <p>On 08 August 2022 the services of a consultant namely PricewaterhouseCoopers Ltd has been retained, following a bidding exercise, to review & supervise the e-Social Security Project for the total amount of Rs. 12,256,978 excl VAT.</p> <p>Deliverables to be submitted as per contract agreement are as follows:</p> <ul style="list-style-type: none"> i) Inception Report; iii) Draft Report; iv) Final Report; and v) Request for Proposal <p>(RFP) for ESS Project. The consultant submitted the draft Inception Report on 03 February</p> |

| | | | | |
|--|--|--|--|---|
| | | | | <p>2023 and the final Inception report on 06 April 2023.</p> <p>The Draft Findings Report and draft RFP were submitted on 24 March 2023 and 21 June 2023, respectively.</p> |
|--|--|--|--|---|

Table 4: Status on Implementation of Capital Projects as at 30 June 2023

Risk Management and Good Governance

Internal Control Reports

The Internal Control Unit at this Ministry operates under the aegis of the Ministry of Finance and Economic Planning and Development and is responsible for the Internal Audit function with a view to improving efficiency and effectiveness by identifying operational risks, minimising shortcomings and recommending improvement of systems and procedures. During the period July 2022 to June 2023, the Internal Control Unit carried out planned internal audit and accordingly, action was taken for the implementation of the recommendations contained in the reports. Details are given below:

| SN | Internal Audit Report | Date of Report | Recommendations | | | | Status/Remarks |
|------|---|----------------|-----------------|-------------|-------------|-----------------|--|
| | | | Total | Implemented | In Progress | Not Implemented | |
| 1. | Overpayment of Death and Remarriage | 27.07.22 | 22 | 13 | 8 | | |
| 2. | Procurement | 08.09.22 | 5 | 2 | 2 | 1 | |
| 3. | Foyer Trochetia | 06.10.22 | 23 | 17 | 5 | 1 | |
| 4. | Overpayment – Imprisonment & Benefits paid by error | 20.10.22 | 11 | 7 | 2 | 2 | |
| 5. | Payment of Basic Pensions | 20.10.22 | 18 | 13 | 5 | | |
| 6. | Medical Unit - DV (Interim) | 07.11.22 | 3 | 1 | 2 | | Action taken to terminate cases on Benefits system and recoup amount overpaid. |
| 7. | Overpayment of benefits - Death 90+ (Interim) | 28.11.22 | 3 | 1 | 2 | | Action taken to terminate cases on Benefits system and recoup amount overpaid. |
| 8. | Medical Unit - Allowances to Physiotherapists | 27.12.22 | 10 | | | | Proposed recommendations agreed. Follow up to be undertaken in 1st quarter of FY 2023-24 to ascertain implementation status. |
| 9. | Transport Management | 27.12.22 | 24 | | | | |
| 10.. | Asset Management | 09.01.23 | 24 | | | | |
| 11. | Processing of pensions- Pension cards | 16.01.23 | 16 | | | | |
| 12. | Overpayment - Admission to hospital/BSH/Homes | 16.01.23 | 21 | | | | |
| 13. | Human Resource Management | 27.02.23 | 27 | | | | |
| 14. | WEPPU- Abuse against elderly | 14.03.23 | 2 | | | | |
| 15. | Medical Unit – DV (Final) | 27.04.23 | 30 | | | | |
| 16. | Overpayment of benefits - Recovery of benefits | 05.06.23 | 20 | | | | |

Table 5: Status of Internal Audit reports as at 30 June 2023

Implementation Plan – Director of Audit (DOA) Comments

Actions were taken to address the shortcomings reported in the Director of Audit Report 2021-2022 as given below:

| SECTION | ISSUES | STATUS OF ACTIONS TAKEN |
|---------|---|---|
| 11.2.1 | Outstanding Cheques - Cheques totalling some Rs 2.8 million were still outstanding for more than four years now | Remedial action to clear the outstanding cheques on the Social Aid System was taken. |
| 11.2.2 | Delays in Implementation of Capital projects La Marie Elderly Day Care Centre As at 30 June 2022, more than seven years after acquisition of the building in 2015 to house a Day Care Centre for the Elderly and Disabled, same was still unoccupied. | Contract for Security Services at La Marie Elderly DayCare Centre (expired on 31 May 2023) has not been renewed. |
| | Construction of Homes-Projects not yet started More than three years after vesting of the plots, both projects had not yet started. | A revised Preliminary Drawings was submitted by MNICD in March 2023 for the Proposed Home at Palmar. A first presentation of the architectural drawings for the Palmar project was made by the MNICD on Thursday 04 May 2023. It was proposed to bring amendments to the drawings as per the requirements of this Ministry. Request for the amended architectural drawings was made on 28 June 2023. |
| 11.2.3 | Slow Recovery of Long Outstanding Overpayments Out of total amount of Rs 104.7 million, refunds of some Rs 14.2 million only were received during 2021-22. | Recovery of overpayments cases was noted to be still slow. The overall recovery rate has decreased from 29 per cent during 2021-22 to 27 per cent during 2022-23. During 2022-23, no refund was received from 427 out of 966 outstanding cases as of 30 June 2022. In respect of the 11 cases totalling Rs 6.3 million reported since 2019-20, refunds were received from only 3 of them. Outstanding balance as of 30 June 2023 was some Rs 6.1 million. |
| 11.2.4 | Inadequate Controls over detection of Overpayment of SAid Matching Exercise not done <i>Officers not complying with Instructions</i> | Matching now being done in respect of Abandoned women |
| | List of deceased not generated from the SA Module before renewal of all cases of social aid | Amendment already made to the Social Aid Module |

Table 6: Status of actions taken on Director of Audit Report 2021-2022

Audit Committee for Year 2022-2023

The Audit Committee at this Ministry, constituted in September 2022, has as main objective to ensure that the recommendations made in the Director of Audit Report 2021-2022, Internal Control Reports for financial year 2021-2022, Office Of Public Sector Governance Report on Overpayment and Corruption Risk Assessment, are implemented. As at 30 June 2023, 02 meetings of the Audit Committee were conducted.

PART III – Financial Performance

Financial Highlights

A budget of **Rs 46,425,000,000** was allocated to the Ministry in financial year 2022-2023, which was **20.3%** more than last year's budget. The budget is classified under the following sub-heads:

| | | |
|------------------------|--------------------------------------|-----------------------|
| Sub-Head 09-201 | : General | Rs |
| | Recurrent Expenditure | 111,600,000 |
| Sub-Head 09-202 | : Social Protection | |
| | Recurrent Expenditure | 1,607,700,000 |
| | Capital Expenditure | 70,000,000 |
| Sub-Head 09-203 | : National Pension Management | |
| | Recurrent Expenditure | 44,635,700,000 |
| TOTAL | | 46,425,000,000 |

The budget of the Ministry represents some 30.54% of the total appropriation of Government Expenditure for financial year 2022-2023.

Expenditure caters mainly for payment of Basic Pensions and Social Aid to the senior citizens, vulnerable groups and disabled persons.

The voted provision for payment of social benefits represents some 97.9% of the total vote for the Ministry.

The two types of revenue collected by the Ministry, described under vote item 'Revenue from Property Income, User Fees and Other Sources and Sale of Goods and services' are:

- Benefits recovered: Rs 57,766,769
- Reimbursement of cost of NPF Administration: Rs 76,209,138

Analysis of Major Changes

An analysis of Revenue and Expenditure over the past five years was carried out. Figures for financial years 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023 were taken for comparative purposes.

Revenue

The revenue collected by the Ministry for the last five fiscal years in respect of the two revenue items: Benefits recovered; and Reimbursement of cost of NPF Administration is given in the chart below.

Revenue collected under item - Benefits recovered, increased by 9.49% from Rs 52,757,571 in 2021-2022 to Rs 57,766,769 in 2022-2023 while revenue collected under item - Reimbursement of cost of NPF Administration showed a decrease of 0.02% from Rs 76,224,640 in 2021-2022 to Rs 76,209,138 in 2022-2023.

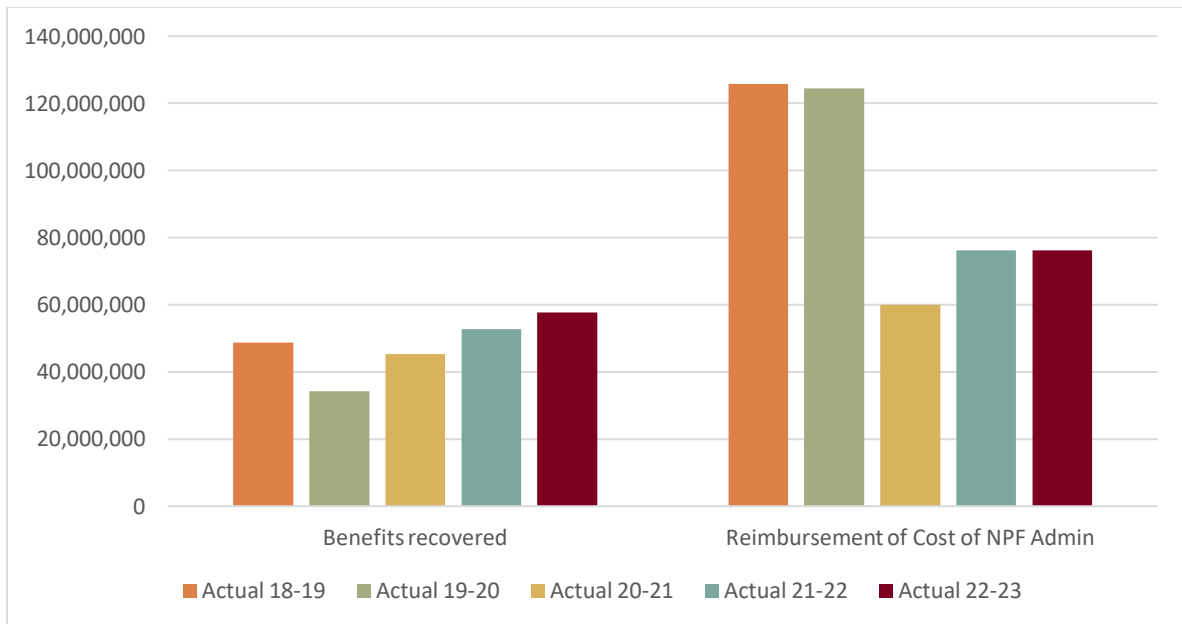


Figure 3: Breakdown of Revenue collected by Ministry

Expenditure

The actual amount spent under the different expenditure categories for the last five fiscal years are shown in Figure 4 below:

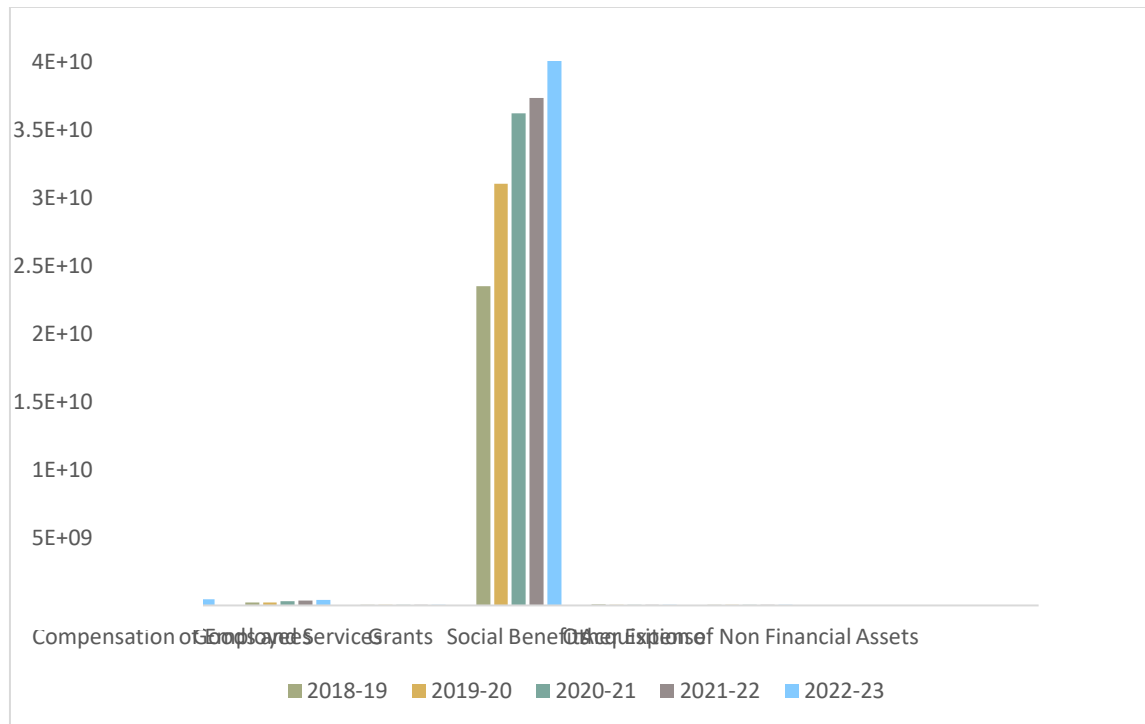


Figure 4: Actual Expenditure for financial years 2018-19 to 2022-23

Figure 4 demonstrates that payment of Social Benefits is still the core expenditure category of the Ministry's budget. Payment of Social Benefits has been increasing over the years and is mainly due to the rising number of beneficiaries of basic pensions. Consequently, the payment of basic pensions for financial year 2022-2023 had grown up to Rs 43,457,753,041.

Capital Expenditure

The construction of the Ministry's fourth Recreation Centre at Riambel was completed in June 2021. Retention money of 10% was to be paid in financial Year 2021-2022 but was however delayed due to some unfinished works. Furniture and equipment required have already been purchased for an amount of Rs 1,474,800. The contract (project value: Rs 215,300,000) was awarded to Beijing Zhuzong Group Co Ltd in June 2016. The project was monitored by a technical team from the Ministry of National Infrastructure and Community Development.

Other minor projects undertaken during the financial year include:

- (i) Upgrading of Recreation Centres;
- (ii) Upgrading of Disability Centre – Refurbishment and Upgrading Works;
- (iii) Upgrading of Residence Bois Savon;
- (iv) Upgrading of Social Security Offices; and
- (v) Acquisition of IT Equipment.

The expenditure on the ongoing Capital projects undertaken by the Ministry for the year 2022-2023 are shown in the table below:

| Projects | Amount Spent (Rs) |
|---|-------------------|
| Construction of Recreation Centre at Riambel | 1,177,918 |
| Upgrading of Recreation Centres | 3,772,135 |
| Upgrading of Disability Centre - Foyer Trochetia | 1,501,724 |
| Upgrading of Residence/Day Care Centre | 1,266,326 |
| Upgrading of Office Buildings - Social Security Offices | 546,956 |
| Acquisition of IT Equipment | 977,500 |

Table 7: Capital Projects

Payment of Non Contributory Pensions

The budget for Basic Pensions increased considerably from Rs 36,750,000,000 in financial year 2021-2022 to Rs 44,340,000,000 in 2022-2023, mainly due to the increase in the number of beneficiaries. The actual expenditure under Basic Pensions as at 30 June 2023 was Rs 43,457,753,041. The table below shows the payment made under the different types of Basic Pensions and the corresponding number of beneficiaries:

| Type of Pension | Amount (Rs) | No of Beneficiaries |
|--|----------------|---------------------|
| Basic Retirement Pension | 33,074,849,374 | 261,269 |
| Widow's Basic Pension | 2,301,629,510 | 18,911 |
| Invalid's Basic Pension | 3,985,468,269 | 33,408 |
| Orphan's Basic Pension | 48,346,000 | 459 |
| Child's Allowance | 278,019,414 | 15,117 |
| Other Basic Pensions (Carer's Allowance for beneficiaries of Invalid's Basic Pension and Basic Retirement Pension; Inmate's Allowance; and Reduced Pension for beneficiaries of Basic Pension staying for a period of more than 3 months in hospital) | 1,563,401,845 | 33,487 |

Table 8: Expenditure on Basic Pensions

The chart below illustrates the percentage of expenditure on the different types of Basic Pensions. 80.18 % of the total amount of Basic Pensions was paid to beneficiaries of Basic Retirement Pension.

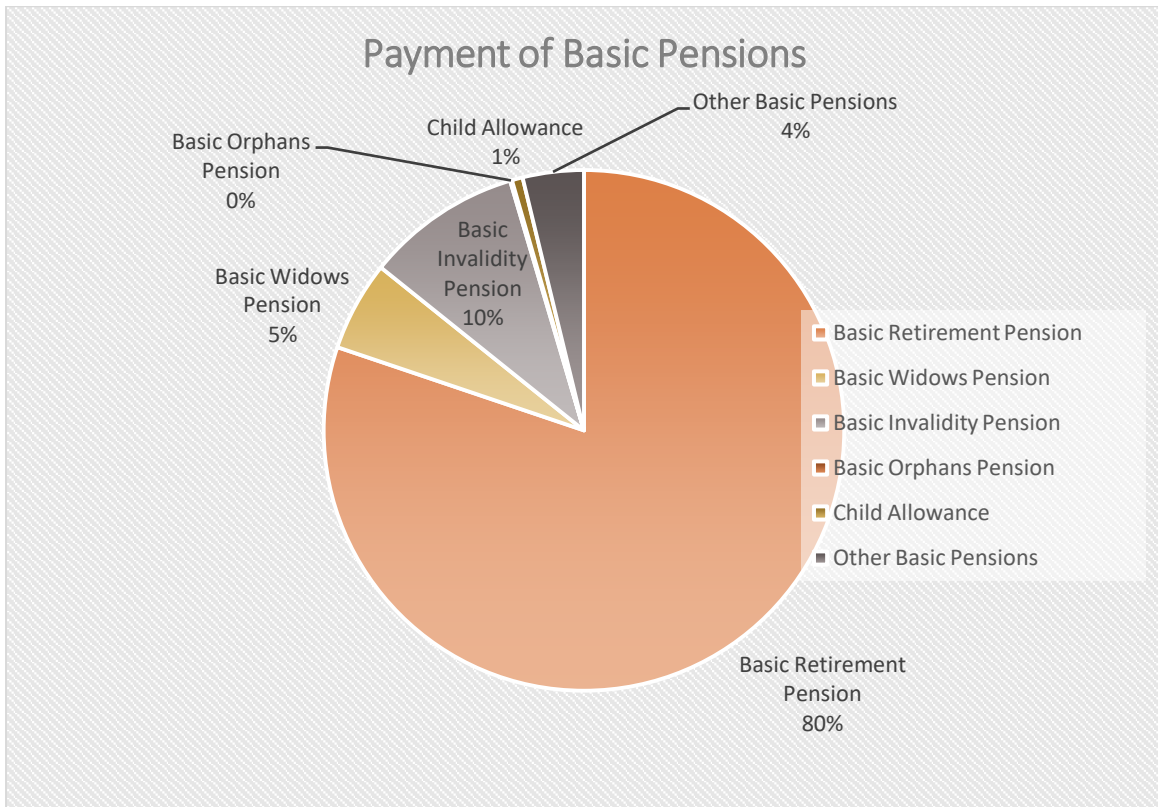


Figure 5: Payment of Basic Pensions

Payment of Social Aid

There are different types of Social Aid that are paid. These payments are effected under the Social Aid Act, Unemployment Hardship Relief Act and National Pensions Act. The budgeted provision in respect of Social Aid for financial Year 2022-2023 was Rs 972,000,000, of which a total amount of Rs 856,056,967 was spent.

The chart below describes the percentage of expenditure of the different types of payments effected under Social Aid.

Social Aid in cash

Major disbursements effected in respect of Social Aid in cash in financial year 2022-2023 are given below:

- (i) 291.5 Million paid as Social Aid;
- (ii) 263.4 Million paid as Income Support for rice and flour; and
- (iii) 123.7 Million transferred to the Ministry of Blue Economy, Marine Resources, Fishries and Shipping for payment of Bad Weather and Closed Season Allowances to fishermen.

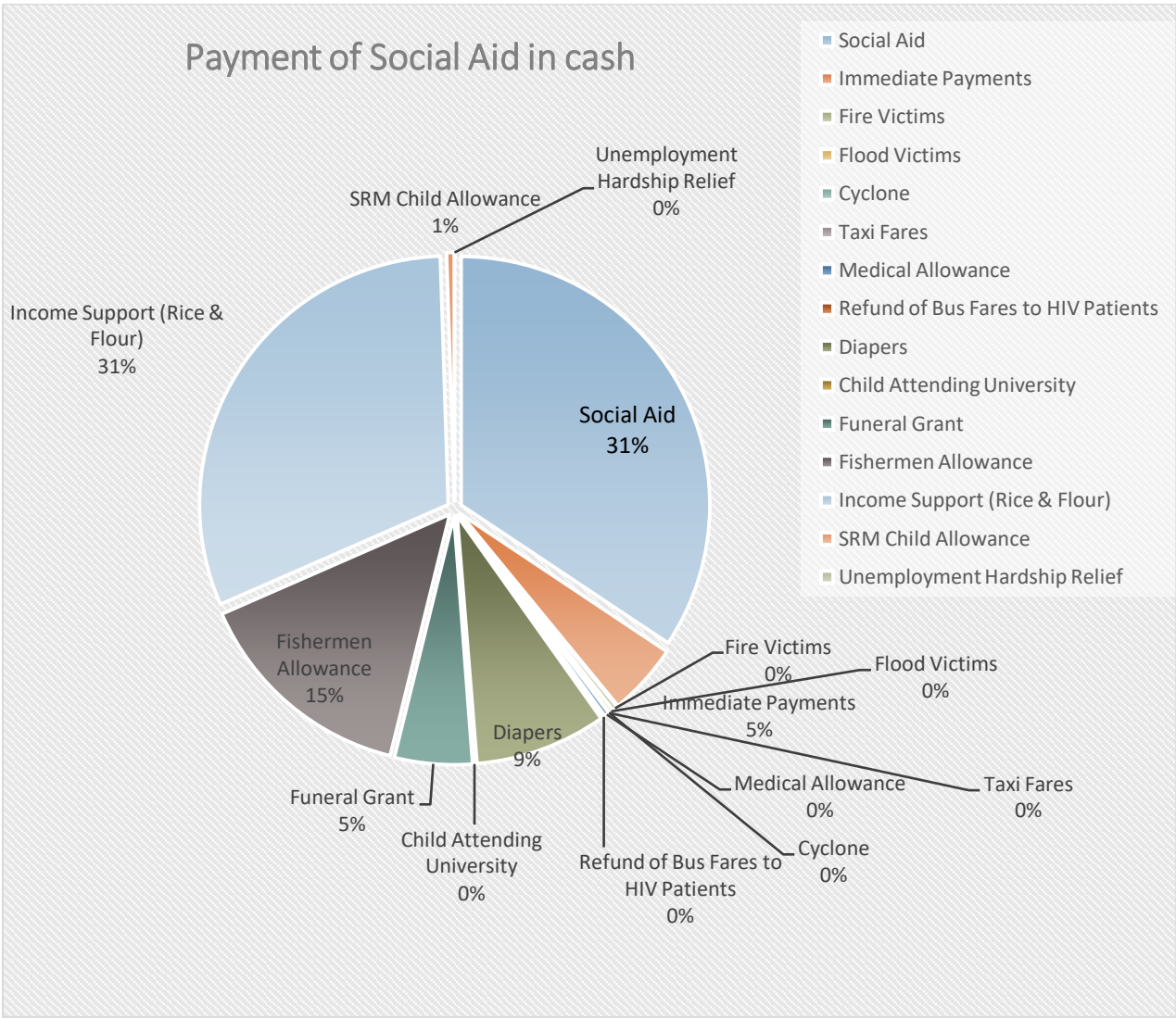


Figure 6: Payment of Social Aid in Cash

Grant for purchase of Assistive devices

The grant payable in respect of Assistive devices, is as follows:

Wheelchair – Rs 10,000

Hearing Aid – Rs 10,000 per ear

Spectacles – Rs 5,000

Dentures – Rs 4,222

Out of an approved provision of Rs 60,000,000 (+Rs 26,900,000 from Reallocation), an amount of Rs 86,616,698 was disbursed for purchase of assistive devices in financial year 2022-2023. A breakdown of the expenditure is shown in Figure 7 below:

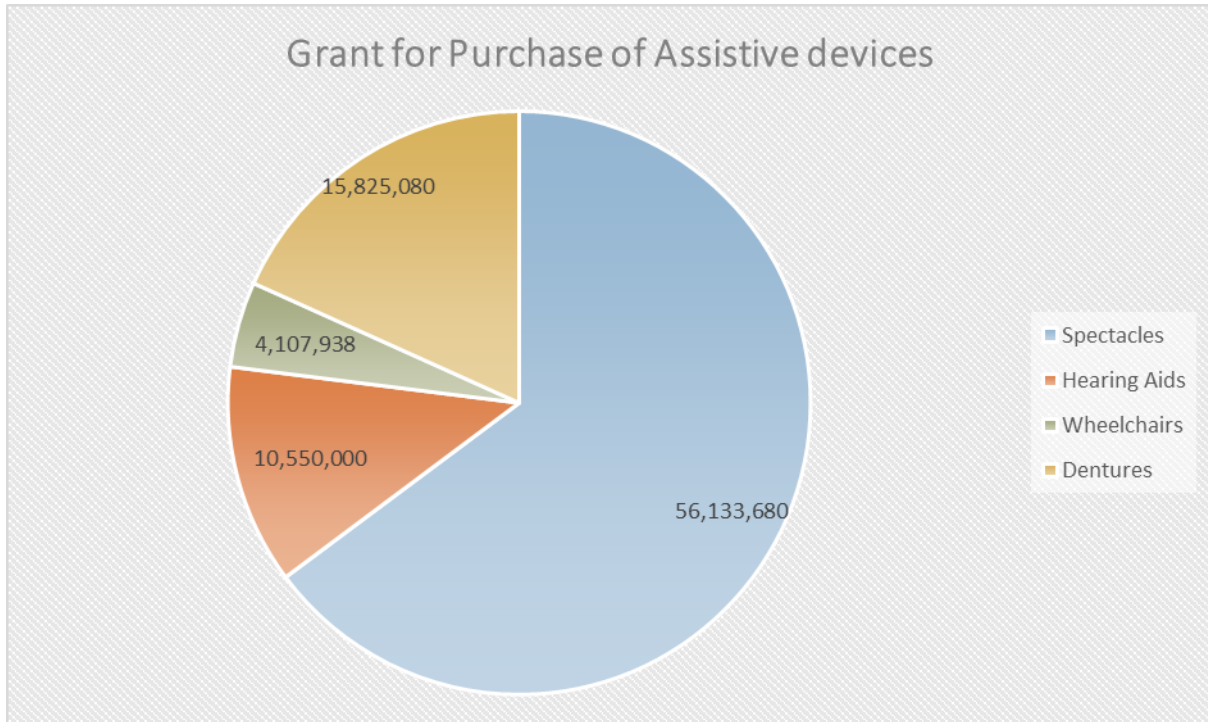


Figure 7: Grant for purchase of Assistive devices

Expenditure - Elderly and Disability Sectors

The expenditure incurred in favour of our Senior Citizens and the Disabled for financial year 2022-2023 were as follows:

| Types of Expenditure | Amount (Rs) |
|---|-------------|
| Fees for Medical Board and Domiciliary Visits | 239,673,937 |
| Purchase of Anti-influenza Vaccines for the Elderly | 14,190,000 |
| Grant to Senior Citizens Council | 13,825,000 |
| Construction of fourth Recreational Centre at Riambel | 1,177,918 |

Table 9: Expenditure – Elderly Sector

| Types of Expenditure | Amount (Rs) |
|--|-------------|
| Assistance and Training of Disabled Persons | 23,169,808 |
| Grant to Training & Employment of Disabled Persons Board | 11,500,000 |
| Upgrading of Disability Centre | 1,501,724 |
| Service De Proximité (by Physiotherapists and Occupational Therapists) | 151,213 |

Table 10: Expenditure – Disability Sector

Expenditure – Religious Bodies

An amount of Rs 5,938,250 was spent in the year 2022-2023 for payment of water charges in respect of Religious Bodies including Rs 256,187 for payment of CEB bills for the Water Pump at Ganga Talao.

Statement of Revenue and Expenditure

Consolidated Statement of Expenditure

09-2: Social Security and National Solidarity

| Head/Sub-Head of Expenditure | 2021-2022 Actual (Rs) | 2022-2023 Estimates (Rs) | 2022-2023 Actual (Rs) |
|-------------------------------------|--------------------------|-----------------------------|--------------------------|
| Compensation of Employees | 430,173,000 | 462,900,000 | 435,550,000 |
| Goods and Services | 381,430,000 | 401,400,000 | 397,598,000 |
| Grants | 22,334,000 | 28,800,000 | 28,222,000 |
| Social Benefits | 37,342,969,000 | 45,452,400,000 | 44,473,819,000 |
| Other Expense | 8,033,000 | 9,500,000 | 8,261,000 |
| Acquisition of Non-Financial Assets | 15,291,000 | 70,000,000 | 11,055,000 |
| Total | 38,200,230,000 | 46,425,000,000 | 45,354,505,000 |

Table 11: Consolidated Statement of Expenditure

Statement of Expenditure

09-201: General

| Head/Sub-Head of Expenditure | 2021-2022 Actual (Rs) | 2022-2023 Estimates (Rs) | 2022-2023 Actual (Rs) |
|------------------------------|--------------------------|-----------------------------|--------------------------|
| Compensation of Employees | 85,070,000 | 91,900,000 | 86,068,000 |
| Goods and Services | 19,236,000 | 19,700,000 | 20,088,000 |
| Total | 104,306,000 | 111,600,000 | 106,156,000 |

Table 12: Statement of Expenditure – General

09-202: Social Protection

| Head/Sub-Head of Expenditure | 2021-2022 Actual (Rs) | 2022-2023 Estimates (Rs) | 2022-2023 Actual (Rs) |
|-------------------------------------|-----------------------|--------------------------|-----------------------|
| Compensation of Employees | 174,758,000 | 181,800,000 | 171,545,000 |
| Goods and Services | 320,961,000 | 336,000,000 | 336,536,000 |
| Grants | 21,572,000 | 28,000,000 | 27,459,000 |
| Social Benefits | 784,590,000 | 1,052,400,000 | 965,843,000 |
| Other Expense | 8,033,000 | 9,500,000 | 8,261,000 |
| Acquisition of Non-Financial Assets | 15,291,000 | 70,000,000 | 11,055,000 |
| Total | 1,325,205,000 | 1,677,700,000 | 1,520,699,000 |

Table 13: Statement of Expenditure – Social Protection

09-203: National Pensions Management

| Head/Sub-Head of Expenditure | 2021-2022 Actual (Rs) | 2022-2023 Estimates (Rs) | 2022-2023 Actual (Rs) |
|------------------------------|-----------------------|--------------------------|-----------------------|
| Compensation of Employees | 170,345,000 | 189,200,000 | 177,937,000 |
| Goods and Services | 41,233,000 | 45,700,000 | 40,974,000 |
| Grants | 762,000 | 800,000 | 763,000 |
| Social Benefits | 36,558,379,000 | 44,400,000,000 | 43,507,976,000 |
| Other Expense | 0 | 0 | 0 |
| Total | 36,769,957,000 | 44,635,700,000 | 43,727,650,000 |

Table 14: Statement of Expenditure – National Pensions Management

Statement of Revenue

| Revenue | 2021-2022 Actual (Rs) | 2022-2023 Estimates (Rs) | 2022-2023 Actual (Rs) |
|---|-----------------------|--------------------------|-----------------------|
| Benefits recovered | 52,757,571 | 51,000,000 | 57,766,769 |
| Reimbursement of cost of NPF Administration | 76,224,640 | 65,000,000 | 76,209,138 |
| | 128,982,211 | 116,000,000 | 133,975,907 |

Table 15: Statement of Revenue from Property Income, User Fees and other Sources

PART IV – Challenges

Elderly Sector

- **Impact of Ageing on Pension**

The phenomenon of an ageing population will have a direct impact on our social protection system. It is expected that the pensioner support ratio will go down to 3:1 in 2030 compared to 6:1 as at now. The number of Basic Retirement Pension beneficiaries has reached 261,269 as at June 2023 and it is expected to rise to 343,000 by 2054. With a decreasing birth rate, an increasing life expectancy and an increase in the number of old people aged 60 and above, the sustainability of the pension system represents a real challenge.

- **Increasing demand for Elderly Day Care facilities, Charitable Institutions and Private Residential Care Homes**

With the rise in the nuclear family set up following the new life trends whereby both husband and wife are engaged in their professional activities outside the home, the elderly more often than not will be crowded out of the family circle. There will be a growing demand for quality Elderly Day Care facilities, Charitable Institutions and Private Residential Care Homes. With the growing number of literate and professional retirees, the expectations in terms of quality and types of services at the aforesaid institutions will also need to be addressed. A competitive pressure in terms of demand and supply will become inevitable.

- **Protection of the elderly population**

Security and protection of the elderly population, be it physical or otherwise, has become a matter of concern. The older generation should be given the necessary framework so that they can continue to live an active and happy ageing while feeling secure and safe in their daily environment. Linked to this is the element of welfare and well-being of the senior citizens. Changing the attitude of health and social service providers is vital to ensure that their practices empower and enable the elderly to remain autonomous as long as possible. A happy old age pensioner is one who is above all safe and secure.

Disability Sector

Mauritius is party to a number of international conventions and treaties on Disability including the United Nations Convention on the Rights of Persons with Disabilities (UNCPRD). The main challenge is to ensure that persons with disabilities are made to join the mainstream of our society. Persons with disabilities should be given due recognition and equal right in accessing public facilities. In view thereof, dedicated professionals should be engaged in this sector and the environment should also be re-engineered to make it more disabled friendly.

The promotion of the rights of persons with disabilities and the protection of persons with disabilities against abuse, violence and neglect should continue in a more sustainable and focused manner. Negative attitude and mindset towards persons with disabilities should be eradicated so that the latter do not find themselves marginalised or held down by their disabilities. Public and private sector employers should be encouraged through appropriate incentives to employ people with disabilities given that demand for lift facilities, ramps hand rails, transport facilities to and from office will increase.

PART V – Way Forward

SWOT Analysis

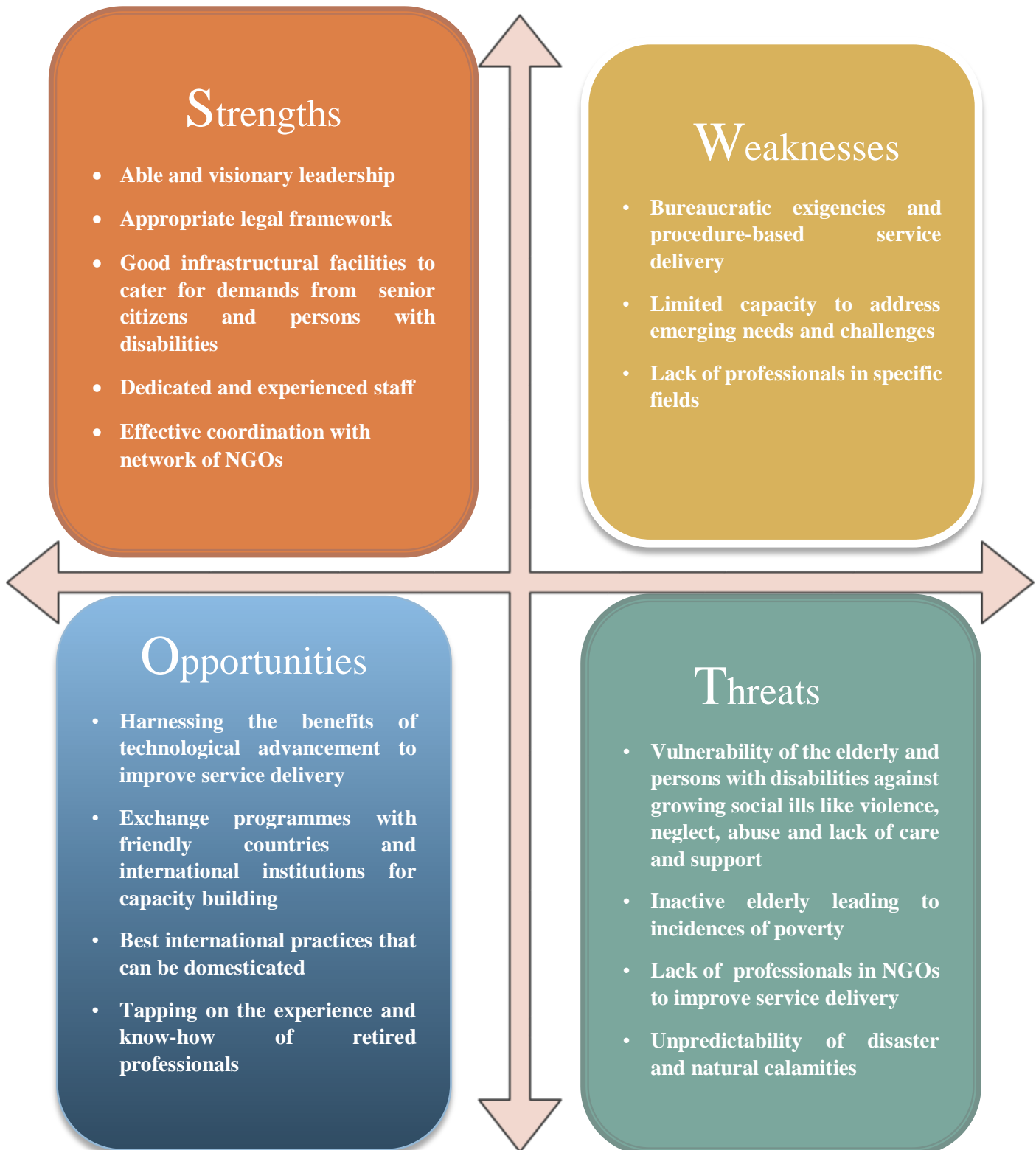


Figure 8: SWOT Analysis

Strategic Direction

Three-year Strategic Plan 2022-23 – 2025-26

- Implement the E-Social Security project to enable rapid processing of claims and eliminating overpayment of benefits
- Enhance social inclusion
- Improve service delivery and assistance to the needy, elderly and persons with disabilities
- Enhance partnership with NGOs and other stakeholders for an inclusive society

SOCIAL SECURITY OFFICES (SSO) NETWORK

| SN | SOCIAL SECURITY OFFICE | ADDRESS | CONTACT DETAILS |
|----|------------------------|--|--|
| 1 | Baie du Cap | Royal Road, Baie du Cap | Tel: 622 1070 |
| 2 | Bambous | Corner Allee Tamarin and Geoffroy Road, Bambous | Tel: 452 1197, 452 0156 Fax: 452 2426 |
| 3 | Beau Bassin | NPF Building, Douglas Street Beau Bassin | Tel: 465 7410, 464 6450, 454 6226, 465 8957 Fax: 465 9344, 465 9221 |
| 4 | Bel Air Riviere Seche | Morcellement Maroussem, Trou d'Eau Douce Road, Bel Air Rivière Sèche | Tel: 419 2441, 419 7197 Fax: 419 7490 |
| 5 | Benefits Branch | Social Security House, Old Moka Road, Rose-Hill | Tel: 403 2700 Fax: 465 3290 |
| 6 | Bon Accueil | Royal Road, Bon Accueil | Tel: 418 4341, 418 0108 Fax: 418 8420 |
| 7 | Case Noyale | Royal Road, Case Noyale | Tel: 451 5063 |
| 8 | Centre de Flacq | Hospital Road, Centre de Flacq | Tel: 413 5722, 413 5714, 413 6944, 413 6350 Fax: 413 6369 |
| 9 | Chemin Grenier | Ernest Le Maire Street, Chemin Grenier | Tel: 622 6002, 622 6250, 622 6257, 622 2420 Fax: 622 5070 |
| 10 | Contributions Branch | R. Seeneevassen Building Jules Koenig Street, Port Louis | Tel: 207 0625 |
| 11 | Curepipe | Jerningham Street, Curepipe | Tel: 670 5023, 670 5028, 670 5053, 670 0595, 670 5054, 670 5057, 670 5058, 670 5061, 670 5042 Fax: 670 5054 |
| 12 | Goodlands | NPF Building near Traffic Centre, Royal Road, Goodlands | Tel: 282 0023, 2832114, 283 7602, 283 2249 Fax: 283 5142 |
| 13 | Grand Baie | Royal Road, Grand Baie(near Store 2000) | Tel: 263 1476, 269 0715 Fax: 263 8743 |
| 14 | Grand Gaube | Royal Road Grand Gaube | Tel: 288 0068, 288 4341 Fax: 288 8696 |
| 15 | Head Office | R Seeneevassen Building, Jules Koenig Street, Port Louis | Tel: 207 0625 |
| 16 | La Flora | Royal Road, La Flora | Tel: 617 8673, 617 1970 |
| 17 | L'Escalier | La Sourdine, L'Escalier | Tel: 636 0126, 636 7537 Fax: 636 7537, 636 5862 |
| 18 | Mahebourg | NPF Building, La Passe Street, Mahebourg | Tel: 631 9544, 631 0677, 631 9021, 631 0662, 631 0661 Fax: 631 2596 |

| SN | SOCIAL SECURITY OFFICE | ADDRESS | CONTACT DETAILS |
|----|-------------------------------------|--|--|
| 19 | Mont Ida | Royal Road, Mont Ida | Tel: 416 5951, 416 5199, 416 3624 |
| 20 | Montagne Blanche | Petit Paquet Road, Montagne Blanche | Tel: 437 5167, 437 2743 Fax: 437 5168 |
| 21 | Montagne Longue | Royal Road, Montagne Longue | Tel: 245 3158, 245 2388 Fax: 245 2388 |
| 22 | Pamplemousses | Royal Road, Pamplemousses (near San Building) | Tel: 243 3522, 489 4135 Fax: 243 3510 |
| 23 | Petite Riviere | Royal Road, Petite Rivière | Tel: 233 7542, 233 4454 Fax: 233 1442 |
| 24 | Phoenix | Saint Paul Avenue, Phoenix | Tel: 696 4278, 697 0681, Fax: 697 5624 |
| 25 | Piton | NPF Building, Royal Road, Piton | Tel: 264 2364, 264 2099, 264 2007 Fax: 264 1756 |
| 26 | Plaine des Papayes | Royal Road, Plaine des Papayes | Tel: 266 2446, 266 2603 Fax: 266 2470 |
| 27 | Plaine Magnien | NPF Building, Rishi Dayanand Road, Plaine Magnien | Tel: 637 3525, 637 8966, 637 8965 Fax: 637 8967 |
| 28 | Pointe aux Sables | Royal Road, Pointe aux Sables | Tel: 234 7605 Fax: 234 6044 |
| 29 | Port Louis Central | Astor Court, Lislet Geoffroy Street, Port Louis | Tel: 208 8361, 208 0969, 213 0728, 212 9958, 212 2658, 213 0951, 212 5181, 213 0510, 213 0532, 208 1592, 213 1121, 208 8556 Fax: 210 9224 |
| 30 | Port Louis Astor Court | Astor Court, Lislet Geoffroy Street, Port Louis | Tel: 212 9918, 210 9211, 212 0326, 208 1117, 212 6009 Fax: 212 6497 |
| 31 | Port Louis Rapid Investigation Unit | Lislet Geoffroy Street, Port Louis | Tel : 208 8286 |
| 32 | Port Louis (SRM) | 2nd Floor, R. Seeneevassen Building Jules Koenig St Port Louis | Tel: 207 1456, 207 1457, 207 1458 Fax : 213 8765 |
| 33 | Port Louis Western (Cassis) | Astor Court, Lislet Geoffroy Street, Port Louis | Tel: 213 0922, 213 0532, 208 0286, 212 0326, 208 1117, 212 9918 |
| 34 | Port Louis (Eastern) | Astor Court, Lislet Geoffroy Street, Port Louis | Tel: 213 0728, 212 7396 |
| 35 | Quartier Militaire | Royal Road, Quartier Militaire | Tel: 4357551, 435 6663, Fax: 435 6752 |
| 36 | Quatre Bornes | Sir William Newton Street, Quatre Bornes (Behind Market) | Tel: 424 1157, 425 3792, 427 4271, 427 9825, 427 0493 Fax: 427 6344 |

| SN | SOCIAL SECURITY OFFICE | ADDRESS | CONTACT DETAILS |
|----|------------------------|--|--|
| 37 | Riviere des Anguilles | La Baraque Road, Riviere des Anguilles | Tel: 626 2536, 626 4563, 626 1749, 626 1207, 626 1201 Fax: 626 1749, 626 1201 |
| 38 | Rivière du Rempart | SSR Street, Rivière du Rempart | Tel: 412 7527, 412 8068 Fax: 412 4485 |
| 39 | Rodrigues | Port Mathurin | Tel: 832 0315, 832 0317, 832 0319, 832 0320, 832 1169 |
| 40 | Rodrigues | Malabar | Tel: 832 4174, 832 5633, 832 5575, 832 4428 |
| 41 | Rodrigues | La Ferme | Tel: 831 7248, 832 7895 |
| 42 | Rose Belle | Madame Lolo Street Rose Belle | Tel: 627 4532, 627 2451 Fax: 627 2844 |
| 43 | Rose Hill | Social Security House, Moka Road, Rose Hill | Tel: 403 2700 Fax: 465 1993 |
| 44 | Saint Pierre | Ripailles Road (Behind Post Office), Saint Pierre | Tel: 433 4250, 433 1440, 433 7259, 433 7620, 433 7230 Fax: 433 1266 |
| 45 | Souillac | Morisson Street, Souillac | Tel: 625 4121, 625 4496, 625 8134 Fax: 625 5548 |
| 46 | Terre Rouge | Le Hochet, Terre Rouge | Tel: 248 4048, 248 3886, 249 1494, 249 1610 Fax: 248 9369 |
| 47 | Triolet | NPF Building, Mahatma Gandhi Road, Triolet | Tel: 261 6527, 261 1453, 261 3036 Fax: 261 1258 |
| 48 | Vacoas | New Municipal Building, Independence Avenue, Vacoas | Tel: 698 3188, 696 4279, 698 1775, 697 4575, 697 4582 Fax: 697 1371 |
| 49 | Vieux Grand Port | Royal Road, Vieux Grand Port | Tel: 634 5408 |

LIST OF ELDERLY DAY CARE CENTRES

| SN | ELDERLY DAY CARE CENTRE | ADDRESS | CONTACT NO. |
|-----|-------------------------|---|-------------|
| 1. | Bois Savon | Residence Bois Savon, Abercrombie, Sainte Croix | 2164613 |
| 2. | Bramsthan | Royal Road, Bramsthan | 4139522 |
| 3. | Brisee Verdiere | Royal Road, Brisee Verdiere | 4187838 |
| 4. | Camp Fouquereaux | Camp Fouquereaux, Phoenix (vis-a-vis Shivala) | 6963471 |
| 5. | Camp Yoloff | Military Road, Nr Community Centre, Port Louis | 2163682 |
| 6. | Chemin Grenier | Royal Road, Chemin Grenier (Social Welfare Centre) | 6222080 |
| 7. | Floreal | Joury Lane, Mangalkhan, Floreal | 6963466 |
| 8. | Grand Bay | Royal Road, Grand Bay (Social Welfare Centre) | 2631170 |
| 9. | L'Escalier | Royal Road, L'Escalier | 6360589 |
| 10. | La Rosa | Royal Road, La Rosa | 6278698 |
| 11. | Le Ravin | Gandhi Square, Rivière du Rempart | 4125753 |
| 12. | Mare La Chaux | Royal Road, Mare La Chaux (Social Welfare Centre) | 4152743 |
| 13. | Nouvelle Decouverte | Royal Road, Nouvelle Decouverte | 4315596 |
| 14. | Petit Raffray | Royal Road, Petit Raffray (Social Welfare Centre) | 2834726 |
| 15. | Piton | Royal Road, Piton (Social Welfare Centre) | 2649489 |
| 16. | Poste de Flacq | School Road, Poste de Flacq | 4134021 |
| 17. | Pointe aux Piments | Royal Road, Pointe aux Piments (near Recreation Centre) | 2657635 |
| 18. | Roche Bois | Royal Road, Roche Bois (Social Welfare Centre) | 2168227 |
| 19. | Saint Pierre | Behind Social Welfare Centre, Saint Pierre | 4336843 |
| 20. | Surinam | Social Welfare Centre Road, Surinam | 6255954 |
| 21. | Roches Brunes | c/r Independence /Chadee Avenue Roches Brunes | 4553125 |
| 22. | Petite Riviere | Royal Road Petite Riviere (SWC) | - |

LIST OF RECREATION CENTRES

| SN | RECREATION CENTRE | OPERATIONAL SINCE | ADDRESS | CONTACT DETAILS | |
|----|---|---------------------|---------------------------------|--------------------------------|---------------------|
| | | | | TEL/FAX | EMAIL |
| 1. | James Burty David Recreation Centre | 01 February 2001 | Coastal Road, Pointe aux Sables | Tel: 234 1316 Fax: 234 2164 | rcentre@intnet.mu |
| 2. | Sir Seewoosagur Ramgoolam Recreation Centre | 10 February 2010 | Coastal Road, Belle Mare | Tel: 415 2385 Fax: 415 2132 | ssrcentre@gmail.com |
| 3. | Lady Sushil Ramgoolam Recreation Centre | 28 June 2014 | Coastal Road, Point aux Piments | Tel: 265 6795 Fax: 265 6796 | lsrrc@intnet.mu |
| 4. | Riambel Recreation Centre | Operational in 2023 | Coastal Road, Riambel | Tel: 625 0767, 625 0770 | riambelrc@gmail.com |

LIST OF CHARITABLE INSTITUTIONS

| SN | NAME OF INSTITUTION | ADDRESS | NAME OF OFFICER IN CHARGE | TEL. NO. |
|-----|--|---|--|----------|
| 1. | Belle Rose Home | St. Louis Avenue, Belle Rose | Soeur Angelique Langlois | 466 8722 |
| 2. | Tamarin Cheshire Home | Royal Road, Tamarin | Mrs Brina Murree | 483 6652 |
| 3. | Pierrefonds Cheshire Home | Pierrefonds, Palma, Quatre Bornes | Mrs Ginette Lan Yee Chiu (Chairperson) | 424 9011 |
| 4. | Dr Chiranjiv Bhardwaj Ashram | Coastal Road, Belle Mare | Mr Lutchmeenarain Ramchurn (Manager) | 415 2857 |
| 5. | Crèche du Coeur Immaculé de Marie Orphanage | Sir Virgil Naz Ave, Quatre Bornes | Soeur Marie Lourdes | 424 5041 |
| 6. | Currimjee Jeewanjee Infirmary | 28, St Georges Street, Port Louis | Mr Oomar Jhingoor (Manager) Mr Ebrahim Khan Domun (President) | 212 2672 |
| 7. | Mauritius Muslim Orphanage | 40, Labourdonnais Street, Port Louis | Mrs Parwin Saidoo | 212 1585 |
| 8. | Foyer Trochetia | Petit Verger, Pointe Aux Sables | Mr Jaylall Shirao (Manager) Mr Yogavanam Moothy (Administrator) | 234 0869 |
| 9. | Rosie Le Meme Adventist Home | 77, Telfair Avenue, Quatre Bornes | Mrs Marie Noele Bosdedore | 464 4373 |
| 10. | Foyer Père Laval Orphanage | 27, Nicolay Road, Port Louis | Mr Jacques Pereira | 242 1637 |
| 11. | Shradhanand & Gayasing Ashram (including Orphanage Wing) | 2, Pandit Gayasing Street, Port Louis | Mr Rajnarain Gutty (Manager) Mrs Jasooda Gaungoo | 212 0177 |
| 12. | Hospice Saint Jean De Dieu | Powder Mills Road, Pamplemousses | Brother George Thomas | 243 3552 |
| 13. | Jadoonanan Ballgobeen Ashram | J. Ballgobeen Lane, St. Paul, Vacoas | Mr Oumesh Oodun | 686 9118 |
| 14. | Krishnanand Seva Ashram | c/o Human Service Trust, Calebasses, Pamplemousses | Mr Premchand Boojhawon (President) Mr Alvin Lamba (Manager) | 248 9651 |
| 15. | Srimathi (Smt) L. P Govindramen Residential Care Home | Trois Boutiques, Union Vale | Mr S. Govindaramen | 637 3198 |
| 16. | Maharana Pratap Ashram | Coastal Road, Belle Mare | Mrs Ramparsad Priya Devi | 415 2387 |
| 17. | Meenatchee Home | Arul Migou Sockalingum Meenatchee Ammen Tirukkovil Street, Port Louis | Mr Indersen Munisamy | 216 1732 |
| 18. | Mère Augustine Home | Chapel Lane, Rose Belle | Soeur Linda Liseby Poonah | 627 4546 |

| SN | NAME OF INSTITUTION | ADDRESS | NAME OF OFFICER IN CHARGE | TEL. NO. |
|-----|--|--|--|----------------------|
| 19. | Pavillon Ste Marie/Providence (including Orphanage Wing) | Gordon Street, Rose Hill | Soeur Elizabeth Appadu (Manager) Soeur Marie Juliette | 465 5848 |
| 20. | St Hugh's Anglican Home | 6, Sir Edgar Laurent Street, Rose Hill | Mr Collendaveloo Sylvain | 464 1124 |
| 21. | SOS Children Village | G.lthier Street, Mare Gravier, Beau Bassin | Mr Amedee Dabeecharun | 464 8379 |
| 22. | Smt Foolbasseea Babooram Ashram | Jooty Street, Belle Vue, Chemin Grenier | Mr Rajen Ramjee (Manager) Mrs Raakhee Chitamun | 622 2072 |
| 23. | Respite Care Centre | Piton, Rodrigues | Soeur Roseline Larcher (Congregation Fille De Marie) | 831 4474 832 4824 |

LIST OF PRIVATE RESIDENTIAL CARE HOMES

| SN | NAME OF INSTITUTION | ADDRESS | NAME OF OFFICER IN CHARGE | TEL. NO. |
|-----|--|--|---|------------------------|
| 1. | Agis Care Home | Royal Road, Beau Manguier, Pereybere | Mr Gopaul Viraj Mr Sooklall Devanund | 5702 5070 454 6602 |
| 2. | Anse La Raie Care Home | Union Delcourt Street, Saint Francois, Calodyne | Mr B. M. Gowreesunkur | 282 4253 5783 9836 |
| 3. | Apson Home | 7, Bis Arrighi St, Beau Bassin | Mrs Ameena Peeroo | 454 4775 |
| 4. | Association Pour Personnes En Larmes (APPEL) | Ex Rishi Building, Abattoir Road, Roche Bois | Mrs Ellayah Juanita | 5448 2526 5752 7343 |
| 5. | Aux Plaisirs de la Vie | 396, Morcellement Safeland, Flic en Flac | Mr Arnaud Ratton | 5485 8957 |
| 6. | Begonia Garden Retirement Home Ltd | Ave Begonia/Anenome, Morcellement Swan, Tombeau Bay | Mr Koon Philippe | 5771 0088 247 2022 |
| 7. | BG Care Home | Puspasse Avenue, Palma Road, Q. Bornes | Mr Rishikesh Govinda | 428 0122 |
| 8. | Camp Diable Islamic Home | Nababsing Street, Camp Diable | Mr Ramjean Abdool Majid | 5756 8058 |
| 9. | Candos Residential Care Home Ltd | Morcellement Dookun, Paillote | Mr Deepak Benidin | 427 8713 5758 2319 |
| 10. | Chez Myriam Residential Care Home | Cnr Pope Hennessy & Sir William Newton Streets, Curepipe | Mrs Tasneem Bali | 5252 2588 5474 0534 |
| 11. | Crystal Angel Home | 102, Jackson Road, Vacoas | Mr Dhorah Manrhaj | 686 7727 |
| 12. | Diamond Abode Association | Belle Rive Road, Hermitage, Phoenix | Mr Enkamah Teeha | 5259 5676 |
| 13. | Feather of Happiness Home Care | 51, Morc Savannah, New Grove | Mrs Omatee Moothoosawmy | 5799 1458 5917 4553 |
| 14. | Floreal House | 41B, Govinden Lane, Off Franklin Street, Floreal | Mr Peeroo Eshan Mrs Sumaiyah Peeroo | 696 7591 |
| 15. | Foyer Notre Dame de La Paix | Bonne Terre, Vacoas | Soeur Dorothé Rasoan Janahary | 427 0881 |
| 16. | Golden Care Home | RCA Road, Quartier Militaire | Ms C. Lutchigadoo | 5702 6301 |
| 17. | Grand-Père & Grand-Mère | Coastal Road, Tombeau Bay | Mr Percy Benyett | 247 2533 |
| 18. | Harmony Home | 77, Vingta No.2 Solferino, Vacoas | Mr Rughoonundun Kapeeldev | 427 3996 |
| 19. | Home de la Tour | Clos de la Tour, Commerson Street, Curepipe | Mr Michel Jude | 675 8674 675 8681 |
| 20. | Home Flo Care | Jhoory Lane, Floreal | Mr Chandun Jahajeeah | 5784 3093 |

| SN | NAME OF INSTITUTION | ADDRESS | NAME OF OFFICER IN CHARGE | TEL. NO. |
|-----|--|---|---|-----------------------------------|
| 21. | ILA Residential Care Home Ltd | 6, Branch Road, Upper Dagotiere | Mr Elvin Sivamben Moedaly | 433 5002 5790 5662 |
| 22. | La Clairière Home | Bonne Terre, Vacoas | Sister Agathe Mary Anne | 426 4097 |
| 23. | Les Jardins de Chantenay | Royal Road, Moka | Director: Mrs Nathalie Henry, Melanie Sauzier | 433 7600 |
| 24. | Lifecare Residential Care Home | 18, Dr Mayer Street, Floreal | Mr Pravesh Dabeedeen | 686 2503 |
| 25. | Light Senior Villa | Vyapoory Lane, Valetta | Mrs Petchaye Permal | 251 2707 |
| 26. | Lotus Residential Care Home | Sans Souci Road, Montagne Blanche | Dr Dananjai Ramruttun | 5773 4526 |
| 27. | Maison de la Paix (Couvent Mère Theresa) | 34, Route St Martin, Roche Bois | Sister M. C. Dhira | 242 0812 |
| 28. | Maison Des Michel | Commerson Street, Curepipe | Mr Jude Michel (Director) Mr Jenna Jonathan | 674 2379 674 2411 |
| 29. | Matrusaden Residential Care Home | Shivala Road, Isidore Rose, Flacq | Mrs Birnstiel Sheela Mr Deepaul Vinesh | 5923 6635 |
| 30. | Maya Elderly Care Home | 156, Morc Nouvelle Ville, Avenue Roches Brunes, R. Hill | Mrs Danonvady Vranckx Maya | 454 9005 |
| 31. | Mercy Home | Royal Road, Surinam | Brother M. C. Leonard | 625 5072 |
| 32. | Mon Destin Maison De Retraite Ltd | 21, Rochecouste Lane, Forest Side | Mr Dharansingh Hosene | 670 3758 5993 3426 |
| 33. | Mountview Care Home Ltd | Royal Rd, Nouvelle Decouverte | Mrs Bibi Kawsar Khodabocus | 5256 7336 |
| 34. | Naelia Services Ltd | 111, Avenue Guy Forget, Quatre Bornes | Mrs V.G. Corrina Jennifer Mrs Maniacara Marjorie | 5775 6639 5855 9191 |
| 35. | Nightingale Residential Care Home Ltd | 15, Charles Lees St, Curepipe | Mrs Jane Dax | 674 1368 5754 7729 674 1470 |
| 36. | Noble Care Home | 34, Hajee Adam Moosun Lane, Modern Square, Vingta No. 2, Vacoas | Mr Rampersad Prakash Mrs Chukory Bhagwantee | 5755 7237 |
| 37. | Paradise Home Care | Cnr Charles Reynaud Lapeyrouse St, Curepipe | Dr Newrajall Burton | 5254 1333 |
| 38. | Pelletier Home | 20, Rennards Street, Beau Bassin | Sister Mestry Marie Françoise | 454 4659 |
| 39. | Residence D'Oron | Morc. Koeing St, Phoenix | Mr Seetohul Sunil | 697 7619 |
| 40. | Residence Ruth | Cnr Edward VII & Sir Charles Lees Streets, Rose Hill | Mrs J. Fourget Mr P. Fourget Mrs N. Cabaglio Mrs Danielle Tennant Mrs Sairally Zeenat | 467 6742 |
| 41. | Saint Coeur De Marie | Curepipe Road, Curepipe | Soeur Emilie Jeanne | 675 6503 |

| SN | NAME OF INSTITUTION | ADDRESS | NAME OF OFFICER IN CHARGE | TEL. NO. |
|-----------|-------------------------------------|---|--|----------------------|
| 42. | Salesian Home | Baraque Lane, Batimaraïs, Riviere des Anguilles | Sister Maria Goretti | 632 0270 626 2486 |
| 43. | SAVI Residential Care Home | 34, Avenue Gerome, Tranquille, Vacoas | Mr Peryag Singh Swaree | 698 0413 |
| 44. | Silver Sail Ltd | 69, Ave Renganaden Seeneevassen, La Louise, Quatre Bornes | Mr Bhimajee Govinda | 5422 2059 |
| 45. | Somlata Jawaheer Memorial Home | 21, St Paul Avenue, Phoenix | Sanjaye Jawaheer | 686 4880 698 2087 |
| 46. | St Anne Residential Care Home | Seebaluck Lane, La Croisée Diolle, Vacoas | Mrs Marie Anne Duval | 686 2676 |
| 47. | St Paul's Home, Christian Care Home | Avenue Dupouy, Quatre Bornes | Mr Eric Bienvenue | 427 5957 |
| 48. | Sui Loong Elders Centre | Rue Château d'Eau, Port-Louis | Mr Jean Yip Tong (Director) Mr Leung Shing Philippe | 213 0359 |
| 49. | Sweet Home Casa Santa Maria | Allée Brillant, Phoenix | Mrs Marina Lucie Mylene Dupré | 698 8024 698 5089 |
| 50. | The Laurels Residential Care Home | 317, Avenue Boundary, Quatre Bornes | Mrs Genevieve Marie Martine Bianca | 465 0910 |
| 51. | Upton Grey | Ramkhelawon St, New Grove | Mrs Devika Chandrawatee Ragoobeer | 5920 5849 |
| 52. | Vacoas Senior Residential Care Home | 72, Rte du Club, Morcellement Bellecourt, Vacoas | Mr Indra Kumar Bostom | 5954 4445 |

ORGANISATION CHART

Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division)

