



**Ministry of Social Security, National
Solidarity and Environment and
Sustainable Development
(Social Security and National Solidarity Division)**

*Annual Report on Performance
Fiscal Year 2016-2017*

Contents

List of Tables	2
List of Figures	3
Annexes.....	4
Minister’s Statement	5
Permanent Secretary’s Statement.....	7
PART I – About the Ministry/Department	8
Vision and Mission	8
Roles and Functions of the Ministry of Social Security, National Solidarity and Environment and Sustainable Development (Social Security and National Solidarity Division).....	12
Roles and Functions of Sections of the Ministry.....	16
About Our People	26
PART II– Ministry/Department Achievements	30
Main Achievements for Financial Year 2016/2017	30
Status on Implementation of Budget Measures.....	42
Status on Implementation of Key Actions	44
Risk Management, Citizen Oriented Initiatives and Good Governance	45
PART III – Financial Performance.....	47
Financial Highlights	47
Analysis of Major Changes.....	48
Statement of Revenue and Expenditure.....	55
PART IV – Challenges.....	59
Elderly Sector	59
Disability Sector	60
Social Entrepreneurship.....	60
PART V – Way Forward.....	61
SWOT Analysis.....	61
Strategic Direction	62

List of Tables

Table	Title	Page No.
Table 1	: Status on Implementation of Budget Measures	42
Table 2	: Status on Implementation of Key Actions	44
Table 3	: Types of Basic Pension	52
Table 4	: Expenditure – Elderly Sector	53
Table 5	: Expenditure – Disability Sector	53
Table 6	: Expenditure – Charitable Institutions	54
Table 7	: Capital Projects	54
Table 8	: Consolidated Statement of Expenditure	55
Table 9	: Statement of Expenditure – General	55
Table 10	: Statement of Expenditure – Social Protection	56
Table 11	: Statement of Expenditure – National Pension Management	56
Table 12	: Statement of Expenditure – Reforms Institutions and Rehabilitation	57
Table 13	: Statement of Expenditure – Social Welfare and Community-Based Activities	57
Table 14	: Statement of Revenue from Property Income, User Fees and Other Sources	58

List of Figures

Figure	Title	Page No.
Figure 1	: Overview of National Pension Scheme	17
Figure 2	: Industrial Injury Benefits	19
Figure 3	: Organisational Structure of the Ministry	29
Figure 4	: Breakdown of Revenue collected by Ministry	48
Figure 5	: Breakdown of Expenditure for Years 2015/16 and 2016/17	49
Figure 6	: Payment of Social Aid in Cash	50
Figure 7	: Payment of Social Aid in Kind	51
Figure 8	: Payment of Basic Pension	52
Figure 9	: SWOT Analysis	61

Annexes

Annex	Title	Page No.
Annex I	: Social Security Offices Network	65
Annex II	: List of Charitable Institutions and Orphanages	68
Annex III	: List of Elderly Day Care Centres	70
Annex IV	: List of Residential Care Homes	71
Annex V	: No. of cases of overpayment	73

Minister's Statement



While submitting the Annual Report of the Social Security Division of my Ministry, I would like to thank the Honourable Prime Minister for the trust he has put in me by merging two major Ministries and placing them under my responsibility. This is a modernist approach as it is in consonance with the UN Sustainable Development Goals [SDGs] which deal not only with the safeguard of the physical environment but are also about the improvement of the daily living conditions of the people.

With regard to Social Security, I must say that this Division of my Ministry is the major implementing agency of the social policies of the Government. Through its wide-ranging portfolio of social benefits, assistance of all kinds and myriad forms of support, it unmistakably touches the daily lives of a large segment of the Mauritian population. However, the majority of those who come to knock at our doors are those who are needy, destitute, in conditions of precarity and vulnerability and in search of a helping hand from the Government. That is why, as Minister, I strongly emphasise that such people need to be treated with respect and dignity; their cases have to be dealt with promptly and efficiently and red-tapism has to be avoided at all costs. I am not going to tolerate unnecessary delays, procrastinations and impoliteness in responding to the clients and potential beneficiaries of my Ministry.

I have to make it clear that this Division of my Ministry benefits from a significant budget of Rs 21,235,000,000 and this in itself is a salient indication of the importance that this Government attaches to its social policies and programmes in favour of the poor, the downtrodden and the vulnerable groups. Year by year new projects are being implemented, new beneficiaries are being covered and new policies are being initiated. To cite but a few, (a) the number of beneficiaries of the various pensions and allowances has increased from 250,000 to 265,000, (b) 6,597 domiciliary visits have been carried out by Medical Officers of this Ministry to bedridden persons above 75 years of age and all elderly persons aged 90 and above, (c) 75,000 elderly persons have been vaccinated against influenza, (d) 22,816 households were assessed under the Social Register of Mauritius (SRM), (e) 5,111 spectacles, 2,333 wheelchairs and 1,066 hearing aids were issued during the past months, and (f) allowances were paid in respect of 1765 cases of flood victims, 231 cases of fire victims and 3,382 cases of funeral grant.

Among the new policies which have been devised during the year under report, the payment for the first time of a Basic Invalidity Pension of Rs 5,450 to children with disabilities below 15 years of age cannot go unnoticed. The introduction of the Widower's Contributory Pension will contribute to eliminate gender discrimination whereas the harmonisation of income threshold for eligibility of in-kind social assistance under Social Aid by setting the monthly household income ceiling for eligibility to Rs 30,000 is certainly a step towards a more inclusive society. The increase in the funeral grant from Rs 4,950 to Rs 10,000 and the introduction of a 'Service de Proximité' in terms of domiciliary physiotherapy and occupational therapy services to bedridden

people aged 90 and above are also among the innovative steps taken to make of Mauritius a better country.

As it can be seen, this is a Government which cares for its people. I make an appeal to my officers to show compassion and to ensure that nothing in their approach should be done to undermine the compassionate nature of the Ministry.

***Hon Etienne Sinatambou
Minister of Social Security, National Solidarity
and Environment and Sustainable Development***

Permanent Secretary's Statement



The financial year 2016/2017 has been an eventful year as measures announced in the 2016/17 budget have been successfully implemented whereby (a) 9,456 households are enrolled under the Social Register of Mauritius for the payment of subsistence allowance by the Ministry of Social Integration and Economic Empowerment, (b) 3,311 children with disabilities have for the first time been awarded the Basic Invalid Pension, (c) 3,382 persons have benefitted from the increase in funeral grant which rose from Rs 4,950 to

Rs 10,000, (d) 3,169 persons have taken advantage of early retirement and received their lump sum following amendments brought in the National Savings Fund Act in July 2016, and (e) 63 persons have benefitted from the Widower's Contributory Pension following the amendments brought in the National Pensions Act in July 2016.

Our core mandate is to assist the needy, the elderly, the disabled and other vulnerable groups. Accordingly, some 265,000 persons have benefitted from pensions and allowances from the Ministry, 6,597 domiciliary medical visits have been effected and 75,000 elderly persons have been vaccinated against flu. Services such as provision of wheelchairs, hearing aids, spectacles and free parking coupons for eligible disabled persons have continued throughout the year.

The Ministry was allocated Rs 21,235,000,000, i.e 14.98% of the total budget. Moreover, an additional amount of Rs 151,034,000 was received from the Contingencies Fund for payment of compensation 2017 to beneficiaries of Basic Pensions

In January 2017, the portfolio of social security and national solidarity was reviewed with the transfer of sections such as Social Welfare Division, SILWF and Reform Institutions to the Ministry of Gender Equality, Child Development and Family Welfare and Ministry of Defence and Rodrigues respectively.

We are expecting 2018 to be another promising year with inauguration of the Riambel Recreational Centre, construction of homes for elderly living alone and the forthcoming Disability Bill.

I wish to extend my thanks to the Minister, Hon Etienne Sinatambou for his strategic direction and the staff of my Ministry for their continued support, dedication and sustained team spirit.

Bojrazsingh Boyramboli
Permanent Secretary
Ministry of Social Security, National Solidarity and
Environment and Sustainable Development
(Social Security and National Solidarity Division)

PART I – About the Ministry/Department

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 reinforce national solidarity.

Our Mission

- Promote and enhance social protection and national solidarity.
- Empower persons with disabilities, elderly persons and local communities to enhance their quality of life
- Promote capacity building for NGOs.

Our Core Values

INTEGRITY

We pledge to be guided by global standards of good governance and professional ethics.

QUALITY

We make total quality the trademark of our services.

TIMELINESS

We are determined to make a timely response and we strive to meet our targets.

CREATIVITY

We are in a perpetual quest to create new ways of doing our business.

EQUITY

We are honest, friendly and courteous and guided by the principle of fairness and social justice.

TEAMWORK

We foster team spirit and share information, knowledge and resources.

CONFIDENTIALITY

We treat all personal information and documents in strict confidentiality.

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 dignity
- Receive fair, equitable and impartial service
- Receive a notification for any decision relating to your 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 that go in the direction of improving the quality of service provided by us.

OBLIGATIONS OF CUSTOMERS

- Treat our staff with courtesy and respect
- Inform us of any change in your circumstances, e.g. your address, income, departure from the country, as well as admission into hospital, prison, residential care homes, 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 all relevant 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
- Inmates of Charitable Institutions
- Persons facing severe personal hardship
- All employers and employees contributing to the National Pensions Scheme, the National Savings Fund and the Workfare Programme Fund
- NGOs

Roles and Functions of the Ministry of Social Security, National Solidarity and Environment and Sustainable Development (Social Security and National Solidarity Division)

The Ministry is responsible for the provision of a range of services under the following schemes/programmes:

Schemes/Programmes	Range of Services
Ministry	<ul style="list-style-type: none"> • Social Assistance in kind and in cash • Unemployment Hardship Relief • Empowerment, welfare, protection and well-being of the Elderly • Empowerment and welfare of Persons with Disabilities
National Pensions Scheme	<ul style="list-style-type: none"> • Non-contributory Pensions • Contributory Pensions • Industrial Injuries Allowances
National Savings Fund	<ul style="list-style-type: none"> • Payment of Lump Sum • Transition Unemployment Benefit • Health Insurance Scheme
National Solidarity Fund	<ul style="list-style-type: none"> • Financial assistance to persons facing severe personal hardship
NGO Trust Fund	<ul style="list-style-type: none"> • Capacity building of Non-Governmental Organisations

Senior Management Team

TITLE	CONTACT DETAILS
Permanent Secretary	Mr B. Boyramboli Phone : (230) 2085880 Fax : (230) 2129896 Email : bboyramboli@govmu.org
Deputy Permanent Secretary	Mr D. Kawol Phone : (230) 2086628 Fax : (230) 2130184 Email : dkawol@govmu.org
Deputy Permanent Secretary	Mr J. Hauroo Phone : (230) 2128318 Fax : (230) 2116564 Email : jhauroo@govmu.org
Commissioner	Mr F. Fatadin Phone : (230) 2082462 Fax : (230) 2131182 Email : ffatadin@govmu.org
Deputy Commissioner	Mr T. Bhoyroo Phone : (230) 2116720 Fax : (230) 2131182 Email : tbhoyroo@govmu.org
Deputy Commissioner	Mr R. Seegoolam Phone : (230) 2070625 Extn: 2355 Fax : (230) 2113036 Email : rseegoolam@govmu.org
Director, Medical Unit	Dr (Mrs). Y. D. Soopal-Lutchmun Phone : (230) 4653363 Fax : (230) 4653458 Email : ysoopal-lutchmun@govmu.org

TITLE	CONTACT DETAILS
Manager, Financial Operations	Mr A. N. Gunes Phone : (230) 2080954 Fax : (230) 2129828 Email : agunes@govmu.org
Manager, Human Resource	Mr T. Phoolchand Phone : (230) 2127470 Email : tphoolchand@govmu.org
Manager, Procurement and Supply	Mr B. Ramdowar Phone : (230) 2109589 Email : bramdowar@govmu.org
Assistant Permanent Secretary	Mrs K. Nothoo Phone : (230) 212 1397 Fax : (230) 211 6564 Email : knothoo@gmail.com
Assistant Permanent Secretary	Mrs O. Vinktarendoo Phone : (230) 2104538 Fax : (230) 2116564 Email : ovinktarendoo@govmu.org
Assistant Permanent Secretary	Miss A. Aumeeruddy Phone : (230) 212 9682 Fax : (230) 211 6564 Email : aaumeeruddy@govmu.org
Assistant Permanent Secretary	Miss P. Jokhun Phone : (230) 213 4284 Fax : (230) 211 6564 Email : jpushtika@gmail.com
Assistant Permanent Secretary	Mr I. Nussurally Phone : (230) 2080537 Fax : (230) 2130306 Email : minussurally@govmu.org
Head, Disability Empowerment Unit	Mr S. Ramdhayan Phone : (230) 2070625 Ext 2311 Fax : (230) 2116391 Email : rsateenan@gmail.com

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

DEPARTMENT/UNIT	KEY FUNCTIONS
Social Security	Provision of a range of services like pensions, social assistance, hearing aids, wheelchairs and spectacles, to the most vulnerable groups. Applications may be registered at the local Social Security Offices – See Annex I.
Medical Unit	Provision of free domiciliary medical visits to bedridden persons aged 75 and above as well as all persons aged 90 and above. <ul style="list-style-type: none">• carries out anti-influenza campaign for elderly and severely disabled children.• Medical and para-medical care to inmates of Charitable Institutions.
Disability Empowerment Unit	Serves as ‘focal point’ for issues relating to disability.
Recreation Centre Unit	Provision of recreational activities to senior citizens and persons with disability.

Roles and Functions of Sections of the Ministry

BENEFITS SECTION

National Pensions Scheme

The philosophy behind the National Pensions Scheme is to promote the concept of national solidarity by pooling resources together - the rich helping the poor, the strong helping the weak, the healthy helping the disabled and the fortunate helping the unfortunate. Thus, income is redistributed in the form of non-contributory benefits which is wholly funded by Government.

The Scheme provides for social insurance, under the National Pensions Fund, for employees in the private sector. It also provides for earnings-related contributory pensions and industrial injury benefits to take care of contingencies resulting from retirement, disablement, death and industrial injury.

Overview of National Pension Scheme

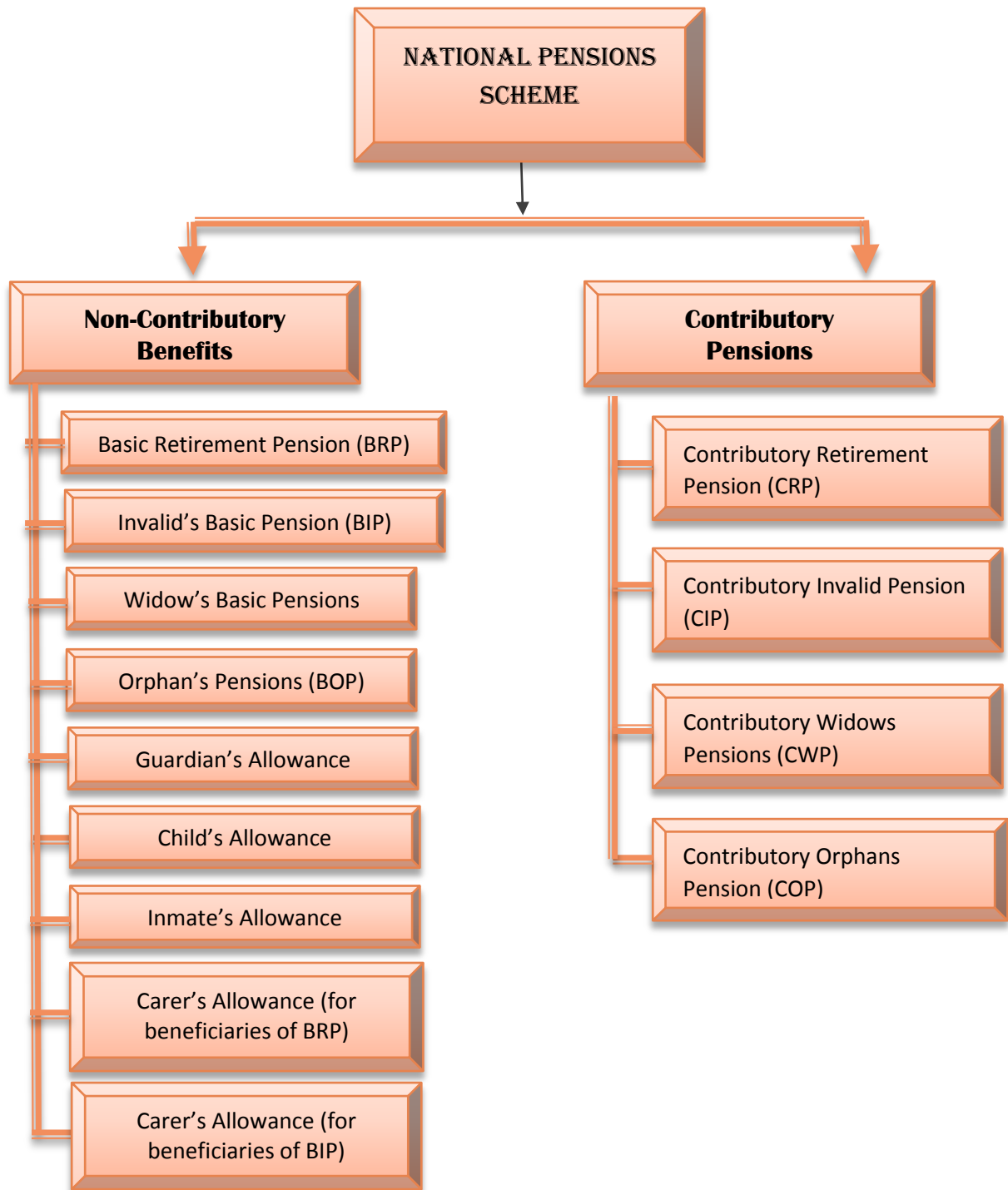


Figure 1: Overview of National Pension Scheme

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, to all employees including those from the public sector.

Every employer (private, public and parastatal) 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 who are insured persons in the NPS, must contribute 1% of their basic wage to the NSF.

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

- every employee at retirement age;
- every employee who becomes redundant at the age of 45 or more;
- every employee who retires on medical ground irrespective of age;
- every employee opting for early retirement as per provision contained in appropriate legislation to that effect;
- widow/widower;
- heirs (children and/or legal representatives) where an employee dies before reaching retirement age.

Transition Unemployment Benefit (TUB)

This benefit is payable to workers of private sector whose contract of employment is terminated and who opts to join the Workfare Programme set up under the Employment Rights Act 2008.

Under this benefit, 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. The benefit is payable as from the month of redundancy until the person becomes gainfully employed or opts out of the Workfare Programme or sets up a small business.

This benefit is financed by 1% (NSF) employees' contributions, recycling fee in NSF account of employees, and 0.5% contribution payable by employer and Government grant.

An amount of Rs 365,623,377 has been disbursed to 5,905 beneficiaries under Transition Unemployment Benefit.

Industrial Injury Benefits

Services description:



Figure 2: Industrial Injury Benefits

SOCIAL AID

Social Assistance

Social Aid is provided in cash or in kind, to some categories of persons who are temporarily unable of earning their livelihood adequately and have insufficient means to provide for themselves and their dependants. Social aid is given in the following circumstances: -

- Physical or mental disability
 - Abandonment by spouse
 - Imprisonment of husband/partner
 - Sudden loss of employment
 - Beneficiaries of Basic Retirement Pension living alone and paying rent
 - Grant for purchase of medicine to centenarians
 - Families with twins, triplets – subject to family income not exceeding ceiling as provided for in the existing legislation
 - Abandoned children
 - Severely disabled children
- **Types of Social Aid in cash**
- Refund of exam fees to students taking part in vocational training exams
 - Allowance to discharged prisoners
 - Allowance to flood victims and evacuees in emergency centres
 - Allowance to fire victims
 - Allowance to centenarians for the purchase of medicine
 - Assistance to twins/triplets
 - Funeral grant
 - Rent allowance to needy beneficiaries of Basic Retirement Pension/Basic Widow's Pension/Invalid's Basic Pension/Basic Orphan's Pension living alone and paying rent
- **Types of Social Aid in kind**
- Spectacles
 - Wheelchairs
 - Hearing aids
 - Allowance for purchase of rice and flour
 - Single Mother's Allowance
 - Dentures-one-off payment to beneficiaries of BRP who would have qualified for social aid in absence of Basic Benefit
 - Unemployment Hardship Relief to every unemployed person under the age of 60
 - Child's Allowance under Social Register of Mauritius
 - Surviving Partners Allowance

WELFARE OF SENIOR CITIZENS

The Ministry is responsible for the empowerment, protection and promotion of the well-being of all senior citizens. The Elderly Sector comprises mainly Departments of the Ministry and other specialised organisations falling under the aegis of the Ministry.

MEDICAL UNIT

The Medical Unit

- provides free monthly domiciliary medical visits for:
 - a) severely disabled and bedridden persons aged 75 and above;
 - b) all persons aged 90 and above.
- carries out anti-influenza vaccination campaign for elderly and severely disabled children.
- provides medical and paramedical care to the inmates of charitable institutions.
- promotes preventive health care.

RECREATION CENTRES

There are three Recreation Centres namely:

- James Burty David Recreation Centre, Pointe aux Sables
- Sir Seewoosagur Ramgoolam Recreation Centre, Belle Mare
- Lady Sushil Ramgoolam Recreation Centre, Pointe aux Piments

These Recreation Centres provide:

- two-night residential stay for senior citizens and persons with disabilities including:-
 - a) services of qualified nursing officers and social workers;
 - b) delivery of talks on health, nutrition, protection, security and other issues related to elderly; and
 - c) swimming sessions under the supervision of a coach
- fully-equipped conference room for workshops/seminars for rent.

ELDERLY WATCH

Elderly Watch has been set up under the Protection of Elderly Persons Act 2005 to:

- report cases of repeated abuse against elderly persons to the Welfare and Elderly Persons Protection Unit;
- provide support to families that need assistance and protection for the elderly persons.

RESIDENCE BOIS SAVON

- Residence Bois Savon provides accommodation to widows over 60 years living alone and previously occupying rented premises and who are eligible for social aid.

FOYER TROCHETIA (*Centre for Severely Disabled Elderly Persons*) – jointly managed by the Arya Sabha and this Ministry:

- provides medico-social care to elderly persons with severe disabilities; and
- fosters a homely environment so that the residents may enjoy a decent life.

WELFARE AND ELDERLY PERSONS' PROTECTION UNIT

(*set up under the Protection of Elderly Persons Act 2005*)

- ensures protection of the elderly
- receives complaints from elderly persons who are in need of protection or assistance and take such measures as may be necessary
- organises public awareness campaigns on the rights of elderly persons and the need to provide them with assistance and protection
- exercises general supervision and control over Residential Care Homes in line with the Residential Care Homes Act 2003 and Residential Care Homes Regulations 2005
- ensures that codes of practice for Residential Care Homes are being observed and monitors compliance
- participates in birthday celebration of centenarians
- organises leisure activities for inmates of charitable institutions, orphanages and senior citizens
- organises programmes for the elderly living alone.

A list of Charitable Institutions and Orphanages is at **Annex II**.

ELDERLY DAY CARE CENTRES

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

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

A list of or Elderly Day Care Centres is at **Annex III**.

DISABILITY EMPOWERMENT UNIT

The Ministry empowers persons with disabilities and promotes their inclusion in mainstream society. The Disability Empowerment Unit serves as the “focal point” for issues relating to disability. The following services are also provided by the Disability Empowerment Unit:

- Free Travel Bus Pass
- Refund of Bus Fares to Disabled Children attending schools/day care centres
- Refund of taxi fares to students with severe disabilities attending Tertiary Institutions

- François Sockalingum Award
- Concessionary airfare
- Concessionary fee for Passport
- Free parking coupons
- Respite Care Programme
- Physiotherapy and Occupational Therapy sessions
- Athletes with disabilities
- Facilitates processing of loan for people with disabilities from Employees Welfare Fund

PARASTATAL BODIES UNDER THE AEGIS OF THE MINISTRY

LOIS LAGESSE TRUST FUND

The Lois Lagesse Trust Fund (LLTF) has been set up under the LLTF Act 1983 to integrate visually impaired persons in the mainstream society. Its main objectives are to:

- (i) aid, train and educate the visually impaired in Mauritius;
- (ii) assist the visually impaired in obtaining medical treatment and suitable employment;
- (iii) set up and manage training centres, schools and hostel for the visually impaired; and
- (iv) cater for the general welfare of the visually impaired.

NATIONAL COUNCIL FOR THE REHABILITATION OF DISABLED PERSONS (NCRD)

The NCRD was set up under the NCRD Act 1986 as the national coordination committee on disability issues. Its main objectives are to:-

- (i) co-ordinate the activities of voluntary organisations catering for disabled
- (ii) 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
- (vi) rehabilitation of disabled persons and to disseminate technical information received from these sources.

NATIONAL SOLIDARITY FUND

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

- 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, approved by the Ministry of Health and Quality of Life; and
- to provide, with the approval of the Minister, financial assistance directly to individuals who have undergone severe personal hardship.

NON-GOVERNMENTAL ORGANISATION (NGO) TRUST FUND

The NGO Trust Fund was set up by the Finance and Audit (NGO Trust Fund) Regulations in May 1999. It contributes to the development of NGOs by providing financial assistance and running programmes for capacity-building. Its objectives are to:

- (i) consider and approve applications for assistance from NGOs;
- (ii) finance, wholly or partly, services and projects of NGOs which have been approved by the Committee;
- (iii) ensure an effective use of resources; and
- (iv) rationalise the disbursement of funds to NGOs.

MAURITIUS COUNCIL OF SOCIAL SERVICES (MACOSS)

MACOSS was incorporated under Act 55 of 1970. It operates under the aegis of this Ministry and is the umbrella organisation of the NGOs. The objects of the Council are to *inter-alia*:-

- (i) promote any charitable purposes for the benefit of the community in Mauritius and, in particular, the advancement of social education, the furtherance of health and the relief of poverty, distress and sickness; and
- (ii) promote and foster co-operation in the achievement of such purposes by bringing together representatives of the statutory bodies and voluntary organisations engaged in the furtherance of those purposes.

MACOSS plays a pivotal role in sensitising the community on any societal issues beneficial to the community through the holding of exhibitions, meetings, lectures, seminars, fora, group discussions as well as through the publication of reports, periodicals, books, leaflets or other documents.

RESIDENTIAL CARE HOMES BOARD

The Residential Care Homes Act 2003, proclaimed with effect from 21st August 2004 caters for the following:-

- (i) receives and processes applications for Residential Care Homes Licences;
- (ii) receives members of the public;
- (iii) provides information /advice to managers/ proposed managers;
- (iv) attends to complaints;
- (v) effects site visits at Residential Care Homes to ensure compliance with legislations governing same.

A list of Residential Care Homes is at **Annex IV**.

SENIOR CITIZENS COUNCIL

The Senior Citizens Council is a body corporate governed by the Senior Citizens Council Act 1995, as amended in 2011 and operates under the aegis of this Ministry. The Senior Citizens Council:

- (i) promotes generally activities and projects for the welfare of senior citizens;
- (ii) maintains effective communication with senior citizens;
- (iii) establishes contacts with organisations engaged in similar activities in Mauritius and abroad;
- (iv) advises the government on matters relating to the welfare of senior citizens;
- (v) implements such policies and programmes in favour of senior citizens, as may be specified or approved by the Minister.

TRAINING AND EMPLOYMENT OF DISABLED PERSONS BOARD (TEDPB) (set up in April 1996)

The Training and Employment of Disabled Persons Board works towards the integration of persons with disabilities in 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 training organisations 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 condition of persons with disabilities.

About Our People

There are 882 officers/employees who are deployed under the different Departments/Units of the Ministry.

These Departments/Units are as follows:-

- Social Security Department
- Medical Unit
- Disability Empowerment Unit
- Recreation Centre Unit

The different levels are as hereunder:-

<u>Social Security Department</u>	No. in post
Commissioner, Social Security	1
Deputy Commissioner, Social Security	2
Assistant Commissioner, Social Security	7
Principal Social Security Officer	38
Senior Social Security Officer	73
Higher Social Security Officer	186
Social Security Officer	126
<u>Medical Unit</u>	
Director, Medical Unit	1
Office Management Executive	1
Office Management Assistant	3
Management Support Officer	22

<u>Disability Empowerment Unit</u>	
Head, Disability Empowerment Unit	1
Disability Empowerment Officer/Senior Disability Empowerment Officer	3
<u>Recreation Centre Unit</u>	
Manager, Recreation Centre	3
Senior Organising Officer, Recreation Centre	3
Organising Officer, Recreation Centre	9

The Ministry also comprises other staff pertaining to the following Cadres/Grades and these officers/employees are inclusive of the total number of staff of the Ministry:-

Administrative Cadre	8
Financial Operations Cadre	27
Procurement and Supply Cadre	9
Internal Control Cadre	3
Analyst/ Senior Analyst	2
General Services	223
Workmen's Cadre	101
Office Clerk	21
Minor Grades	9

Human Resource Allocation

The Ministry has **1,022** funded positions for FY 2016/17. As mentioned above, we have 882 officers in post. Out of the 140 funded vacancies, 5 vacancies have been filled as at 30 June 2017. Action has been taken to fill the remaining 135 funded vacancies during the financial year 2017/18.

Capacity Development

During the financial year 2016/2017, officers as indicated below were nominated to follow training courses at the Civil Service College, Mauritius:-

Grade	Number	Training Course
Assistant Permanent Secretary	3	Writing Skills for Parliamentary Questions and Cabinet Documents
Social Security Officer	8	Customer Service Excellence
Office Management Assistant	7	Writing Effective Minutes of Meeting

An amount of Rs 40,000 was disbursed to meet the costs of participation.

On the other hand, 24 officers (19 from the General Services and 5 Organising Officers, Recreation Centre) followed a training programme on IT Security Guidelines conducted by the Training Unit of this Ministry.

The following officers have followed training courses at the Civil Service College, Mauritius and an amount of Rs 126,000 was disbursed to meet the cost of participation:-

Grade	Number	Training Course
Principal Social Security Officer	4	Trust and Building Teams
Senior Social Security Officer	8	Employee Motivation Skills and Techniques
Higher Social Security Officer	20	Handling Difficult Customers
Social Security Officer	13	Leading from frontline

Organisational Structure of Ministry



Figure 3: Organisational Structure of Ministry

PART II– Ministry/Department Achievements

Main Achievements for Financial Year 2016/2017

➤ Timely Payment of Pensions

- Payments have been effected to an increasing number of beneficiaries of social benefits in line with the revised rates (some 265,000 beneficiaries compared to 250,000 for FY 2015/16), i.e., a total increase of 15,000 beneficiaries (13,000 for basic pensions and 2,000 for social aids)
- The Ministry has ensured timely payment of all pension benefits to all eligible beneficiaries in spite of the fact that there has been an increase of 4.95 % in the total number of beneficiaries from July 2016 to June 2017. The monthly payment has increased by 19% from Rs 1,307,753,010 in July 2016 to Rs 1,555,331,317 in June 2017.

➤ Control on overpayment of benefits

- The Ministry has ensured introduction of better control mechanism for identifying cases of overpayment of benefits. A Monitoring Committee has been set up under the Chairpersonship of the Permanent Secretary and it meets regularly to take stock of progress and tackle bottlenecks. Eight (8) meetings have been held since the beginning of this year with all stakeholders comprising representatives of the Ministry of Health and Quality of Life, the Mauritius Prisons Service, the Civil Status Department and the Passport and Immigration Office.
- The Finance Unit of the Benefits Branch has been empowered to initiate action to stop payment and claim refund directly with the relevant banks.
- An automated electronic exchange channel with the Civil Status Division has been implemented to detect cases of deaths and remarriages of beneficiaries. Information on death and remarriage cases is now obtained daily through the Info-Highway platform.
- Information on departure cases is also received from the Passport and Immigration Office (PIO). An electronic exchange system is now being put in place to ease the matching exercise and availability of information and its implementation is expected by the end of this year. Meanwhile, arrangement has been made with the PIO to submit a list of persons over 60 years who have travelled and have not been back within six months. On obtention of the list, the benefits are suspended and restored upon the arrival of the persons. In addition, the travel movements of all beneficiaries including those under 60 years (BIP, Widows, etc.) have been requested so as to help this office to ensure better control on payment of benefits.
- The Ministry of Health and Quality of Life provides us with a list of beneficiaries who have been admitted to a Government Hospital for more than three months. This helps this office to exercise better control in respect of payment of inmates' allowance.

- 59 cases of overpayment have been referred to the Police Department for further enquiry and criminal action, if any.
- The assistance of the State Law Office has also been sought to proceed with an “action personelle” in respect of four (4) cases.
- In some cases, beneficiaries have made arrangements to offset the overpaid amount by monthly deductions from their benefits.
- A total of 673 cases of overpayment have been detected during the financial year ended June 2017, amounting to **Rs 41 M**, out of which **Rs 22 M** has been recovered. Further details are at **Annex V**. It is worth highlighting that subsequent to the close monitoring being ensured by the Monitoring Committee on overpayment, the last financial year has seen a record in the recoupment of benefits overpaid with an increase of 14% compared to the preceding financial year.

➤ **Allowances in respect of funeral grant (3,382 cases), flood victims (1,765 cases), dentures (406 cases), and fire victims (231 cases)**

➤ **Provision of Assistive Devices**

- **5,111 spectacles, 2,333 wheelchairs and 1,066 hearing aids were provided to beneficiaries**

➤ **Disability Sector**

- **Removal of discrimination among children with disabilities**
 - The National Pensions Act was amended in July 2016 to remove age discrimination. 3,311 children below 15 years of age and with disabilities have been awarded the Invalid Basic Pension.
 - A Carer’s Allowance is also payable in case the child needs constant care and attention as certified by the Ministry’s Medical Board.
- **Refund of travelling expenses to 1908 children with disabilities amounting to Rs 16.7 M attending specialised schools/Day Care Centre**
- **Parking Coupons delivered to 254 persons with disabilities from July 2016 to June 2017 as follows:**

Yellow Parking Coupons	217
Blue Parking Coupons to Individuals and NGOs	37
TOTAL	254

- **171 persons with disabilities trained and employed via the Training and Employment of Disabled Persons Board**

- 1) Training of persons with disabilities for the period July 2016 - June 2017: 35 persons with disabilities (Office and IT Skills, Waiter course)
- 2) Training of persons with disabilities for the period January 2017 - June 2017: 48 persons with disabilities (Basic IT, Office and IT Skills, Essentials of Housekeeping)
- 3) Inbound training at Calebasses Training Centre and Rose Belle Training Centre: 31 persons with disabilities (training in fancy jewellery making, ceramic, agriculture, embroidery, basic literacy and numeracy, wheelchair repairs)
- 4) Employment: July 2016 till June 2017: 57 persons with disabilities

➤ **Removal of gender discrimination**

- The National Pensions Act was amended in July 2016 to introduce widowers' contributory pension to eliminate gender discrimination for payment of Widower's Contributory Pension. Where a female spouse contributing to the National Pension Scheme dies, the surviving partner (the widower) is now entitled to a widower's contributory pension on the same rules as a contributory widow's pension. 63 persons have benefitted from this scheme.

➤ **Refund of contribution to surviving spouse of Non- Citizens**

- The National Pensions Act 1976 was amended in January 2014 to provide for the refund of contribution to non-citizens at the expiry of their contract of work. This has allowed non-citizens leaving the country at the expiry of their work contract to benefit immediately from a lump sum payment based on their share of contribution and its accrued interest. Unfortunately, the Act did not make provisions for refund of contribution to the surviving spouse or legal personal representative, in case of death of the contributor.
- The National Pensions Act was anew amended in July 2016 to provide for refund of contributions with accrued interests to the surviving spouse or their legal personal representative as lump sum. No application has been received for the period under review.

➤ **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 to the National Savings Fund at age of 60 to contributors of the fund who retire before or stop being in employment before the age of 60. 3303 applications have been processed out of which 3169 have been found eligible.

➤ **Installation of CCTV Cameras in Charitable Institutions**

- In line with Government Programme 2015-2019 which stipulates that Charitable Institutions would be required to install CCTV cameras on their premises, the Ministry

issued a circular letter on 11 February 2016 to all owners and managers of Charitable Institutions informing that they should arrange for the implementation of the above project to effectively support their institutions. The Ministry provides a grant to each institution in return.

- As at date, out of 27 Charitable Institutions, 23 Charitable Institutions have already implemented the CCTV camera project and most of them have accordingly benefited from the 100% grant payable by the Ministry.
- The 4 remaining Charitable Institutions are in the process of finalising the implementation of the project. As at April 2017, an amount of Rs 845,611.50 has already been disbursed for this project. An amount of Rs 1,550,000 has been provided for the project in Financial Year 2016/2017.

➤ **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 wherever they are. This Ministry had received 29 complaints as at 30 June 2017 and all were cleared and closed.

➤ **Social Register of Mauritius**

- **Crèche Scheme**
 - 3 applications have been processed out of which 2 applications have been found eligible and sent to the Ministry of Social Integration and Economic Empowerment for further processing.
- **Housing Scheme**
 - Under this scheme, 834 applications have been processed. 553 applications have been found eligible and sent to the Ministry of Housing and Lands for further processing.
- **Housing Scheme in Rodrigues**
 - 1302 applications have been processed for Rodrigues Assembly out of which 932 applications have been found eligible.
- **Child Allowance Scheme**
 - Child allowance was paid on a monthly basis as follows:

Month	No. of children
July	6709
August	6571
September	6904
October	6911
November	6879
December	6704

- As from January 2017, the scheme is being implemented by the Ministry of Social Integration and Economic Empowerment.
- **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 10,000. 213 applications were processed and 87 applications have been found eligible.
- **Examination Fees Scheme**
 - In 2017, Government decided to bear the Cambridge SC, GCE “O” level, HSC and GCE “A” level examination costs for students who failed the examinations at their first sitting and are at their second attempt. 302 applications were processed out of which 81 have been found eligible under SRM. In addition, the Ministry has also paid examination fees for 303 beneficiaries out of 433 applications under Social Aid.

➤ **Medical Unit**

- **Training offered by Medical Unit**
 - **704 carers** were offered informal training to look after the elderly and persons with disabilities.
 - The Medical Unit provides training of Informal Carers to relatives or carers who take care of disabled elderly with the aim of ageing with respect and dignity.
- **Vaccination against Influenza**
 - Every year before the winter seasons, the Medical Unit carries out an Anti-Influenza Vaccination programme to elderly above 60 year and children with disabilities in order to prevent complications due to influenza.
 - For the period 2016/2017, a total of 75,000 elderly, including 3,000 in Rodrigues, have been vaccinated.
- Medical and Paramedical Care have been provided to 24 Charitable Institutions.
- 548 bedridden and severely disabled elderly above 90 years who are eligible for from Carers Allowance on a permanent basis have benefitted from the service of the Physiotherapist and Occupational Therapist.
- 365 elderly persons have already been visited by Physiotherapists (1087 sessions) and 183 elderly persons have been visited by Occupational Therapists (543 sessions).
- 72 Doctors have provided services on sessional basis in Charitable Institutions, Foyer Trochetia, Medical Board and have also conducted domiciliary visit.
- 26 claimants have been recommended for duty free facilities.

- 270 cases of National Pensions Appeal Tribunal were scheduled for the period June 2016 to July 2017 among which 80 were dismissed, 48 were allowed, 115 were reconvened and 27 ruling were reserved.
- **Service de Proximité**
 - In the Government Programme 2015-2019, it was announced that Government will provide special support and care to elderly persons with disabilities and those living alone as part of its strategy to provide a “Service de Proximité” to them. The Ministry started the project in June 2016 to elderly 90 years and above on including centenarians in receipt of Carer’s Allowance, permanently to improve their quality of life.
 - A list of beneficiaries above 90 years in receipt of Carer’s Allowance permanently was drawn and a survey for the care needs assessment of each elderly was carried out by visiting doctors. The services of Physiotherapist, Occupational Therapist, were identified. The Ministry started this service with the existing resources namely 8 Physiotherapists and 6 Occupational Therapists which continued during the financial year 2016/2017.
- **Medical Boards**
 - The Medical Unit prepares and schedules Medical Board sessions. For the period July 2016 to June 2017, 30,536 claimants have been boarded for the following:
 - a) **Basic Invalidity Pension** for claimants applying for Basic Invalidity Pensions for persons aged between 15 and 59 years; a Carers’ Allowance for claimants benefiting Basic Invalidity Pension but who are so disabled so as to need the constant care of another person for their life sustaining activities. 10,510 cases of the Basic Invalidity Pension have been allowed and 7,589 disallowed during the period July 2016 to June 2017.
 - b) **Basic Retirement Pension/Severely Handicapped (BRP/SH)**
Persons aged 60 years benefiting from Basic Retirement Pension and who need the constant personal attendance of another person for their daily activities. 1,882 cases of the Basic Retirement Pension have been allowed and 2,773 cases have been disallowed during the period July 2016 to June 2017.
 - **Domiciliary Visits Medical Examination (DV)**
 - Claimants suffering from any disablement and who are bedridden can apply for a pension either Basic Invalidity Pension and Carer’s Allowance or Basic Retirement Pension through their proxy. A domiciliary visit is scheduled and a general practitioner visits and examines these persons at their place of residence in order to assess their disablement and make recommendation for pension purposes.
 - 77,394 Domiciliary Visits have been carried out by Medical Officers of the Ministry to bedridden persons above 75 years (36,191) and all elderly persons above 90 years (41,203).

- 7,204 cases comprising both BIP and BRP have been allowed for Domiciliary Visits and 1,614 cases have been disallowed during the period July 2016 to June 2017.
- 58 children between 0 – 18 years with severe disabilities or bedridden have benefitted from Domiciliary Visits by Doctors on application. The children are medically examined by Doctors, and where required, appropriate drugs are prescribed.
- **Social Aid Boards**
 - In addition, general practitioners also service medical sessions to examine claimants applying for Social Aid. Social Aid sessions are held in Social Security Offices, Area Health Centres and Hospitals. 701 Social Aid Boards were scheduled for the period of July 2016 to June 2017.
- **Injury Boards**
 - Medical Injury Boards Sessions are also scheduled to examine persons contributing to the National Pensions Scheme who are injured at work or suffering from any prescribed occupational diseases, as mentioned in the National Pensions Act, with a view to determine the percentage of loss or permanent incapacity. 448 cases have been examined during the period July 2016 to June 2017, out of which 344 cases have been allowed.
- **Medical Tribunal**
 - The Medical Tribunal hears appeal from claimants who are not satisfied with decision of the Medical Board regarding their claim for pension as follows:
 - a) Basic Invalidity Pension;
 - b) An additional Basic Invalid's Pension (or Carer's Allowance for severe disablement);
 - c) An increase in Basic Retirement Pension (aged 60 and over); and
 - d) Disablement Pension (aged 15 and over) following injury at work (Section 26 of National Pension Act)
 - Out of 6,397 applications, 5,441 appeal cases have been examined before the Medical Tribunal for the period July 2016 to June 2017. Consequently, 1,297 cases have been allowed and 4,144 cases have been disallowed.

➤ **NGO Sector**

- Disbursement of grant-in-aid to 43 NGOs amounting to Rs 13,039,488 and 3 local organisations amounting to Rs 12,168,637.
- Financial assistance to 23 NGOs amounting to Rs 1,055,000 for implementation of micro projects/social entrepreneurship projects and activities to support the vulnerable groups.
- Setting up of a Regional Leadership Centre (RLC) to be used as a Training/Learning Centre and a platform for discussions/debates for all stakeholders in the NGO sector.

➤ **Social Welfare Division (up to Jan 2017)**

• **Ongoing Sensitisation Programmes carried out at Social Welfare Centres on the following topics:**

- (i) Substance Abuse
- (ii) Road/Home Safety
- (iii) Healthy living
- (iv) Nutrition
- (v) NCD's
- (vi) Suicide Prevention
- (vii) Human Values

25,000 persons have been sensitised.

- Creativity and intergenerational activities for children during school mid-term holidays carried out at 57 SWCs. 1500 children have benefitted.
- 35 SWCs have participated in the Community Kitchen Gardens Competition organised in October 2016. The Community Kitchen Gardens have been set up with a view to encouraging people to have their own gardens.
- Distribution of Toys to children from vulnerable groups in the context of Christmas (1800 beneficiaries).
- Campaign on Nutrition and Healthy Ageing in collaboration with Ministry of Health & Quality of Life - 2,500 senior citizens sensitised.
- Vocational skills (training in 26 dressmaking courses for 3600 trainees in 2016/2017, computer literacy programmes) – 6 courses are MQA approved.
- Capacity building programmes (for Officers/staff at centres, EWAs, committee members and social workers) - 300 beneficiaries.
- Income-generating activities (Regional and National Sales Exhibition, Foire Artisanales at Social Welfare Centres, Sales of products at Grand Bay, Surinam and Wooton Boutique.
- Community services (hire of tarpaulins, chairs, tubular frames, and hall). More than 1,500 families have benefitted from this service.
- Celebration of National and International Days: International Day of Older Persons, Eid and Divali.

➤ Probation and After Care (up to Jan 2017)

• Social Enquiry

- Probation Officers are required to carry out social enquiries and submit reports to various agencies in order to assist them in taking the most appropriate action with regard to specific problems. Some of these agencies are the Supreme Court, the Intermediate and District Courts, office of Solicitor General, Office of the Director of Public Prosecutions, the National Adoption Council, the Commission on the Prerogative of Mercy, the Child Development Unit, the Prime Minister's Office and the International Social Service.
- During the period July 2016 to January 2017, 2,378 enquiries were conducted by the Probation and Aftercare Service.

• Supervision and Aftercare

- The Service supervises several categories of offenders: probationers, persons subjected to community service orders, boys and girls on aftercare, parolees, bailees and juveniles under voluntary supervision. During the period July 2016 to January 2017, a total number of 1,300 offenders were under supervision:

Probationers	659
Community Service Workers	586
Aftercare cases (RYC)	20
Parolees	2
Bailees	6
Voluntary supervision	27

• Institutional Care

- The Probation and Aftercare Service has under its responsibility two semi-open institutions, namely the Probation Hostel for Boys and Probation Home for Girls. They provide residential rehabilitation treatment for minors whose home conditions are detrimental to their proper character formation and social functioning, hence necessitating their placement in a more favourable milieu.
- 8 boys and 6 girls were rehabilitated in the institutions during the period July 2016 - January 2017. They were also followed by regional Probation Officers under the throughcare system.

• Counselling

- Probation Officers are called upon to carry out counselling work in connection with problems often related to a wide variety of family issues. These may include cases of alimony, child custody, battered women, premarital difficulties, drug addiction, unruly children as well as neighbour disputes. Probation Officers may even refer some specific cases to the Magistrate sitting in Chambers for further counselling and dispute resolution. The Service attended to 1,665 cases during the period July 2016 - January 2017.

• Attendance Centre

- Since July 2011, probationers have to follow a pro-social skills training programme at the Attendance Centre as a requirement of their probation order.

The Attendance Centre is run by the Probation Service at Beau-Bassin and in July 2012 it was decentralised with two additional centres at Pamplémousses and Curepipe.

- 136 probationers have been trained in the three centres during the period July 2016 - January 2017.

- **Throughcare**

- As soon as an offender is admitted to the Rehabilitation Youth Centre for detention and training, he is helped by a Probation Officer who acts as an essential link between the inmate and his family so as to facilitate rehabilitation.
- A total number of 19 cases of RYC (8 boys & 11 girls) were attended to during the period July 2016 - January 2017. Additionally, 14 minors of the Probation Institutions were provided throughcare by Probation Officers.

- **Preventive Work**

- The officers of the Probation and Aftercare Service deliver talks on juvenile delinquency, criminality and other social problems in schools, colleges, youth clubs and social welfare centres. Parenting sessions are also organised and such topics as alcoholism, drug abuse, family violence, relationship and communication between parents and children, are dealt with.
- The officers of the Service delivered 24 preventive talks during the period July 2016 to January 2017.

➤ **Sugar Industry Labour Welfare Fund (up to Jan 2017)**

Community development activities/ programmes:

- **Non formal Educational Programmes at the Community Centres to 25,000 persons**
 - Talks, Seminars, Forums, Film shows, Debates on a variety of issues, Health, Human Values, Safety, Leadership, Human Rights and others.
- **Community Prevention Programme on Substance Abuse to 24,000 persons**
 - Sensitisation Programmes on ill-effects of alcohol, cigarettes and drugs
- **Community Civic Service Programme to 4,300 participants**
 - Encourage individuals to undertake voluntary work at Community Centres
 - Develop a sense of civic responsibilities in society
 - Initiate scoutisms and related activities with support of Boys Scouts
 - Nation Building activities
- **Economic Empowerment Programmes (600 persons were trained and 60 trainees started their enterprises)**
 - Training and Initiation to income - generating activities
 - Educating and Training on small scale businesses
 - Grouping in co-operatives for better results.

- **Food Security Programmes at Community Centres** (2500 persons participated)
 - Campaign on “Retour à La Terre”
 - Initiation to and training in kitchen/backyard gardening.
 - Training on Roof-top Cultivation.
 - Provision of seeds and seedlings to individuals.

- **Environmental and Sustainable Development Programmes**
 - Educational activities on Environmental Protection and Sustainable Development.
 - Cleanliness Campaigns
 - Conserving and saving energy initiatives.

- **ICT Literacy Programmes** (52 Community Centres were equipped with Net PCs)
 - Training in ICT for the community with supporting agencies.
 - Free Internet facilities at the Community Centres.
 - Setting up of Computer Clubs.

- **Celebrating diversity at ‘grass-root’ level**
 - Organising Cultural Programmes, inter alia; Divali, Eid, Christmas, Social Gatherings and Get-Together

- **Recreational, Sports and Indoor and Outdoor activities for the following community target groups** (45,000 persons participated)
 - Children
 - Youth
 - Women
 - Elderly
 - Vulnerable groups including the disabled

- **Implementing Community Service at Community Centres (Orders of Courts)**
 - To facilitate social integration of certain criminal offenders.
 - 39 detainees performed community service at Centres.

- **Community Centres serving as Emergency Shelters in case of natural calamities, sea-swells, torrential rainfall, floods and Cyclones.**
 - Provide temporary refuge to victims.

➤ **The Life Plus Unit (up to Jan 2017)**

- Following a restructuring exercise of the Probation and After Care Service in February 2011, the Life Plus Unit, formerly known as the *Suicide Prevention Unit* started operating as a separate unit within the Ministry of Social Security, National Solidarity and Reform Institutions.
- Life Plus Unit, has, circumstantially, become the working hand of the Government of Mauritius in all matters of Suicide Prevention. Its main aim is to keep suicide and its associated suffering to a minimum level.

- Life Plus Unit is actively engaged in prevention at three levels: primary, (promoting Positive and Healthy Living) secondary (Carrying out Awareness Campaigns on Stress and Stress Management) and tertiary (explaining to people about the mechanism of suicide, how to identify suicidal people and how to prevent them from committing suicide). Concerted efforts are also being made to create the desired awareness amongst all stakeholders- in governmental and non- governmental organisations, the private sector, and the community to help people in distress and save their lives.
- Life Plus Unit has its website on www.lifeplus.govmu.org. It offers a counselling service on a 24 Hour/7 days a week on its HOTLINE 188.
- Life Plus Unit is also working in close collaboration with other government departments such as the Police, Prisons, Ministry of Health, Ministry of Gender Equality, Ministry of Youth and Sports, Ministry of Education, Community Centres, CAB Offices and Social Welfare Centres in giving awareness training for officers and giving talks in the Community, in Schools and at the Work Place.
- In September 2016 a pamphlet on ‘Positive Living’ and a poster on Life Plus was published. Following the publication of the *Study on the Causes & Consequences of Suicidal Behaviour among Teenagers in Mauritius* in September 2015, the Ministry decided that an Action Plan on Suicide Prevention be prepared.
- The Strategic Plan on Suicide Prevention 2016-2020 went through the Cabinet on 13 January 2017.
- Three strategies have been recommended in the research study: *Universal* Prevention Strategies (also called national strategies which are population centered or aimed at the whole nation); *Selective* Prevention Strategies (which target vulnerable groups) and *Indicative* Prevention Strategies (which target those at immediate risk of suicide). In practice, of course there are overlaps between the three strategies and thus all of them have been taken on board while preparing the Action Plan.
- During the period under review (July 2016 – January 2017) the Life Plus Unit delivered 15 talks in the community and schools and 13 training sessions were carried out with civil servants. The psychologists attached to the unit attended to 59 new cases and 46 follow up cases of people with depression and suicidal tendencies. The Hotline 188 received 164 calls. Two *Life Care Officers* were recruited to service the Unit.

Status on Implementation of Budget Measures

Table 1: Status on Implementation of Budget Measures

Budget Para	Budget Measure	Target Implemen- -tation Date	Status <small>(To also indicate any bottleneck and remedial action being taken)</small>	% Rate completion
Social Integration & Social Security				
Lead Analyst Mr Mownah				
327	Children below 15 years of age and with disabilities will also be entitled to the Basic Invalidity Pension.	Jul 2016	Effective as from July 2016 Basic Invalidity pension paid in Oct 2016	Completed
331	Provision for a monthly rental allowance of up to Rs 5,000 for a period of up to 6 months to the victims of accidental fire	Jul 2016	Effective as from Jul 2016	Completed
332	Increase funeral grant under social aid from Rs 4,950 to Rs 10,000.	Jul 2016	Effective as from Jul 2016.	Completed
358	The MRA to act as a collecting agent for contributions to the National Pension Fund, the National Savings Fund, the HRDC training levy and the Workfare Programme Fund.	Jan 2018	Legislative amendments to the National Pensions Act and the National Savings Fund Act have already been made through the Business Facilitation (Miscellaneous Provisions Act) 2017.	
414	Set up a High Level Committee to look into the issue of pension system and the ageing population, to hold wide consultations and come up with recommendations.	Jan 2017	Three meetings of the High Level Committee and consultations with all parties concerned were held, a Technical Committee has been set up to look into short term issues, namely the Basic Retirement Pension (BRP) and the National Pension Fund (NPF).	
415	The High Level Committee will also look into ways and means to improve the Contributory Retirement Pension benefits of private sector employees.	Jan 2017	The High Level Committee approved the TOR and the composition of the Technical Committee, which will have the technical support from MoFED. The Technical Committee which met on five occasions has come up with a set of proposed reforms options.	

B.5 Social Benefits				
B.5 a	(a) Harmonisation of Income threshold for eligibility of in-kind assistance under Social Aid. The monthly household income threshold for eligibility for all in-kind social assistance will be Rs 30,000.	Oct 2016	Effective as from Oct 2016. Press Communiqué has been released. Manual applications are being entertained pending full change on IT system.	Completed
B.5b	(b) Introduction of a widower's contributory pension under NPF to eliminate gender discrimination. In line with current policy to provide gender neutral services, a widower's contributory pension is being introduced to enable widowers' to benefit from pensions under NPF in respect of their spouses' contributions	Nov 2016	National Pensions Act amended.	Completed
B.5c	(c) Payment of National Savings Fund lump sum at age 60 The National Savings Fund Act will be amended to enable contributors of NSF, who retire before or stop being in employment before the age of 60, to encash their lump sum payments at 60	Jul 2016	Effective as from Jul 2016 Communiqué issued on 10 Oct 2016	Completed
B.5d	(d) Refund of Contributions to Non-Citizens Provision will be made for refund in case of death of non-citizens who have contributed towards the NPF, to the surviving spouse or the legal representative of the deceased insured person.	Jul 2016	Effective as from July 2016 Communiqué issued on 10 Oct 2016	Completed

Status on Implementation of Key Actions

Table 2: Status on Implementation of Key Actions

Key Action	Key Performance Indicator	Target (as per Budget Estimates)	Status as at end of June 2017
Construction of the Riambel Recreation Centre for the elderly	Percentage completion of construction works	38% (as at June 2017)	Ongoing
Introduction of the Disability Bill in National Assembly to promote the full enjoyment of human rights and fundamental freedoms by persons with disabilities	Disability Bill to be introduced in the National Assembly	April 2018	Draft Bill already prepared. Certain issues are being looked into, prior to consultation with stakeholders.
High-Level Committee to review the pension system, including NPF	Financially sustainable and implementable recommendations formulated	April 2018	Ongoing
Improved service at Recreation Centres for the elderly and persons with disabilities	Online Central Reservation System operational	June 2018	Ongoing
Improved legal framework for Residential Care Homes	Residential Care Homes Act and related Regulations reviewed	March 2018	Ongoing

Risk Management, Citizen Oriented Initiatives and Good Governance

The Internal Control Unit at this Ministry falls under the aegis of the Ministry of Finance and Economic 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 2016 to June 2017, the Internal Control Unit has carried out planned internal audit at the following:-

Audit	No. of Recommendations made	No. of recommendations Implemented
Cash Office	10	9
Accounts Payable	5	5
Procurement	10	10
Disability	-	-

The percentage achieved for implementation of the recommendations is 96 %.

Furthermore, the Internal Control Unit has carried out 2 unplanned Internal Audit on Goodlands Social Security Office, Lois Lagesse Trust Fund which have already been completed.

Director of Audit (DOA) report for Financial Year 2015/2016

The DOA has issued two Reference Sheet Audit Reports on Construction of Recreation Centre at Pointe aux Piments and Overpayments of Pensions, for the period 01 January 2015 to 30 June 2016, on 30 January 2017 and 03 February 2017, respectively. Action has already been taken on the recommendations made by the DOA, regarding the construction of Recreation Centre at Pointe aux Piments. Concerning Overpayment of Pensions, necessary action has already been initiated based on the recommendations made by the DOA.

Moreover, the DOA issued a report (Management Letter) dated 02 February 2017 for period 01 January 2015 to 30 June 2016 whereby 8 recommendations were made and 2 have already been implemented as at date.

Audit Committee for Year 2016

An Audit Committee was constituted in June 2016. The first meeting of the Audit Committee was held on 20 June 2016. The second meeting was scheduled in September 2016. However, the meeting could not be held due to change in posting of the then Chairperson. A new Chairperson was subsequently designated. Following a change in the portfolio of the Ministry in January 2017, the Social Welfare Division was transferred to the Ministry of Gender Equality, Child Development and Family Welfare. Consequently, the Audit Committee had to be reconstituted.

PART III – Financial Performance

Financial Highlights

The Total Budget of the Ministry for Financial Year 2016/2017 stands at **Rs 21,235,000,000** compared to the 2015/2016 Budget which was **Rs 19,834,065,000**. In fact, the Budget 2016/2017 was increased by some **7.06 %** and are divided into five segments as follows:

Sub-Head 22-101	: General	Rs
	Recurrent Expenditure	112,500,000
Sub- Head 22-102	: Social Protection	
	Recurrent Expenditure	1,454,100,000
	Capital Expenditure	146,700,000
Sub- Head 22-103	: National Pension Management	
	Recurrent Expenditure	19,084,900,000
Sub- Head 22-104	: Reform Institutions and Rehabilitation	
	Recurrent Expenditure	96,400,000
	Capital Expenditure	2,000,000
Sub- Head 22-105	: Social Welfare and Community Based Activities	
	Recurrent Expenditure	330,400,000
	Capital Expenditure	8,000,000

However, following the reshuffling of Cabinet in January 2017, the budget of Sub-Head 22-104 - *Reform Institutions and Rehabilitation* was transferred to the portfolio of Minister Mentor's Office and Ministry of Defence and Sub- Head 22-105-*Social Welfare and Community-Based Activities* was transferred to the Ministry of Gender Equality, Child Development and Family Welfare.

Revenue collected by the Ministry is classified under 'Revenue from Property Income, User Fees and Other Sources- Sales of Goods and Services and they are of 2 types, namely:

- Benefits Recovered
- Reimbursement of Cost of NPF Administration

Analysis of Major Changes

An analysis of Revenue and Expenditure over the years could not be carried out in view of the fact that Budget appropriation and execution were made on a calendar year basis. As such, budget figures for the years 2015/2016 and 2016/2017 have been taken for comparison purposes.

Revenue

Figure 4 below gives a breakdown of the revenue collected by the Ministry for the fiscal years 2015/2016 and 2016/2017.

As it can be seen from the chart below, both revenue items were short collected in 2016/2017 as compared to 2015/16. This represents a shortfall of some 45% for Benefits Recovered and 12% for Reimbursement of cost of NPF Administration of the revenue estimates for the fiscal year 2016/2017:

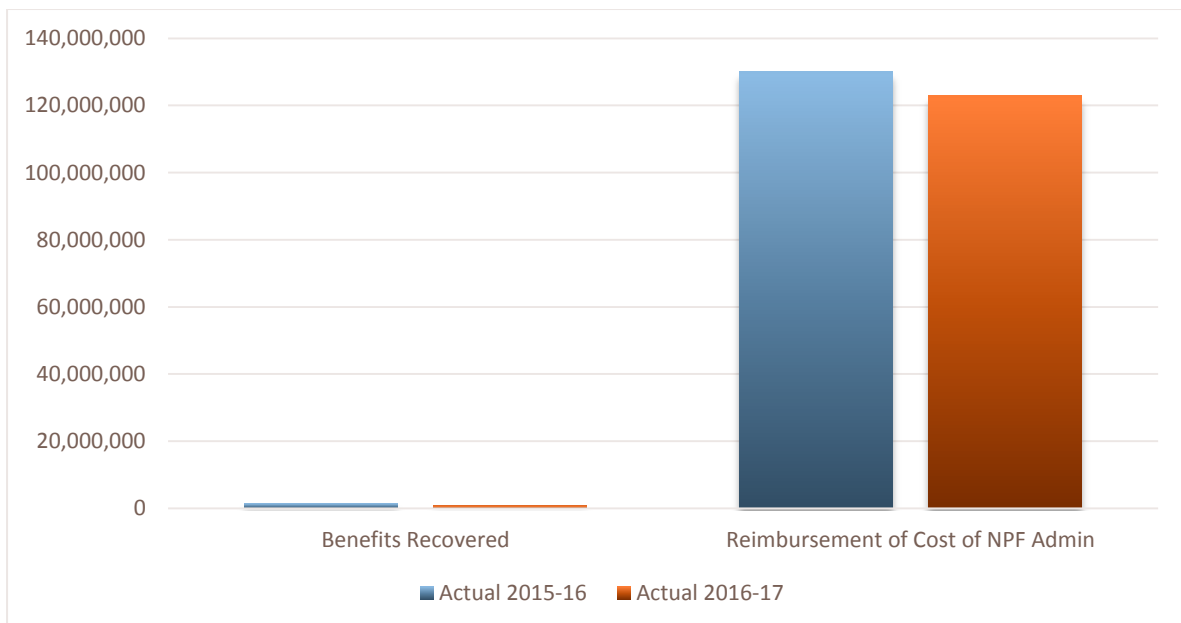


Figure 4: Breakdown of Revenue collected by Ministry

Expenditure

The actual expenditure under the different Head/Sub-Head of Expenditure for the years 2015/2016 and 2016/2017 are shown in Figure 5 below:

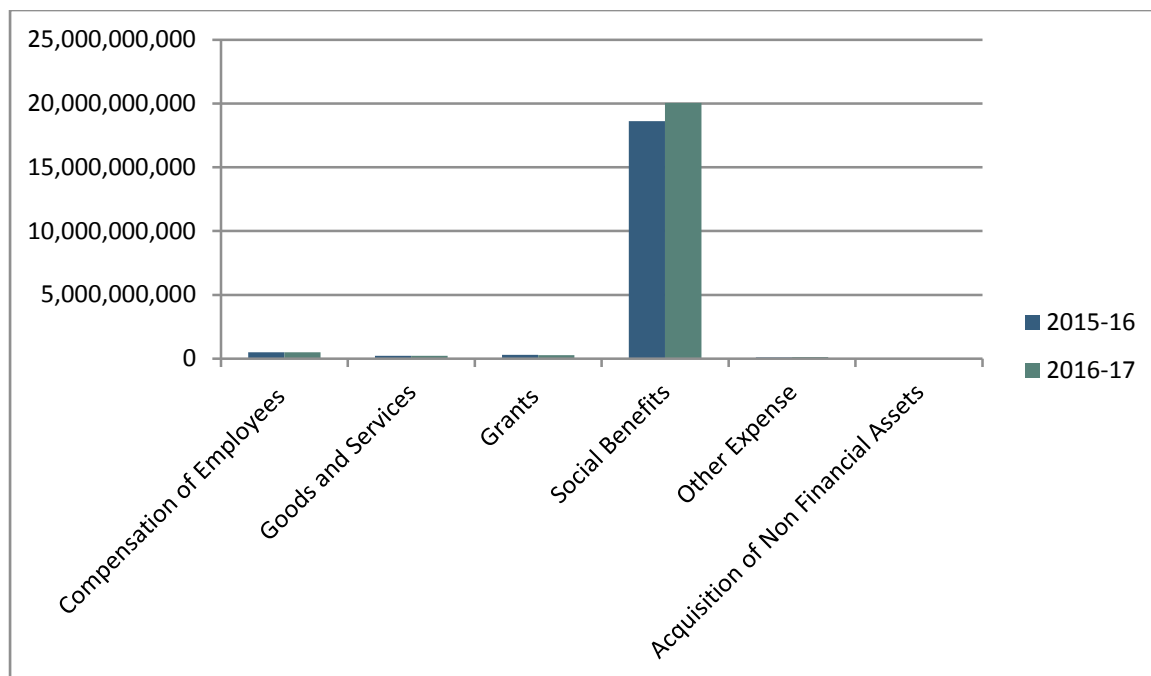


Figure 5: Breakdown of Expenditure for Years 2015/16 and 2016/17

Figure 5 above shows that the main expenditure of the Ministry is the payment of Social Benefits which represents some 93.8% and 94.5% of total expenditure for the years 2015/2016 and 2016/2017 respectively.

Payment of Grant for the fiscal year 2016/2017 was decreased in view of the fact that the second instalment of the Grant to the Sugar Industry Labour Welfare Fund was effected by the Ministry of Gender Equality, Child Development and Family Welfare. Other expenditures in respect of Compensation of Employees, Goods and Services and Other Expense are more or less constant while expenditure on Acquisition of Non-Financial Assets has been slow in 2016/2017.

Payment of Social Aid

One of the main expenditure components of Sub-Head 22-102 - Social Protection, is the payment of Social Aid in cash to beneficiaries after social enquiries and approval obtained. The Budgeted amount for financial Year 2016/2017 was Rs 919 M and represented some 4.3% of total voted provision. However, total actual payment under Social Aid was Rs 964.5M for financial year 2016/2017.

The different types of social aid payments effected under the Social Aid Act, Unemployment Hardship Relief Act and National Pensions Act in relation to the voted provision for this item, are shown in Figure 6 below:

It is also to be noted that an amount of Rs 63,559,238 has been sent by way of Departmental Warrant to the Ministry of Ocean Economy, Marine Resources, Fisheries and Shipping for payment of bad weather and closed season allowances to fishermen.

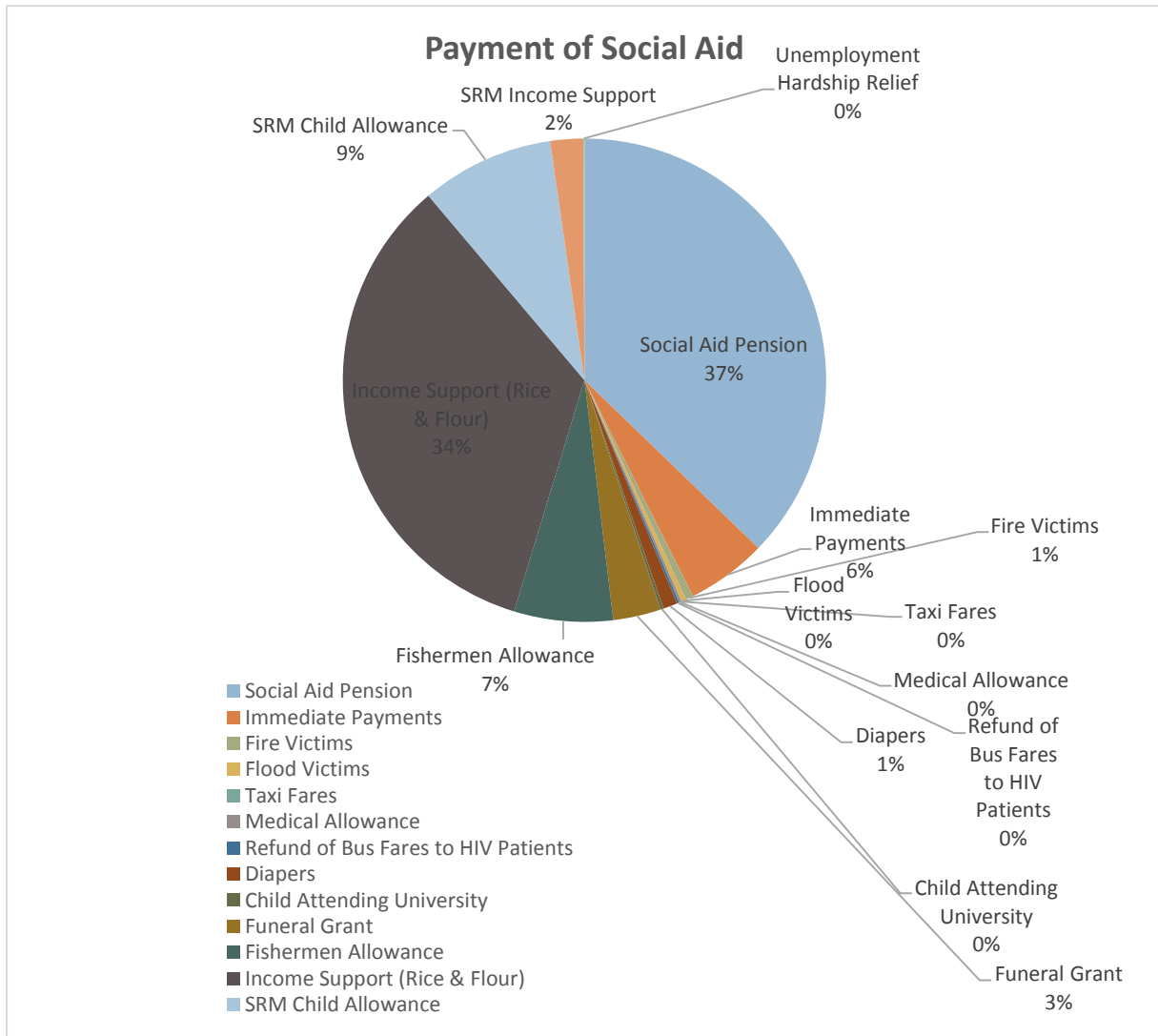


Figure 6: Payment of Social Aid in Cash

New rates for non-contributory benefits payable under the Social Aid Act, the National Pension Act and the Unemployment Hardship Relief Act have been approved and are effective as from the 1 January 2017.

Additionally, other payments in respect of Social Aid in kind have been effected in Financial Year 2016/2017 as per Figure 7 below:

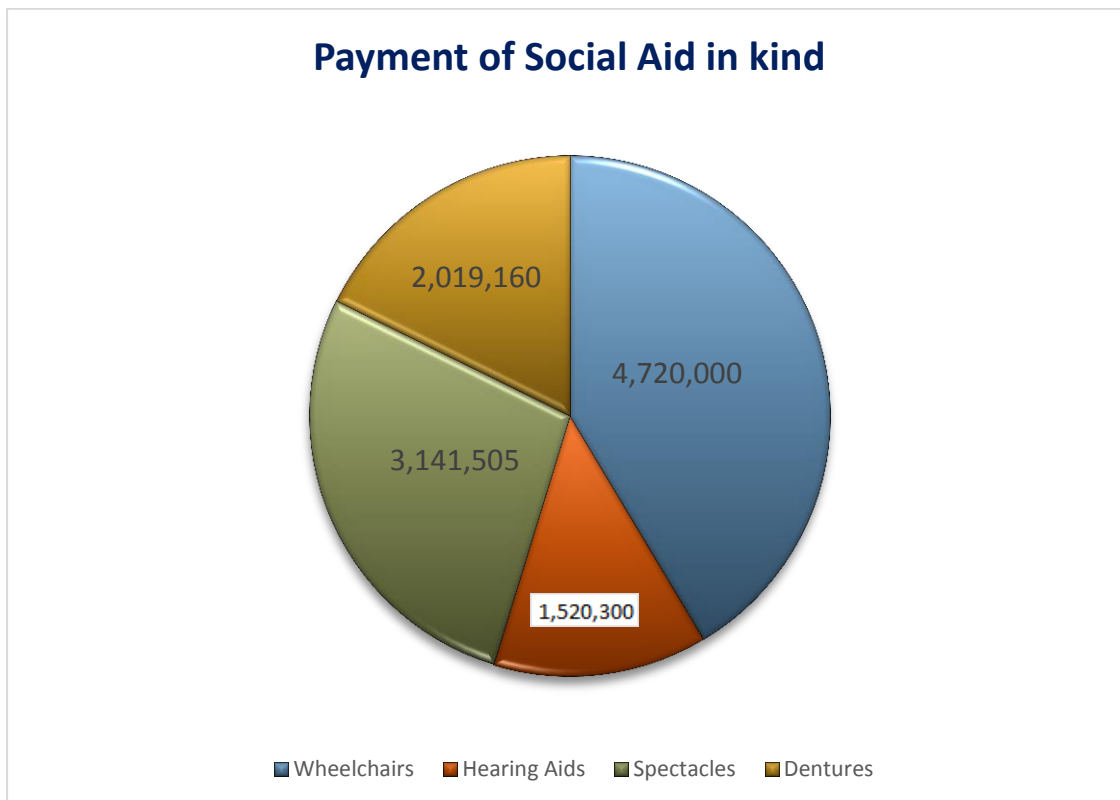


Figure 7: Payment of Social Aid in Kind

Payment of Non Contributory Pensions under National Pensions Scheme

The total voted provision for payment of Basic Pensions for the year 2016/2017 is Rs 18,850,000,000. This amount represents some 88.76% of total voted provision for the Ministry. However, the total actual expenditure under this item as at 30 June 2017 is Rs 19,037,785,071. The increase is mainly due to compensation granted in January 2017 and increased number of beneficiaries. The payment made under the different types of Basic Pension are as per Table 3:

Table 3 - Types of Basic Pension

Type of Pension	Amount (Rs)	No of Beneficiaries
Basic Retirement Pension	14,337,737,020	201,612
Basic Widows Pension	1,345,238,083	19,050
Basic Invalidity Pension	2,086,108,075	28,600
Basic Orphans Pension	20,244,117	310
Child Allowance	291,784,955	13,004
Other Basic Pensions (Carer's Allowance for Basic Invalidity Pension and Basic Retirement Pension, Inmate Allowance and Reduced pension for beneficiaries of basic pension who are staying more than 3 months in hospital)	956,672,821	39,526

As per chart below, some 75% of the total amount of Basic Pension goes to payment of Retirement Pension, followed by Basic Invalidity Pension and Basic Widows Pension.

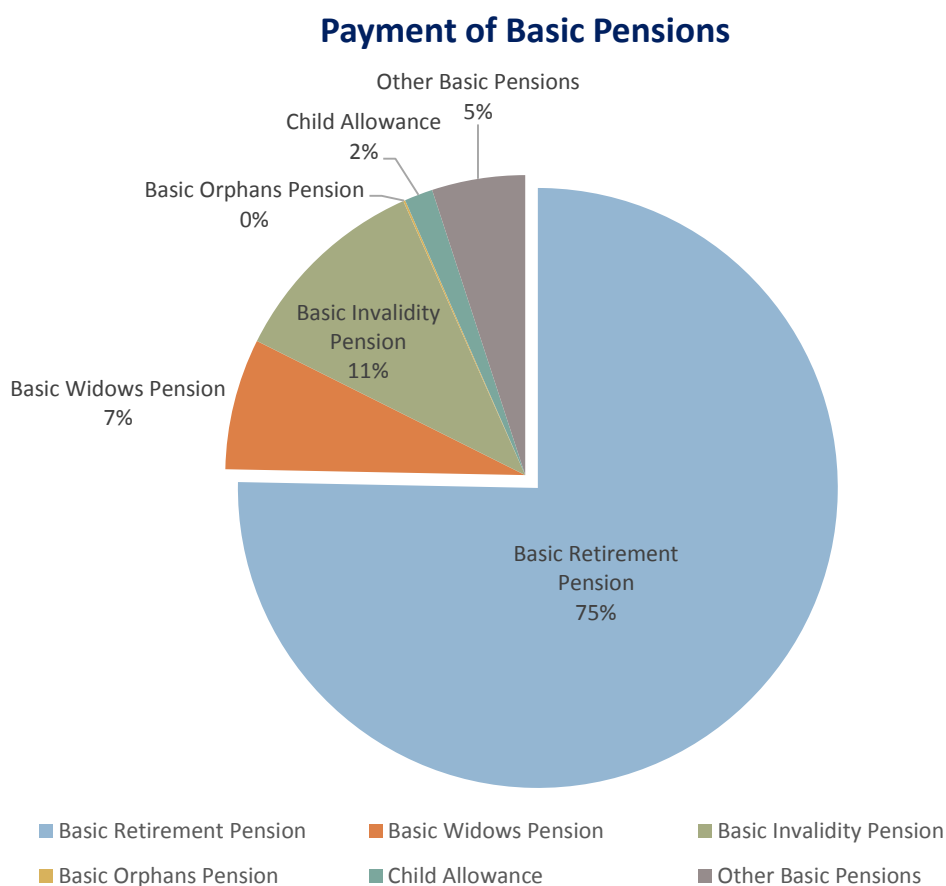


Figure 8: Payment of Basic Pension

Expenditure - Elderly Sector

Over and above payment of Social Aid and Basic Pension to needy beneficiaries, the expenditure incurred in favour of our Senior Citizens are summarised below:

Table 4: Expenditure – Elderly Sector

	Rs
Fees for Medical Board and domiciliary visits	74,912,212
Purchase of Vaccines for the Elderly	9,720,854
Catering and Entertainment Expenses for Senior Citizens Staying at Recreation Centres	15,597,010
Grant to Senior Citizen Council	9,200,000
Construction of fourth Recreational Centre at Riambel	19,449,941

Expenditure - Disability Sector

Table 5: Expenditure – Disability Sector

	Rs
Assistance and Training of Disabled Persons Board	19,747,215
National Council for the Rehabilitation of the Disabled	1,650,000
Training & Employment of Disabled Persons Board	12,200,000
Lois Lagesse Trust Fund	5,500,000
Upgrading of Disability Centres	1,535,705
Service De Proximité (Physiotherapists, Occupational Therapists and Social Workers)	489,160

Repatriation Expenses

The Ministry also caters for payment of Repatriation expenses for Mauritians in distress abroad. Any Mauritian National who is stranded abroad and who does not have sufficient means to support himself or adequate funds to pay his return ticket to Mauritius may apply to be repatriated. The Ministry is notified of all proposed repatriations and relatives of those persons are contacted to secure a bond for the refund of the expenses to be incurred and the Ministry of Foreign affairs is advised that repatriation may be arranged.

On arrival in Mauritius, the repatriated person passport is impounded and arrangements made for refund of expenses incurred by monthly instalments according to his means.

Payment for the year 2016/2017 amounted to Rs 146,812 where 11 persons were repatriated from Madagascar.

Furthermore, a total amount of Rs 76,498,341 has been disbursed in favour of Charitable Institutions and covers the following items:

Table 6: Expenditure - Charitable Institutions

	Rs
Capitation Grant	58,568,004
Inmates Allowances	317,853
Maintenance of Buildings	678,342
Wages of Attendants (Charitable Institutions)	10,629,188
Funeral Grant (Burial Expenses)	312,214
First Aid Kit	64,500
Domestic Appliances	1,709,250
Water Charges	5,339,487

Additionally, an amount of Rs 6,312,250 has been paid in respect of Water Charges for Religious Bodies for the year 2016/2017. Moreover, an amount of Rs 300,000 has been disbursed through Departmental Warrant to the Ministry of Arts and Culture for payment of CEB bills for Water Pump at Ganga Talao.

Capital Expenditure

The main capital projects amongst others undertaken by The Ministry for the Year 2016/2017 are shown in the table below:

Table 7: Capital Projects

Projects	Voted Provision (Rs)	Amount Spent (Rs)
Construction of Recreation Centre at Riambel	110,000,000	19,449,942
Extension of Foyer Trochetia Disability Centre	5,000,000	1,535,705
Acquisition of Vehicles	10,000,000	4,146,750
Acquisition of CCTV Camera	4,400,000	-

As it can be seen as per table above, projects implementation and payments were slow in financial year 2016/2017. This was due to various reasons, and some, beyond the control of the Ministry.

Statement of Revenue and Expenditure

Consolidated Statement of Expenditure

22-1 Ministry of Social Security, National Solidarity and Reform Institutions
Table 8: Consolidated Statement of Expenditure

Head/Sub-Head of Expenditure (Rs million)	2015/2016 Actual	2016/2017 Estimates	2016/2017 Actual
Compensation of Employees	506,606,192	549,750,000	501,274,628
Goods and Services	233,871,736	256,020,000	229,248,320
Subsidies	-	-	-
Grants	311,315,000	345,200,000	271,181,777
Social Benefits	18,606,528,892	19,814,400,000	20,039,402,892
Other Expense	112,844,822	133,180,000	122,305,383
Acquisition of Non-Financial Assets	62,655,088	136,450,000	26,141,360
Acquisition of Financial Assets	-	-	-
Total	19,833,821,730	21,235,000,000	21,189,554,360

Statement of Expenditure

22-101: GENERAL

Table 9: Statement of Expenditure – General

Head/Sub-Head of Expenditure (Rs million)	2015/2016 Actual	2016/2017 Estimates	2016/2017 Actual
Compensation of Employees	81,932,556	90,285,000	77,085,442
Goods and Services	20,799,347	22,215,000	19,925,997
Total	102,731,903	112,500,000	97,011,439

22-102: SOCIAL PROTECTION**Table 10: Statement of Expenditure – Social Protection**

Head/Sub-Head of Expenditure (Rs million)	2015/2016 Actual	2016/2017 Estimates	2016/2017 Actual
Compensation of Employees	149,329,790	167,015,000	154,877,345
Goods and Services	157,170,362	171,070,000	158,591,134
Subsidies	-	-	-
Grants	45,800,000	49,685,000	43,687,322
Social Benefits	1,063,177,059	964,400,000	993,192,400
Other Expense	98,719,386	114,180,000	106,721,343
Acquisition of Non-Financial Assets	62,425,618	134,450,000	25,470,361
Total	1,575,822,215	1,600,800,000	1,482,539,904

22-103: NATIONAL PENSION MANAGEMENT**Table 11: Statement of Expenditure – National Pension Management**

Head/Sub-Head of Expenditure (Rs million)	2015/2016 Actual	2016/2017 Estimates	2016/2017 Actual
Compensation of Employees	182,851,000	191,620,000	184,358,870
Goods and Services	40,944,709	41,765,000	38,286,737
Subsidies	-	-	-
Grants	515,000	515,000	557,454
Social Benefits	17,543,351,833	18,850,000,000	19,037,784,772
Other Expense	225,436	1,000,000	449,135
Acquisition of Non-Financial Assets	-	-	-
Acquisition of Financial Assets	-	-	-
Total	17,767,887,979	19,084,900,000	19,261,436,970

22-104: REFORMS INSTITUTIONS & REHABILITATION**Table 12: Statement of Expenditure – Reforms Institutions & Rehabilitation**

Head/Sub-Head of Expenditure (Rs million)	2015/2016 Actual	2016/2017 Estimates	2016/2017 Actual
Compensation of Employees	68,530,073	77,675,000	71,238,984
Goods and Services	11,164,645	15,725,000	10,597,776
Subsidies	-	-	-
Grants	-	-	-
Social Benefits	-	-	-
Other Expense	2,900,000	3,000,000	3,000,000
Acquisition of Non-Financial Assets	229,470	2,000,000	670,999
Acquisition of Financial Assets	-	-	-
Total	82,824,189	98,400,000	85,507,760

22-105: SOCIAL WELFARE & COMMUNITY-BASED ACTIVITIES**Table 13: Statement of Expenditure – Social Welfare & Community-Based Activities**

Head/Sub-Head of Expenditure (Rs million)	2015/2016 Actual	2016/2017 Estimates	2016/2017 Actual
Compensation of Employees	23,962,774	23,155,000	13,713,987
Goods and Services	3,792,675	5,245,000	1,846,675
Subsidies	-	-	-
Grants	265,000,000	295,000,000	226,937,000
Social Benefits	-	-	-
Other Expense	11,000,000	15,000,000	12,134,905
Acquisition of Non-Financial Assets	-	-	-
Acquisition of Financial Assets	-	-	-
Total	303,755,449	338,400,000	254,632,568

Statement of Revenue

**Table 14: Statement of Revenue from Property Income,
User Fees and other Sources**

Revenue (Rs million)	2015/2016 Actual	2016/2017 Estimates	2016/2017 Actual
Property Income	-	-	-
Sales of Goods and Services	-	-	-
Fines, Penalties and Forfeits	-	-	-
Miscellaneous Revenues: (1) 14220250- Benefits recovered	1,534,370	1,500,000	822,832.00
(2) 14220251- Reimbursement of cost of NPF Administration	130,147,870	140,000,000	122,957,025
Total Revenue from Property Income, User Fees and other Sources	131,682,240	141,500,000	123,779,857

PART IV – Challenges

Elderly Sector

- **Impact of Ageing on Basic Retirement Pension**

Ageing population is leading to a shrink in the working population. The pensioner support ratio presently is at 6:1, will be at 3:1 in 2030.

With the decrease in fertility and mortality rates, life expectancy at birth has increased drastically. The phenomenon of an ageing population is a global one and it presents itself as one major challenge to societies. Mauritius has not been spared as well. The number of Basic Retirement Pension beneficiaries rose by 83% from 112,000 in the year 2000 to 205,144 in June 2017 and it is expected to reach 343,000 by 2054. Payment of Basic Retirement Pension has increased by 122% from 6.6 billion Mauritian Rupees in 2000 to 14.7 billion Mauritian Rupees in the financial year ended June 2017.

- **Ensuring healthy ageing and addressing the specialised needs**

With the rise in the ageing population and life expectancy, the services of specialists such as gerontologists, geriatricians, gerontological nurses, trained caregivers and social workers in planning and developing services targeting the older cohort will be required.

- **Protection of the elderly population**

The change in the family structure has been an important factor in increasing the vulnerability of the elderly population to abuse and neglect. The resultant of the ageing phenomenon is resulting in a high incidence of disability among the elderly segment and a feminisation of ageing.

- **Enabling Age-Friendly Environments**

The physical and social environments in which we live have an important influence on our ability to enjoy healthy and active ageing and a good quality of life in old age.

An age-friendly physical environment promoting the development and use of innovative technologies that encourage active ageing is especially important as people grow older and experienced with diminished mobility as well as visual and hearing impairments.

Demand for provision of more Day Care Centres, Community Care Centres and Residential Institutions will be increasing. Also specialized services such as “*Service de Proximité*” will become a necessity. The proportion of elderly caregivers, especially women is increasing. They look after much older parents and sick children and face the stress of balancing work and household duties.

Disability Sector

There is a need to rethink the approach and re-engineer services in the light of a number of challenges, which are as follows:-

- The delivery of services in favour of persons with disabilities is fragmented across too many institutions;
- The legal and regulatory framework is weak and addresses the disability agenda in a piecemeal manner;
- There is an inadequate human resource base to deliver services and monitor implementation of actions in favour of persons with disabilities in an effective and efficient manner;
- There are limited financial resources to effectively implement all programmes and address the emerging needs of persons with disabilities;
- There is a lack of comprehensive database to effectively direct resources, measure the impact of existing services and formulate new policies in the sector.

In addition to this, attitudinal, physical and communication barriers continue to impede the integration of Persons with Disabilities in society in spite of regular sensitisation campaigns. Such barriers negatively impact the persons with disabilities and stand as a potential threat to the full enjoyment of their rights in society. The vulnerability of persons with disabilities is also being exacerbated through a rise in the number of cases of abuse, violence and neglect.

Social Entrepreneurship

- The majority of the NGOs do not have qualified volunteers to mount and drive their projects.
- Identification of a niche market is not carried out prior to the implementation of the project.
- The NGOs should attract qualified resource persons.
- Managerial and financial training should be provided for the staff and volunteers of the NGOs involved in project implementation.

Recognition of Prior Learning in Social Work Practice Level 2: Challenge from RPL Candidates

- It has been observed that the staff of the NGOs who opt for RPL needs constant grooming up and guidance from RPL facilitators with a view to preparing a proper portfolio.

SWOT Analysis

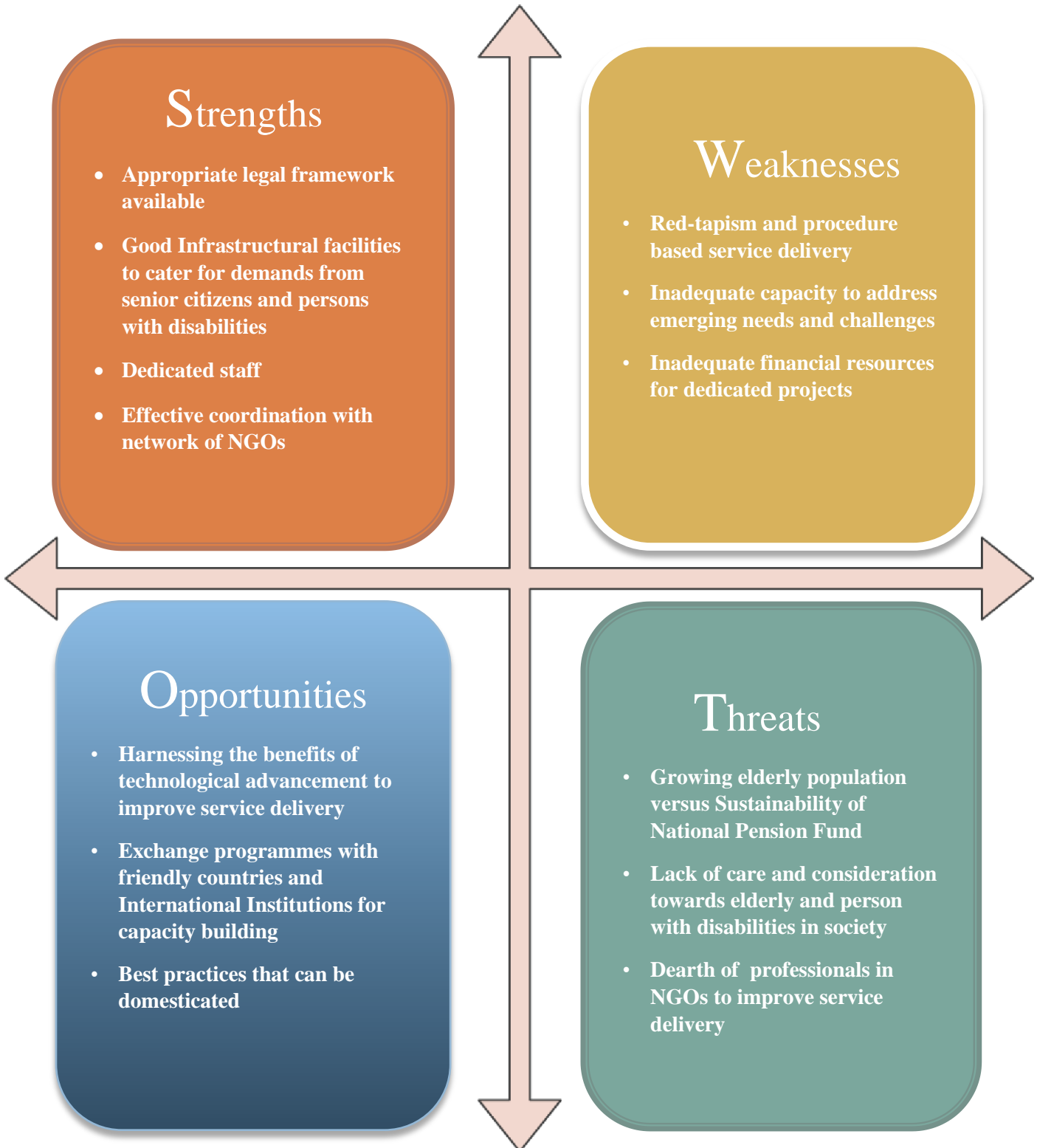


Figure 9: SWOT Analysis

Strategic Direction

Strategic Direction 2017-2020

- 1. Streamline social assistance through the use of the Social Register of Mauritius (SRM) for better and more focused social policy formulation and for implementation of new social schemes targeting the most vulnerable segments of the society.**
- 2. Review the pension system, including the National Pensions Fund, to ensure sustainability and adequate income replacement in view of the ageing population.**
- 3. Enhance protection and security of the elderly as well as residents of Charitable Institutions and Residential Care Homes.**

The Welfare and Elderly Persons' Protection Unit was set up in August 2006 with a main objective to set up a legal and administrative framework for greater protection and assistance to elderly persons.

The Protection for Elderly Persons Act 2005 was amended in September 2016 to empower Officers dealing with reported cases of elder abuse, to summon the perpetrator if he/she does not cooperate or does not respond. Failing to attend to the summons may be liable to fine/imprisonment. The Elderly Watch members for each committee have been increased from 7 to 10. There are 20 Elderly Watch committees spread over the country which are composed of volunteers and identify and report cases of elder abuse.

Welfare and Elderly Persons' Protection Unit Officers carry out regular inspections in Charitable Institutions for the purpose of paying Capitation Grants and other allowances and also to ensure compliance with the Act and Regulations.

- 4. Improve the legal framework to remove any form of discrimination against persons with disabilities and provide for an appropriate institutional arrangement to support the Disability Sector.**

- **Disability Bill**

The Disability Bill will make provisions for the promotion of the full enjoyment of human rights and fundamental freedoms for persons with disabilities; accessibility to physical, social, economic and cultural environment and to health, education, information, communication and technology by persons with disabilities; registration and regulation of organisations that either provide services to persons with disabilities or are organisations of or for persons with disabilities; implementation of the UN Convention on the Rights of Persons with Disabilities and its Optional Protocol and other international instruments to which Mauritius is a party; establishment of a National Disability Authority; and establishment of a Disability Tribunal. Draft zero of the Disability Bill was received by the SLO in January 2017 and is being reviewed.

5. Improve accessibility of persons with disabilities

- **Installation of ramps in buildings to enhance access of persons with disabilities**

Mauritius has signed the UN Convention on the Rights of Persons with Disabilities (UNCRPD) in 2007 and ratified it in 2010. One of the main tenets of the UNCRPD is accessibility for persons with disabilities.

It was noted that many Government-owned or rented buildings are not fully accessible to persons with disabilities, which reflects adversely on the service delivery Ministries and Departments.

Therefore, in line with the UNCRPD and with a view to making public buildings accessible to persons with disabilities, Lafarge (Mauritius) Cement Ltd has projected to build concrete ramps with handrails under its Corporate Social Responsibility (CSR) programme to facilitate access to buildings and offices by persons with disabilities in regions identified by the MPI and the Disability Unit of the Ministry of Social Security, National Solidarity and Environment and Sustainable Development (MSS).

In this context, a memorandum of understanding (MOU) was proposed between the Ministry of Public Infrastructure (MPI), and Lafarge (Mauritius) Cement Ltd and this Ministry.

140 buildings will be retrofitted with appropriate ramps by Lafarge Ltd. The MPI in collaboration with the MSS will monitor the project, which will last for a year. This Ministry will provide a district-wise list of all buildings where ramps are required.

6. Strengthen the capacity of NGOs with a view to professionalising the social services sector.

As social work is focused on problem solving and bringing change in the lives of individuals, families and communities, it is important for social workers dealing with the vulnerable people to possess the relevant knowledge, skills and values of social work practice.

The social work profession promotes social change, problem solving in human relationships and the empowerment and liberalisation of people to enhance well-being.

In this context, the NGO Trust Fund has been laying much emphasis on Training Programmes for NGO volunteers/staff and also came up with the idea of setting up a National Council of Social Work in collaboration with the United Nations Development Programme.

The setting up of a Council of Social Work will serve as a regulatory framework for social work practice. The Council will ensure that:

- (i) there are established standards of practice for social workers and this would ensure quality service delivery;
- (ii) social workers are held accountable for their actions through adherence to a code of ethics;

- (iii) the quality of social work education programmes is enhanced and it is underpinned by continuous learning;
- (iv) the potential of poor practice or malpractices is eliminated thus protecting clients;
- (v) cases of abuse and neglect of beneficiaries/clients are addressed; and
- (vi) a register of recognised and qualified social workers is established.

Annex I

Social Security Offices Network

SN	OFFICES	ADDRESS	TELEPHONE NO.
1.	Baie du Cap	Royal Rd, Baie du Cap	622 1070
2.	Bambous	Geoffroy Rd, Bambous	452 1197, 452 2426 Fax: 452 0156
3.	Beau Bassin	NPF Building, Douglas St, Beau Bassin	465 9344, 465 7410, 464 6450, 465 8957(Welfare Protection Elderly Unit) Fax: 465 9221
4.	Bel Air	Morcellement Maroussem, Trou D'eau Douce Road, Bel Air Rivière Sèche	419 2441, 419 7197 Fax: 419 7490
5.	Benefits Branch	Social Security House, Moka Rd, Rose Hill	403 2700 Fax: 465 3290
6.	Bon Accueil	Royal Rd, Bon Accueil	418 4341, 418 0108 Fax: 418 8420
7.	Case Noyale	Royal Road, Case Noyale	451 5063
8.	Centre de Flacq	Hospital Road, Centre de Flacq	413 5722, 413 5714, 413 6944, 413 6350, Fax: 413 6369
9.	Chemin Grenier	Ernest Le Maire St, Chemin Grenier	622 6002, 622 6250, ,622 6257, 622 2420 , Fax: 622 5070
10.	Contributions Branch	R Seeneevassen Bldg, Jules Koenig St, Port Louis	207 0625
11.	Curepipe	Jerningham Street, Curepipe	670 5023, 670 5028, 670 5053, 670 0595, 670 5054, 670 5057, 670 5058, 670 5061, Fax: 670 5042
12.	Goodlands	NPF Building, Royal Road, Goodlands	283 5142, 282 0023, 283 2114, 283 7602, Fax: 283 2249
13.	Grand Baie	Dispensary Rd, Grand Bay	263 1476, 269 0715, 263 8743
14.	Grand Gaube	NDU Complex, Royal Road, Grand Gaube	288 8696, 288 0068, 288 4341
15.	Head Office	R Seeneevassen Bldg, Jules Koenig St, Port Louis	207 0625
16.	La Flora	Royal Road, La Flora	617 8673
17.	L'Escalier	La Sourdine, L'Escalier	636 7537, 636 0126 Fax: 636 7537
18.	Mahebourg	La Passe Street, Mahebourg	631 9544, 631 9021, 631 0677 631 0661, 631 0662 Fax: 631 2596
19.	Medine Camp de Masque	Royal Rd, Mont Ida	416 5951, 416 5199
20.	Montagne Blanche	Petit Paquet Rd, Montagne Blanche	437 5167, 437 5168
21.	Montagne Longue	Royal Rd, Montagne Longue	245 2388, 245 3158 Fax: 245 1033

SN	OFFICES	ADDRESS	TELEPHONE NO.
22.	Pamplemousses	Royal Rd, Pamplemousses	243 3522, Fax: 243 3510
23.	Petite Riviere	Royal Rd, Petite Riviere	233 4454, 233 1442, 233 7542
24.	Phoenix	Royal Rd, St Paul	696 4278, 697 0681 Fax: 697 5624
25.	Piton	NPF Building, Piton	264 2364, 264 2099, 264 2007 Fax: 264 1756
26.	Plaine des Papayes	Royal Rd, Plaine des Papayes	266 2446, 266 2603, Fax: 266 2470
27.	Plaine Magnien	NPF Building, Plaine Magnien	637 3525, 637 8966, Fax: 637 8967
28.	Pointe aux Sables	Royal Rd, Pte aux Sables	234 7605, Fax 234 6044
29.	Port Louis Central	Astor Court, Lislet Geoffroy St, Port Louis	208 8361, 208 0969, 213 0728 212 9958, 212 2658, 213 0951 212 5181, 213 0510, 213 0532, 213 0514
30.	Port Louis Visiting	Astor Court, Lislet Geoffroy St, Port Louis	212 9918, 210 9211, 210 9224 208 8286, 212 0326, 208 1117 212 6009, Fax: 212 6497
31.	Port Louis Western (Cassis)	Astor Court, Lislet Geoffroy Street, Port Louis	213 0922, 213 0532, 208 1592
32.	Port Louis (Eastern)	Astor Court, Lislet Geoffroy Street, Port Louis	213 0572, 213 0510, 213 0514, 213 0728
33.	Quartier Militaire	Royal Rd, Quartier Militaire	435 7551, 435 6663, 435 6752
34.	Quatre Bornes	Behind Market, Avenue Brown Sequard, Quatre Bornes	424 1157, 425 3792, 427 4271, 427 9825, 427 0493, Fax: 427 6344
35.	Riviere des Anguilles	La Baraque Road, Riviere des Anguilles	626 2536, 626 4563, 626 1749, 626 1207, Fax: 626 1749
36.	Riviere du Rempart	SSR Street, Riviere du Rempart	412 7527, 412 8068, Fax: 412 4485
37.	Rodrigues	Port Mathurin	832 0315, 832 0317, 832 0319, 832 0320, 832 1169
38.	Rodrigues	Malabar	832 4174, 832 5633, 832 5575, 832 4428
39.	Rodrigues	La Ferme	831 7248, 832 7895
40.	Rose Belle	Mme Lolo, Rose Belle	627 4532, 627 2844, 627 2451
41.	Rose Hill	Social Security House, Moka Road, Rose Hill	465 1355, 403 2700 Fax: 465 1993
42.	Saint Pierre	Ripailles Rd (Behind Post Office), St Pierre	433 4250, 433 1440, 433 7259, 433 9625, 433 7620, 433 7230, Fax: 433 1266
43.	Souillac	Morisson St, Souillac	625 4121, 625 4496, 625 8134 Fax : 625 5548

SN	OFFICES	ADDRESS	TELEPHONE NO.
44.	Terre Rouge	Le Hochet, Terre Rouge	248 4047, 248 4048, 248 3886, 249 1494, 249 1610 Fax 248 9369
45.	Triolet	NPF Building, Triolet	261 6527, 261 1453, 261 3036 Fax: 261 1258
46.	Vacoas	New Municipal Building, Independence Avenue, Vacoas	698 3188, 696 4279, 698 1775, 697 4575, 697 4582, Fax: 697 1371
47.	Vieux Grand Port	Royal Rd, Vieux Grand Port	634 5408

Annex II

List of Charitable Institutions and Orphanages

SN	Name of Charitable Institutions	Address	Name of Responsible Officer/ Officer-in-Charge (OIC)	Contact details of Responsible Officer/OIC
1.	Shardanand Infirmary	2 Gayasing Street, Port Louis	Mrs Buckoree	212 0177
2.	Gayasing Orphanage	2 Gayasing Street, Port Louis	Mrs Buckoree	212 1128
3.	St Hugh's Anglican Home	6 Sir Edgar Laurent Street, Rose Hill	Anglican Diocese Church Attn: Dr Thomas	464 1124
4.	Mère Augustine Home	Chapel Lane, Rose Belle	Congregation des Soeurs du Bon et Perpetuel Secours Sister Eustelle	627 4546
5.	Hospice St Jean de Dieu	Powder Mills Road, Pamplemousses	Association de l'Oeuvre Hospitaliere de St Jean de Dieu Brother Albert	243 3552
6.	Belle Rose Home	St Louis Ave, Belle Rose	Congregation des Soeurs de Charite de Notre Dame du Bon et Perpetuel Secours Soeur Claudette	466 8722 Fax: 465 8113
7.	Krishnanand Seva Ashram	c/o Human Service Trust, Calebasses, Pamplemousses	Human Service Trust Manager : Mr. Bissesur	248 9651
8.	Lady Sarojini Jugnauth Women's Home	c/o Human Service Trust, Calebasses, Pamplemousses	Human Service Trust Manager : Mr. Bissesur	248 9651
9.	Cheshire Home (Tamarin)	Royal Road, Tamarin	Director: Mrs. Ginette Lan Yee Chiu	483 6652
10.	Cheshire Home (Pierrefonds)	Pierrefonds, Palma Road, Quatre Bornes	Manager: Mrs. Murree	424 9011
11.	Rosie Lememe House (Palma)	Telfair Avenue, Belle Rose	Adventist Church Mrs. Bosedore	464 4373
12.	Foyer Marcel Catherine	Telfair Avenue, Belle Rose	Adventist Church Mrs. Bosedore	464 4373
13.	Currimjee Jeewanjee Infirmary (Male)	St Georges Street, Port Louis	Mr. Ibrahim Domun	212 2672
14.	Currimjee Jeewanjee Infirmary (Female)	40 Labourdonnais Street, Port Louis	Mr. Ibrahim Domun	212 1585
15.	Mauritius Muslim Orphanage	40 Labourdonnais Street, Port Louis	Mr. Ibrahim Domun	212 1585

SN	Name of Charitable Institutions	Address	Name of Responsible Officer/ Officer-in-Charge (OIC)	Contact details of Responsible Officer/OIC
16.	Judoonanund Ballgobeen Ashram	Ballgobeen Road, St Paul Phoenix	Arya Sabha Manager: Mr. Sooriaprakash Dooky	686 9118
17.	Pavillon Ste Marie (Elderly)	Gordon Street, Rose Hill	Congregation des Filles Marie de St Denis Manager: Sister Elizabeth	465 5848
18.	Foyer MgrLeen (Children)	Gordon Street, Rose Hill	Congregation des Filles Marie de St Denis Manager: Sister Elizabeth	464 3909
19.	Meenatchee Home	Nicolay Road, Port Louis	Hindu Maha Jana Sangham Mr. Arassen	216 1732
20.	Crèche Coeur Immaculé (Children)	Sir Virgil Naz Ave, Quatre Bornes	Congrégation des Soeurs de Marie Soeur Marie Lourdes Lebon	4245041
21.	Foyer Père Laval (Children)	Nicolay Road, Port Louis	Brother Roberts Lourdusamy	242 1637
22.	SOS Children Village (Children)	G. Ithier Street, Mare Gravier, Beau Bassin	Mr. Dabeecharan	464 8379
23.	Foyer Trochetia	Petit Verger, Pointe aux Sables	Arya Sabha Mauritius Manager: Mrs. Yellapa	248 0248 234 0869 234 0881
24.	Srimathi Foolbassea Babooram Ashram (Arya Sabha)	Jooty Street, Belle Vue, Chemin Grenier	Arya Sabha Mauritius Mrs. Chitamun	212 2730 622 2072
25.	Chiranjiv Bhardwaj Ashram	Coastal Road, Belle Mare	Arya Sabha Mauritius Mr. Ramchurn	212 2730 415 2857
26.	Maharana Pratap Ashram	Coastal Road, Belle Mare	Gahlot Rajput Sabha Mrs. P. Rampersad	415 2387
27.	L.P. Govindramen	Royal Road, Union Vale, Trois Boutique	Arya Sabha Mauritius Mr. Devdut Somnah	637 3198

List of Elderly Day Care Centres

SN	Region	Telephone No.
1.	Roche Bois, c/o Social Welfare Centre, Roche Bois	2168227
2.	Piton, c/o SWC, Piton	264 9016
3.	Petite Rivière, c/o SWC, Petite Rivière (also for Persons with Disabilities)	2337077
4.	Rivière du Rempart, Gandhi Square, Pavé Road, Rivière du Rempart	4125753
5.	Petit Raffray, Royal Road, Petit Raffray	2834726
6.	Grand Baie, c/o SWC, Royal Road, Grand Baie	2631170
7.	La Rosa, c/o SWC, La Rosa	6278698
8.	L'Escalier, c/o SWC, L'Escalier	6360589
9.	Surinam, SWC Road, Surinam	625 5954
10.	Chemin Grenier, Royal Road, Chemin Grenier (also for Persons with Disabilities)	6222080
11.	Camp Fouquereaux, c/o SWC Camp Fouquereaux	6963471
12.	Bramsthan, c/o SWC, Bramsthan	413 2731
13.	Brisée Verdière, c/o SWC, Brisée Verdière	418 7838
14.	Nouvelle Decouverte, c/o SWC	431 5596
15.	Mare La Chaux (Royal Road), c/o SWC	415 2398
16.	Bois Savon, Ste Croix, Port Louis	2164613
17.	Camp Yoloff, Route Militaire	2163682
18.	Poste de Flacq, c/o SWC	4134021
19.	St Pierre, Behind SWC, St Pierre	4336843
20.	Floreal, Jhurry Lane, Floreal	6963466

Annex IV

List of Residential Care Homes

SN	Name of Residential Care Home (RCH)	Address	Name of Responsible Officer/ Officer-in-Charge (OIC)	Contact details of Responsible Officer/OIC
1.	Apson Home	7, Arrighi St, Beau Bassin	Mrs A. Peeroo	4544775
2.	Couvent Mere Theresa	34, Route St Martin Roche Bois	Soeur Mahima	2420812
3.	Camp Diable Islamic Home	Nababsing Street Camp Diable	Mr K. N. Ramjean	57568085
4.	Candos Home	Morcellement Dookun Pailote	Mr E. Benydin	4278713 57582319
5.	Chester Home	70A, Avenue Jacarandas Quatre Bornes	Mr E. Chitamun	4545796 4548986 59498171
6.	Crystal Angel Home	102, Jackson Road Vacoas	Mr N. Dhorah	57993617 6867727
7.	Diamond Abode	Belle Rive Hermitage	Mrs E. Teeha	52595676
8.	Grand Père Grand-Mère	Route Cotiere Baie du Tombeau	Mr P. Benyette	2472533 52534559
9.	Harmony Home	77, Vingta No. 2 Solferino, Vacoas	Mr Rajoonundun	4273996
10.	Home De La Tour	Clos de la Tour Commerson Street Curepipe	Mr Jennah	6758674 6758681
11.	Nightingale Care Home	15, Charles Lees St Curepipe	Mrs Jane Dax	4993234 57547729
12.	Lifecare Residential Care Home	Dr Mayer Street Floreale	Mrs Dabedeen	6862503 57882648
13.	Residence D'Oron	Koenig Lane Phoenix	Miss J. Deerpaul	6977619
14.	Residence Ruth	Cnr Maurice Curé & Sir Charles Lees Street Rose Hill	Mrs Z. Sairally	4676742
15.	Saint Cœur de Marie	Royal Road Curepipe Road	Soeur Marie Rose	6756503
16.	St Paul's Home (Christian Care Home)	Avenue Dupouy Quatre Bornes	Mr E. Bienvenue	4275957
17.	Sui Loong Elders Centre	Rue Château d'eau Port Louis	Mr Joseph	2130359

SN	Name of Residential Care Home (RCH)	Address	Name of Responsible Officer/ Officer-in-Charge (OIC)	Contact details of Responsible Officer/OIC
18.	Sweet Home Casa Santa Maria	Allée Brillant Castel, Phoenix	Mrs M. Duprey	6988024 6985089
19.	The Laurels	317A , Boundary Road Quatre Bornes	Mrs Genevieve	4650910 57223838
20.	Foyer Notre Dame de la Paix	Bonne Terre Vacoas	Soeur Dorothee	4270881 57482336
21.	Mercy Home	Royal Road Surinam	Mr Abraham	6255072
22.	Somlata Jawaheer Memorial Home	St Paul Road Vacoas	Dr Jowaheer	6864880 6982087
23.	ILA Residential Care Home	6, Branch Road Upper Dagotiere	Mrs Moordally	4335002 57905662
24.	Floreal House	41, B Govinden Lane Off Franklin Street, Floreal	Mr E. Peeroo	6967591
25.	Mon Destin Residential Care Home	21, Rochecouste Lane Forest Side	Mr Hosany	6703758 52933419
26.	Savi Residential Care Home	Avenue Gerome Tranquille, Vacoas	Mr Puryag	6980413
27.	St Anne Home	Seebaluck Lane Diolle, Vacoas	Mrs Duval	57319186 57358700 6862676
28.	Les Jardins de Chantennay	Royal Road, Moka	Mr N. Henry	4337600
29.	Vacoas Residential Care Home	72, Rte du Club, Morcellement Bellecourt, Vacoas	Mr Rostom	59544445 57223038
30.	Agis Care Home	Royal Road, Beaumanguier Pereybere	Mr Sooklall	57025070 4546602
31.	Association Pour les Personnes en Larmes (APPEL)	Ex Rishi Building Abattoir Road Roche Bois	Mrs Ellayah	57527343 54482526
32.	Maisons Des Michel	Rue Commerson Street Curepipe	Mr Michel	6742379 6742411
33.	C. Lutchanah	R.C.A Road, Quartier Militaire	Mrs Lutchanah	57026301
34.	Pelletier Home	20 ,Rennards Street, Beau Bassin	Soeur Marie France	4544659
35.	Matrusaden Residential Care Home	Shivala Road, Isidore Rose, Flacq	Mr V. Deepaul	59236635
36.	La Clairière Home	Bonne Terre, Vacoas	Soeur Marie Memaine	4264097
37.	Ti Paradisiaque Home	Latanier Street, Ste Croix, Port-Louis	Mr Jean Pascal	59060751 58262262

Number of cases of overpayment

RECAPITULATION ON NEW CASES FOR PERIOD JULY 2016 TO JUNE 2017						
REASON	NO. OF CASES			AMOUNT (RS)		
	OPENED	CASES CLOSED	OUTSTANDING	OPENED	REFUND	CLOSING
BENEFIT PAID BY ERROR	46	22	24	2,528,042	574547.07	1953494.93
BSH INMATE	1	0	1	58500	-	58500
CHILD'S ALLOWANCE	97	58	39	686820	439971	246849
DEATH	154	82	72	16396036.43	11924976.38	4471060.05
DEPARTURE	180	93	87	17558677.44	7494462.16	10064215.28
DOUBLE PAYMENT	46	29	17	806541.27	515642.12	290899.15
ERRORS IN CONTRIB RATE	68	50	18	671867	262129	409738
INCOME SUPPORT	16	7	9	244470	154194	90276
JAIL	11	3	8	270491	59309	211182
RE-MARRIAGE	25	11	14	1401209.29	629610.17	771599.12
MISSING	1	1	0	219842	219842	0
TRANSFER FROM LEDGER	28	4	24	160791	14707	146684
TOTAL	673	360	313	41,003,287	22289389.9	18714497.53