



REPUBLIC OF MAURITIUS

**MINISTRY OF SOCIAL INTEGRATION,  
SOCIAL SECURITY AND NATIONAL  
SOLIDARITY  
(Social Integration Division)**

**ANNUAL REPORT ON PERFORMANCE**

FINANCIAL YEAR 2021/2022



*Alleviating Poverty and Promoting Social Inclusion through Empowerment*

## About this Report

This is the Annual Report on Performance of the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division) for the Financial Year 2021-2022 following amendments made to the Finance and Audit Act in March 2015. The Report has been prepared according to guidelines issued by the Ministry of Finance, Economic Planning and Development.

The Report is a mechanism of accountability in relation to resources provided by the National Assembly and services delivered thereon. It also provides information for all stakeholders and the public at large.

The Ministry is committed to maintaining accountability and transparency in its work/tasks and continually improving its reporting.

## Guide to this Report

This Report is divided into four parts as follows:

### Part I: The Social Integration Division (SID)

Part 1 sets out the Vision, Mission and provides an overview of the Social Integration Division (SID), its roles and functions, as well as its organizational structure. Departments and other Divisions falling under its aegis and their key functions are also briefly presented.

### Part II: Achievements & Challenges

Part II describes mainly the major achievements of the Social Integration Division, (SID) the status of the implementation of budget measures and a concise review of how the Division has performed during the Financial Year 2021-2022. It also includes the additional internal Key Performance Indicators which the SID has set for each of its delivery units. This Section also provides the actions and systems put in place in relation to risk management, citizen-oriented initiatives and good governance practices.

### Part III: Financial Performance

Part III provides the financial highlights for the Financial Year 2021-2022 and an overview of the significant changes in financial results. It also includes a statement of revenue and expenditure of the SID.

### Part IV: Way Forward

Part IV provides a situational analysis of the environment in which the Division operates, how it impacts on its service delivery, and the strategic direction to be adopted by the organisation to achieve its vision, objectives and desired outcomes.

# Table of Contents

<b>ABOUT THIS REPORT .....</b>	<b>2</b>
GUIDE TO THIS REPORT .....	2
<b>PART I: ABOUT THE SOCIAL INTEGRATION DIVISION.....</b>	<b>6</b>
VISION AND MISSION .....	6
<i>Vision .....</i>	<i>6</i>
<i>Mission.....</i>	<i>6</i>
<i>Core Values .....</i>	<i>6</i>
STATEMENT OF THE SUPERVISING OFFICER .....	7
ROLES AND FUNCTIONS OF THE SOCIAL INTEGRATION DIVISION.....	8
GENDER POLICY STATEMENT.....	9
<i>Gender Disaggregated Data .....</i>	<i>10</i>
<i>Gender Distribution among Senior Officers.....</i>	<i>10</i>
<i>Gender Equality and Empowerment Support.....</i>	<i>11</i>
<i>Capacity-building on Gender Mainstreaming .....</i>	<i>12</i>
ABOUT OUR PEOPLE.....	13
<i>Funded Positions for Financial Year 2021-2022 .....</i>	<i>13</i>
<i>Officers Paid by Other Ministries posted at the Social Integration Division .....</i>	<i>14</i>
<i>Officials on Contract .....</i>	<i>14</i>
SENIOR MANAGEMENT TEAM (AS AT 30 JUNE 2022).....	15
ORGANISATIONAL CHART .....	16
STAFF WELFARE.....	16
<b>PART II: DEPARTMENTS AND OTHER BODIES FALLING UNDER THE SOCIAL INTEGRATION DIVISION 17</b>	
THE NATIONAL EMPOWERMENT FOUNDATION (NEF) .....	17
THE NATIONAL SOCIAL INCLUSION FOUNDATION (NSIF).....	17
<i>Amount received as CSR contributions and sums disbursed to NGOs .....</i>	<i>18</i>
MAJOR ACHIEVEMENTS.....	19
OTHER ACHIEVEMENTS .....	30
STATUS ON IMPLEMENTATION OF BUDGET MEASURES .....	34
STATUS ON IMPLEMENTATION OF KEY ACTIONS .....	36
RISK MANAGEMENT, CITIZEN ORIENTED INITIATIVES & GOOD GOVERNANCE .....	37
<i>Risk Management Measures .....</i>	<i>37</i>
<i>Good Governance .....</i>	<i>38</i>
<i>Anti-Corruption Committee.....</i>	<i>39</i>
<i>Audit Committee .....</i>	<i>39</i>
<i>Occupational Safety and Health Committee .....</i>	<i>40</i>
<i>Health and Safety Week 2022 .....</i>	<i>41</i>
<i>Training Committee .....</i>	<i>42</i>
PUBLIC SECTOR BUSINESS TRANSFORMATION IMPLEMENTATION COMMITTEE.....	44
BUSINESS TRANSFORMATIVE INITIATIVES .....	45
TECHNICAL ASSISTANCE BY AGENCE FRANÇAISE DE DEVELOPPEMENT AND EXPERTISE FRANCE .....	45
STATUS OF IMPLEMENTATION OF RECOMMENDATIONS OF THE DIRECTOR OF AUDIT .....	48
<b>PART III- FINANCIAL PERFORMANCE.....</b>	<b>51</b>

FINANCIAL HIGHLIGHTS .....	51
<b>ANALYSIS OF MAJOR CHANGES .....</b>	<b>52</b>
EXPENDITURE .....	52
STATEMENTS OF REVENUE & EXPENDITURE .....	52
<i>Statement of Revenue</i> .....	52
<i>Statement of Expenditure</i> .....	52
<b>PART IV – WAY FORWARD.....</b>	<b>53</b>
TRENDS AND CHALLENGES .....	53
CHALLENGES .....	54
STRATEGIC DIRECTION .....	55

## List of Figures

Figure 1: Core Values .....	6
Figure 2: Roles and Functions of the Social Integration Division .....	8
Figure 3: Organisational Chart .....	16
Figure 4: Subsistence Allowance, Child Allowance & School Premium .....	19
Figure 5: Crèche, Free Exams and TVET Schemes .....	20
Figure 6: School Materials, Free Sanitary Towels and Free Optical Glasses .....	21
Figure 7: Special Scheme for the Unemployed .....	22
Figure 8: Life Enhancement Education Programme .....	24
Figure 9: Recreational activities & Unveiling Talents .....	25
Figure 10: 10% NHDC Scheme .....	26
Figure 11: Fully Concrete Housing Scheme .....	27
Figure 12: Upgrading of Houses Scheme .....	28
Figure 13: Support to Homeless Persons .....	29
Figure 14: Expenditure for Financial Year 2021-2022 .....	51
Figure 15: SWOT Analysis .....	53

## List of Tables

Table 1: Gender Disaggregated data on Staffing .....	10
Table 2: Gender disaggregated data on senior officers at decision making level .....	10
Table 3: Gender Disaggregated data on average number of beneficiaries of empowerment schemes .....	12

Table 4: Funded positions as at 30 June 2022 .....	14
Table 5 Officers paid by other Ministries .....	14
Table 6: Officials on contract .....	14
Table 7: Senior Management Team .....	15
Table 8 Funds received by NSIF .....	18
Table 9: List of Training courses .....	23
Table 10: Location of NHDC housing units acquired .....	26
Table 11: Number of Fully Concrete housing units constructed (2016-2022) .....	27
Table 12: Upgrading of Houses Projects completed in 2021-2022 .....	28
Table 13: Funds disbursed by NSIF for support to homeless persons .....	30
Table 14: CSU Complaints .....	32
Table 15: Number of beneficiaries for free broadband internet .....	33
Table 16: Implementation of Budget Measures .....	35
Table 17: Status of Implementation of Key Actions .....	36
Table 18: Audit Committee KPIs .....	40
Table 19: Training Courses dispensed to staff .....	43
Table 20: Status of Implementation of Recommendations of the Director of Audit .....	50
Table 21: Statement of Expenditure 2021-2022 .....	52

## PART I: ABOUT THE SOCIAL INTEGRATION DIVISION

### Vision and Mission

#### Vision

Eradication of extreme and chronic poverty and the creation of an inclusive and more equitable society.

#### Mission

To support and empower the vulnerable groups who are found eligible under the Social Register of Mauritius with a view to mainstreaming them in society and improving their quality of life in a sustainable manner through the provision of an effective and efficient service delivery, imbued in equity, fairness and impartiality.

#### Core Values

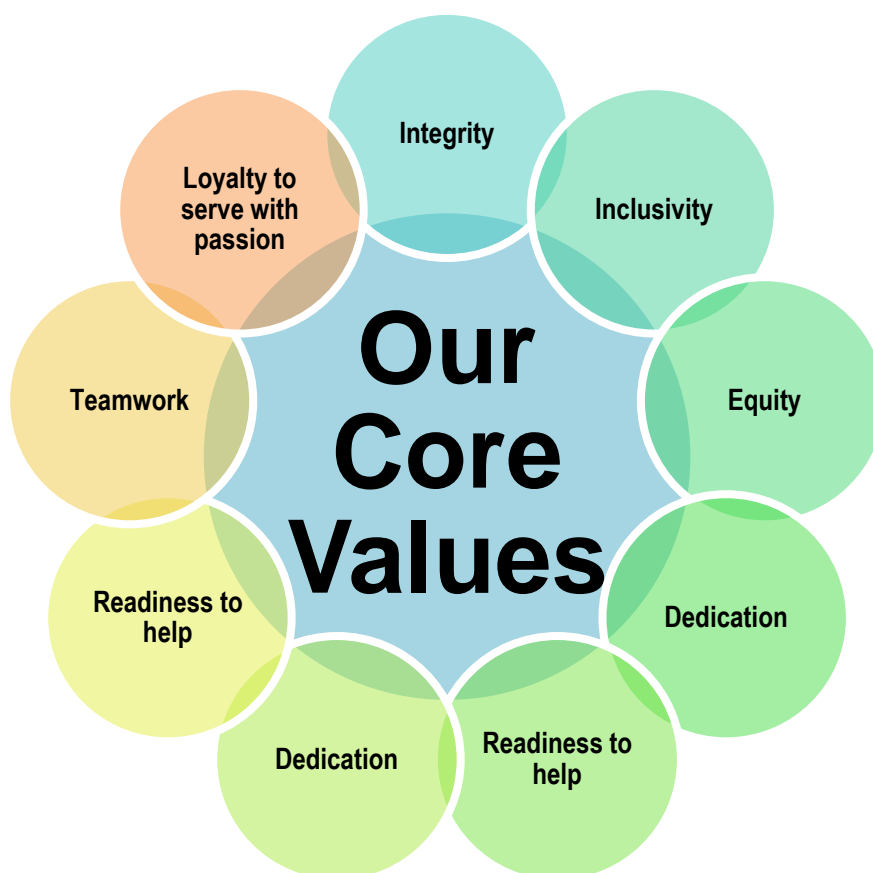


Figure 1: Core Values

## **Statement of the Supervising Officer**

The Financial Year 2021-2022 was a challenging one as sanitary restrictions were imposed for some six months due to the Covid-19 pandemic. The Protocols put in place posed major challenges for the Ministry, as well as the National Empowerment Foundation (NEF) and the National Social Inclusion Foundation (NSIF) since work has to be closely carried out with beneficiaries at grassroot level in order to provide them with the necessary empowerment support.

Sanitary restrictions hindered the achievement of targets initially set out by the Social Integration Division at the beginning of Financial Year 2021-2022. Accessing beneficiaries, who are found eligible under the Social Register of Mauritius and the '*modus operandi*' for providing them with the required assistance, had to be reviewed to adapt to these particular circumstances. Trainings and other planned activities had to be re-arranged due to the limited number of beneficiaries who could be gathered in one location at once, as well as a limited number of venues open and available to conduct training/activities with beneficiaries. At the same time, it was challenging to ensure the health and safety of officers, especially those working at grassroot with other stakeholders.

The Division had to become resilient when faced with interruptions and unexpected changes in the Academic Year, which affected outreach programmes targeting students, but also impacted on the lives of parents who had to adapt to their offsprings being at home rather than at school. For vulnerable households living in deprived socio-economic conditions, priorities had to be readjusted to care for children at home, which meant a considerable loss of economic means through the loss of informal employment.

The implementation of new budget measures such as provision optical glasses for those aged up to 21 years old equipped SRM eligible beneficiaries to cope with the increase in screen time and the provision of sanitary towels for female students from Grade 6 to Grade 13 classes, both in Mauritius and Rodrigues, is a step towards reducing the gender disparity.

In light of the Russia-Ukraine war, the plight of SRM families was further exacerbated by the excessive increase of prices of goods and services needed for daily subsistence, resulting in further struggles for the most needy.

The Social Integration Division of my Ministry endeavours to continue its relentless work to alleviate poverty and facilitate the social inclusion of all vulnerable citizens in the Republic of Mauritius. Both the National Empowerment Foundation and the National Social Inclusion Foundation are fully committed to achieve their vision and mission and are presently putting much efforts to catch up and provide the necessary empowerment support to their beneficiaries.

***Mrs Jeanne Lan Hing Po***  
***Permanent Secretary***  
***(As from 18<sup>th</sup> July 2022)***

## **Roles and Functions of the Social Integration Division**

The roles and functions of the Social Integration Division are as follows:

- To formulate policies and strategies to combat poverty and social exclusion.
- To drive and coordinate initiatives for the social integration and sustainable development of vulnerable families.
- To encourage and assist vulnerable families to undertake income earning activities to become economically independent.
- To widen the circle of opportunities for the empowerment of the vulnerable families.
- To eradicate absolute poverty and improve the living conditions of the poor.
- To lay the foundation for sustainable human development and improve the life chances of children of poor families by providing a package of support programmes and opportunities for learning and development from a very early stage.



*Figure 2: Roles and Functions of the Social Integration Division*



## **Gender Policy Statement**

In light of the National Gender Policy Framework 2008 and International Conventions to which Mauritius is a signatory Party, this Gender Policy Statement highlights key measures taken at the national level to promote social integration and empowerment of families living in absolute poverty with regard to integrating gender perspective in national sustainable development policies and strategies.

Its main aim is to identify some entry points that provide a framework for mainstreaming gender in policies, programmes and activities of the Division and make appropriate recommendations to promote the full and equal participation of women and men in the development process.

Achieving gender justice is a matter of basic human rights and is a fundamental principle of the Republic of Mauritius, as enshrined in its Constitution. The Constitution not only grants equality to women, but empowers the State to adopt measures in favour of women. Consequently, women and men must participate equitably in the national development process.

While Mauritius has a good record of accomplishment regarding women's empowerment in terms of policies, legislation, institutional and infrastructural support, and prevailing gender gaps still persist. The core role of Government and development actors is to endow its citizens with an enabling environment where women and men are granted the best conditions under which they can develop their full potential.

Government adopted the National Gender Policy Framework (NGPF) in 2008, which embodies a vision of empowering women and recognizes that gender is a cross-cutting issue. It also argues that adopting and incorporating a gender approach in all developmental issues remain a prerequisite to attain full human development.

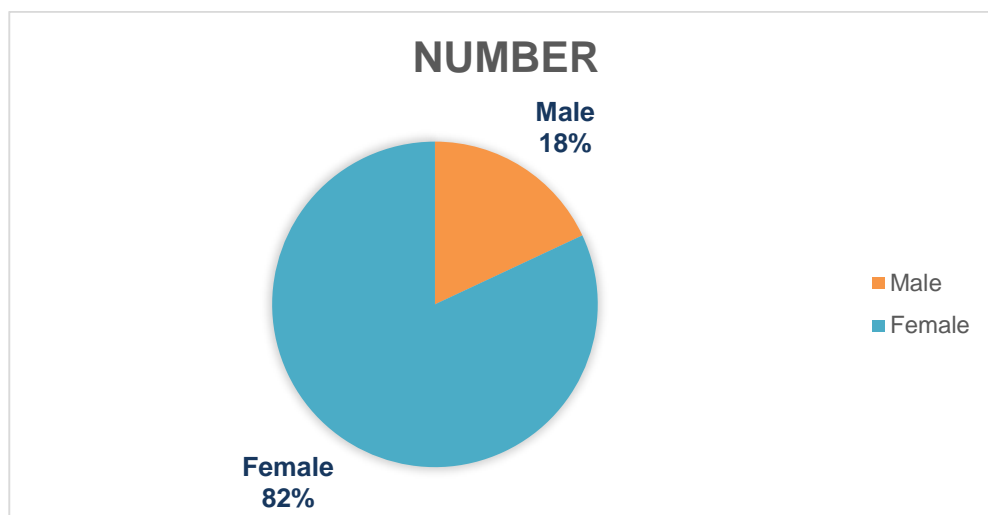
Therefore, for the effective implementation of the NGPF, the Ministry undertakes to:

- develop its own sector specific gender policy;
- draw on the policy framework for revising /developing sectoral strategies and ensure coherence among policies; and
- mainstream gender in programme design, performance indicators and budgetary allocations.

The Ministry's Gender Policy Statement reflects the commitment it has to mainstream gender in its sector specific interventions having as overall objective to promote gender equity, equality and social justice for a sustainable society.

## Gender Disaggregated Data

With regard to gender distribution at the Division, out of 61 Officers in post at the end of the Financial Year 2021-2022, there were 11 male Officers, representing 18% and 50 female Officers, representing 82% of the personnel as depicted in the Table below.



Staffing Position	Male Officer	Female Officer
Number	11	50
Percentage	18%	82%

Table 1: Gender Disaggregated data on Staffing

## Gender Distribution among Senior Officers

As regards gender distribution among senior officers in a position of decision making, there was 89 % female and 11 % male as follows:

Position	Male Officer	Female Officer
Permanent Secretary	1	-
Deputy Permanent Secretary	-	2
Assistant Permanent Secretary	-	3
Manager, Financial Operations	-	1
Assistant Manager, Financial Operations	1	-
Assistant Manager Human Resource	-	1
Ag. Head of Technical Unit	-	1
<b>Total Number</b>	<b>2</b>	<b>8</b>
<b>Percentage</b>	<b>20%</b>	<b>80%</b>

Table 2: Gender disaggregated data on senior officers at decision making level

## **Gender Equality and Empowerment Support**

Having as mandate the eradication of poverty and the creation of an inclusive and more equitable society, this Division has always been empowering women to form part of the mainstream of the society.

Several programmes and projects are being implemented at the level of the Ministry through the National Empowerment Foundation (NEF) with a view to achieving sustainable development and gender equality whilst ensuring equal access to all the Schemes, facilities and support services offered by the Division and the NEF.

The core mission of the Division is to support and empower the vulnerable groups, who are found eligible under the Social Register of Mauritius. Strenuous efforts are made for the successful implementation of the Marshall Plan against Poverty with a view to promoting the integration of people living in absolute poverty in mainstream society and improving their quality of life in a sustainable manner.

Promoting gender equality and providing greater opportunities for young people are integrated themes that run throughout the Marshall Plan against Poverty and cut across all areas related to social protection, employment, social housing, education, health, environment and equity in service delivery, including Rodrigues.

The principles of equity and social justice require the Division to work to ensure that everyone has equal opportunity. The Division is therefore fully committed to channelling resources into processes that create a society that values women, men, girls and boys equally.

A range of empowerment support services in terms of Vocational Training, Employment and Livelihoods, Healthcare and Family Empowerment Programmes are also being provided by key line Ministries so that the participating families can have access to a wide array of services, including decent work through active labour market policies.

The Gender Policy Statement of the Social Integration Division therefore gives an overview of roles and functions of the Division and the different types of empowerment programmes and schemes which are currently being implemented. The Division's database makes provision for gender disaggregated statistics and gender-disaggregated indicators, which will be developed for monitoring and evaluation with respect to the various Empowerment Schemes.

The number of beneficiaries, who have been provided with support under various Empowerment Schemes for the Financial Year 2021/2022, on a gender-wise basis, is shown below:

Schemes	Number of Beneficiaries		
	Female	Male	Total
School Premium	209	126	335
Free Examination Fees Scheme	66	68	134
MITD Free Examination Fees Scheme	16	24	40
<b>Total</b>	<b>1,208</b>	<b>735</b>	<b>1,943</b>

*Table 3: Gender Disaggregated data on average number of beneficiaries of empowerment schemes*

The National Social Inclusion Foundation is also working towards the creation of a National Database for Vulnerable Groups, with the objective of providing disaggregated data on the number of families registered under the Social Register of Mauritius (SRM) and others who are not registered yet still vulnerable people, who received support (by age, sex, disability and geographical location).

### **Capacity-building on Gender Mainstreaming**

During the Financial Year 2021-2022, a total amount of Rs 200,000 was disbursed for the provision of training courses as follows:

- 61 officers of the Division trained in Gender-mainstreaming to the tune of Rs 90, 000; and
- 60 NEF women beneficiaries were trained in 'Start your business' and 'Digital Marketing' dispensed by SME Mauritius to the tune of Rs 110,000.

## About Our People

The Permanent Secretary is the Administrative Head of the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division).

The Permanent Secretary is assisted by two Deputy Permanent Secretaries, three Assistant Permanent Secretaries and officers from the Technical Cadre, Financial Operations Cadre, Human Resource Cadre, Procurement and Supply Cadre, Officers of the CISD, Statistics Mauritius, as well as officers belonging to the General Services.

The Technical Unit is responsible for the implementation of Empowerment Schemes, production of quarterly statistical reports, implementation of surveys/research studies and monitoring and evaluation of Empowerment Programmes and Schemes.

For the Financial Year 2021/2022, the Division had a total of 63 funded positions. The Table below shows funded positions for the Financial Year 2021/2022 and the number of officers in post as at 30 June 2022.

### Funded Positions for Financial Year 2021-2022

Grade	Funded Posts 2021/2022	In Post as at 30 June 2022
Minister	1	1
Permanent Secretary	1	1
Deputy Permanent Secretary	2	2
Assistant Permanent Secretary	3	3
Head, Technical Unit	1	0
Psychologist	1	1
Assistant Secretary General (Ex-NESC)	1	1
Research Executive(Ex-NESC)	2	2
Research Analyst	1	1
Manager, Financial Operations	1	1
Assistant Manager, Financial Operations	1	1
Financial Operations Officer/ Senior Financial Operations Officer	2	2
Assistant Financial Operations Officer	1	1
Procurement and Supply Officer/ Senior Procurement and Supply Officer	1	1
Principal Internal Control Officer	1	0
Internal Control Officer/Senior Internal Control Officer	1	0

<b>Grade</b>	<b>Funded Posts 2021/2022</b>	<b>In Post as at 30 June 2022</b>
Assistant Manager Human Resources	1	1
Human Resource Executive	1	1
Office Management Executive	1	1
Office Management Assistant	5	4
Office Supervisor	1	1
Management Support Officer	15	18
Confidential Secretary(Ex-NESC)	1	1
Confidential Secretary	3	3
Word Processing Operator	3	2
Head Office Auxiliary	1	1
Office Auxiliary/ Senior Office Auxiliary	5	5
Driver/Office Attendant (Ex-NESC)	1	1
Driver	2	2
General Worker	2	2
<b>Total</b>	<b>63</b>	<b>61</b>

Table 4: Funded positions as at 30 June 2022

#### Officers Paid by Other Ministries posted at the Social Integration Division

<b>Grade</b>	<b>No. in post</b>	<b>Paid by</b>
Systems Analyst	1	Central Information Systems Division
Senior Statistical Officer	1	Statistics Mauritius
Computer Support Officer/Senior Computer Support Officer	1	Central Information Systems Division
<b>Total</b>	<b>3</b>	

Table 5 Officers paid by other Ministries

#### Officials on Contract

<b>Officials</b>	<b>No. In post</b>
Adviser in Public Relation Matters	1
Interns under the Youth Empowerment Programme (YEP)	5
Interns under the Service To Mauritius Programme.	2
<b>Total</b>	<b>8</b>

Table 6: Officials on contract

## Senior Management Team (as at 30 June 2022)

Designation	Contact Details
Permanent Secretary	<b>Mr Youdhisteer MUNBODH</b> Phone: 210 0783      Ext: 232      Fax: 2121673 Email: ymunbodh@govmu.org
Deputy Permanent Secretary	<b>Mrs Jeanne LAN HING PO</b> Phone: 2083464      Ext: 243      Fax: 2100572 Email: jlanhp@govmu.org
Deputy Permanent Secretary	<b>Mrs Nooreena Oummay Salma HOSANY</b> Phone: 201 2532      Ext: 222      Fax: 2100572 Email: shosany@govmu.org
Assistant Permanent Secretary	<b>Mrs Deepti DABEE</b> Phone: 2600564      Ext: 246      Fax: 2081409 Email: dedabee@govmu.org
Assistant Permanent Secretary	<b>Mrs Saroja MAUMOONDEE-GALORE</b> Phone: 213 5385      Ext: 261      Fax: 2081409 Email: smaumoondee-galore@govmu.org
Assistant Permanent Secretary	<b>Mrs Reshma Devi PURGUSS-RAMJADA</b> Phone: 2600563      Ext: 242      Fax: 2081409 Email: rpurguss-ramjada@govmu.org
Manager, Financial Operations	<b>Mrs Lalita SEETAMONEE</b> Phone: 213 3784      Fax: 2130765 Email: lseetamonee@govmu.org
Assistant Manager, Financial Operations	<b>Mr Ambedkar TEELUCKDHARRY</b> Phone: 2130771      Fax: 2130765 Email: <a href="mailto:amteeluckdharry@govmu.org">amteeluckdharry@govmu.org</a>
Assistant Manager, Human Resources	<b>Mrs Shehnaz SAHEBALLY</b> Phone: 213 0768      Fax: 2130765 Email: ssahebally@govmu.org
Acting Head, Technical Unit	<b>Mrs Daisy Rani BRIGEMOHANE</b> Phone: 2138074      Fax: 208 1409 Email: dbrigemohane@govmu.org
Procurement and Supply Officer/ Senior Procurement and Supply Officer	<b>Mrs Nazianah Bibi THANDARAYAN</b> Phone: 2130772      Fax: 2130766 Email: bnthandarayan@govmu.org

Table 7: Senior Management Team

## Organisational Chart

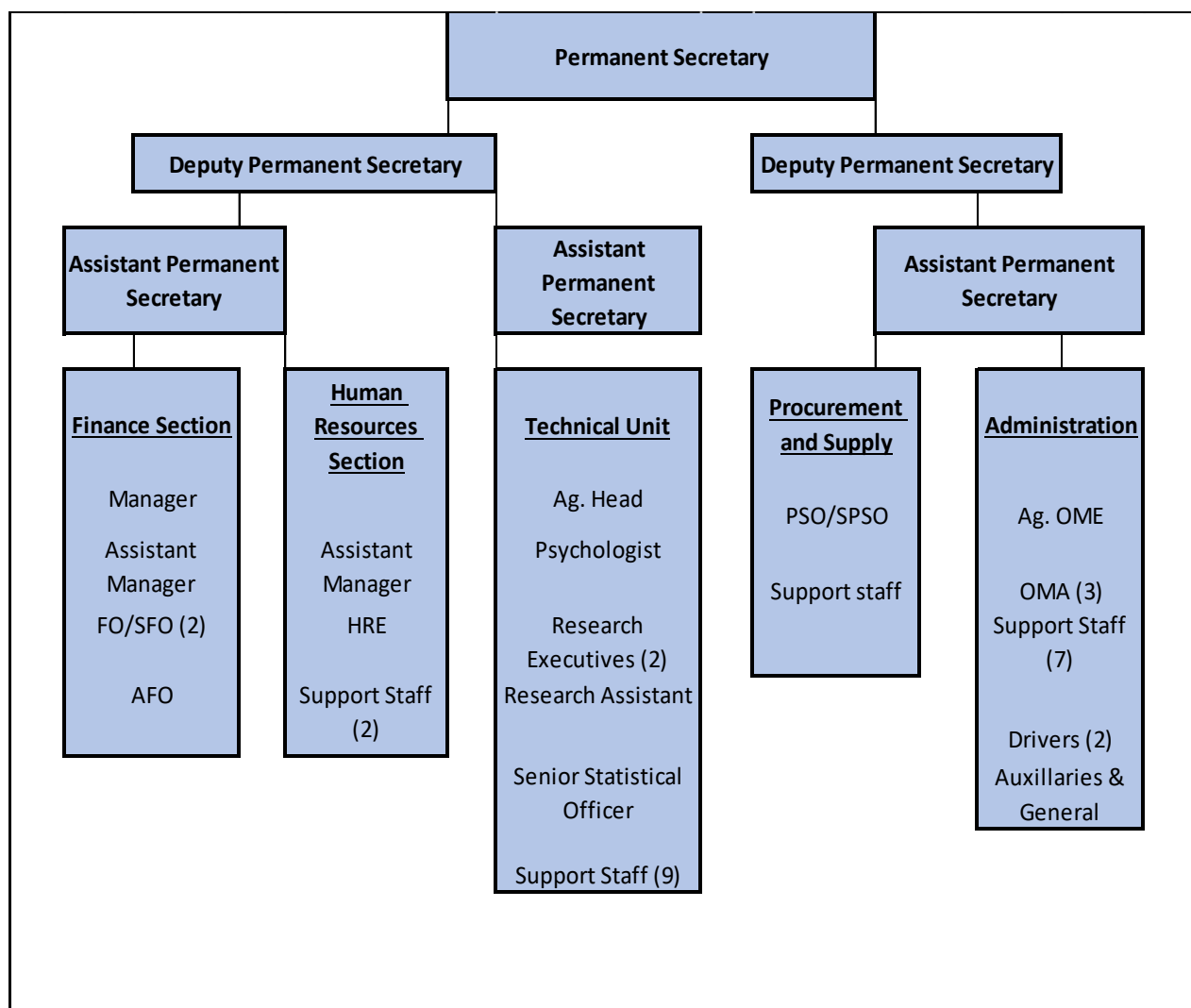


Figure 3: Organisational Chart

## Staff Welfare

The Staff Welfare Association of the Division was set up in April 2018 and was last reconstituted with a new President on 13 April 2022. As at date, the Staff Welfare Association comprises 37 members.

Several activities have been organised during the Financial Year 2021-2022, including the following:

- **Special Sale of Food**
- **'Tombola'/Lucky Draw**
- **End of Year gathering**
- **Independence Day Celebration**



## **PART II: DEPARTMENTS AND OTHER BODIES FALLING UNDER THE SOCIAL INTEGRATION DIVISION**

### **The National Empowerment Foundation (NEF)**

The National Empowerment Foundation (NEF) is the implementing arm of the Social Integration Division. It is a not-for-profit, State-owned Company set up under the Companies Act and is managed by a Board of Directors. The day-to-day running and administration of the affairs of the Foundation falls under the responsibility of a Chief Executive Officer, who is answerable to the Board.

The main objective of the NEF is to ensure the case management of the families eligible under the Social Register of Mauritius (SRM) as per the Marshall Plan Social Contract and to deliver a range of empowerment support services namely:

- Assessing the needs of families found eligible under the SRM;
- Implementing and Empowerment Programmes and Schemes;
- Providing social support and counselling to SRM beneficiaries (Case Management Approach);
- Monitoring of Marshall Plan Social Contract signed by households and track their progress to ensure their graduation out of poverty;
- Monitoring and evaluating any Empowerment Programme or Scheme; and
- Keeping under review any change in the social or economic status of any person who is receiving support.

### **The National Social Inclusion Foundation (NSIF)**

The National Social Inclusion Foundation (formerly known as the National CSR Foundation) was established by Government on 30 December 2016 and is incorporated under the Foundation Act 2012. The aim is to ensure greater accountability and transparency in the use of CSR funds and to generate better social outcomes.

The main mandate of the National Social Inclusion Foundation (NSIF) is to undertake programmes and projects for the benefit of individuals and families registered under the Social Register of Mauritius (SRM), as well as, vulnerable groups as defined in its Charter.

The 10 priority areas of intervention of the NSIF are:

- Socio-economic development as a means for poverty alleviation;
- Educational support and training;
- Social housing;
- Supporting people with disabilities;
- Dealing with health problems;
- Family protection including gender-based violence;
- Leisure and sports;
- Environment and sustainable development;
- Peace and nation-building; and
- Road safety and security.

Following the announcement in the Budget Speech 2018- 2019 for a coordinated approach with regard to funding of NGOs, the Foundation is the central body to receive and allocate public funds to NGOs as from 1 January 2019.

Its governance structure consists of a multi-stakeholder composition of representatives from public sector, private sector, civil society and academia.

The objectives of the Foundation are to:

- Establish and update a register of Non-Governmental Organisations (NGOs)/ Non-Profit Organisations (NPOs) in specific priority areas to allocate funds;
- Request and examine call for proposals for the implementation of programmes and projects by NGOs/NPOs;
- Monitor and evaluate programmes and projects funded by the Foundation;
- Serve as a platform for coordination and communication among stakeholders;
- Liaise with Ministries when required to support project implementation by NGOs/NPOs and
- Promote the UN Sustainable Development Goals (SDGs) 2015- 2030.

#### **Amount received as CSR contributions and sums disbursed to NGOs**

<b>Financial Year</b>	<b>Amount Received (Rs)</b>	<b>Amount Disbursed to NGOs (Rs)</b>
<b>2021 - 2022</b>	1,031,836,981	676,767,238

*Table 8 Funds received by NSIF*

## Major Achievements

The major achievements of the Division for the Financial Year 2021-2022 are as follows:

### Subsistence Allowance

- The Subsistence Allowance is an income support paid on a monthly basis to the beneficiaries living below the absolute poverty threshold to ensure that the basic needs of the families are met.
- As at 30 June 2022, there are **5,785** households representing **22,952** beneficiaries, who are eligible under the SRM and have signed the Marshall Plan Social Contract. These are distributed as follows:
  - 3,295** households in Mauritius; and
  - 2,490** households in Rodrigues
- A total amount of **Rs 218,843,381** was disbursed for the financial year 2021/2022.

### Child Allowance

- The purpose of the Scheme is to provide a Child Allowance in respect of children of households as an incentive to encourage them to attend school regularly.
- A total of **6,169** beneficiaries, including, **2,487** beneficiaries in Mauritius and **3,683** beneficiaries in Rodrigues benefitted from the Scheme for an amount of **Rs33,984,027** in financial year 2021-2022.

### School Premium Scheme

- The purpose of the Scheme is to provide a school premium in relation to a child having passed the National Certificate of Education Examinations, or the School Certificate (SC) examinations or its equivalent General Certificate of Education (GCE) Ordinary, or the Higher School Certificate (HSC) examinations or its equivalent Advanced Level (A Level) as an incentive for them to pursue their studies and achieve higher levels of education. A total of 335 children benefitted from the Scheme as follows:
  - 167 children** benefitted from the Scheme for having completed the National Certificate of Education;
  - 107 children** benefitted from the Scheme for having completed the General School Certificate;
  - 60 children** benefitted from the Scheme for having completed the Higher School Certificate; and
  - 1 student** benefitted from the Scheme for having completed his undergraduate Examination.
- 164** beneficiaries are from Mauritius and **171** beneficiaries are from Rodrigues;
- A total amount of **Rs 7,320,000** was disbursed under this Scheme for financial year 2021-2022.

Figure 4: Subsistence Allowance, Child Allowance & School Premium

### Crèche Scheme

- The purpose of the Scheme is to provide a Crèche allowance up to a maximum of Rs 2,000 monthly to registered Day Care Centres, in respect of children of SRM eligible households, as an incentive for their admission into registered institutions and to encourage unemployed mothers to take up employment or to undergo training.
- An amount of **Rs 18,000** was disbursed during Financial Year 2021-2022 to **3 children**.

### Free Examination Fees Scheme

- The purpose of the Scheme is to provide an opportunity to children of households to have a second attempt, free of charge, at the examinations for the School Certificate (SC) or its equivalent General Certificate of Education (GCE) Ordinary, or Higher School Certificate (HSC) or its equivalent Advanced Level (A Level) to improve their educational performance.
- **134** beneficiaries under the Scheme (125 for the examination at the School Certificate (SC) or its equivalent General Certificate of Education (GCE) Ordinary, and 9 beneficiaries at the examination at the Higher School Certificate (HSC) or its equivalent Advanced Level (A Level)) for an amount of **Rs 2,067,645** during financial year 2021-2022.
- Out of the **134** beneficiaries, **60** are from Mauritius and **74** are from Rodrigues.

### TVET Scheme

- The purpose of the Scheme is to provide an opportunity to children of households to take part, free of charge at the first and second attempts, including any resit in one or more subjects at the second attempt, of any technical and vocational examinations leading to qualifications awarded by the MITD and any other recognised tertiary educational institution.
- A total of **40** students, including **4** from Mauritius and **36** from Rodrigues benefitted of an amount of **Rs 113,800** during the financial year 2021-2022 under the Scheme.

Figure 5: Crèche, Free Exams and TVET Schemes

## School Materials

- The purpose of the Scheme is to provide school materials such as bags, uniforms, shoes, copybooks and stationery to children of households as an incentive to motivate them to attend school. The child should be aged not less than 3 years nor more than 23 years and attends a registered school or institution.
- The Scheme was not implemented during financial year 2021-2022 due to changes in the Academic Year and sanitary restrictions in the context of COVID-19 pandemic and the conduct of classes online.

## Free Sanitary Towels to students from Grade 6 to Grade 13 Classes

- The purpose of the Scheme is to, inter alia, increase access of teenage girls to sexual and reproductive health products and increase their retention in school, transition to higher levels of learning and thereby enhance their academic performance.
- Some **1,083** beneficiaries in Mauritius and 1,030 beneficiaries in Rodrigues have been provided with free sanitary towels on a monthly basis under the Scheme at a total cost of Rs 2.5 Million.

## Free Optical Glasses

- The purpose of the Scheme is to provide optical glasses to students aged up to 21 years old from eligible SRM households having visual impairments with a view to further supporting their families and contributing towards the academic performance of the students.
- A total of 427 students benefitted from eye screening and a total of 219 students were provided free optical glasses at the cost of Rs 2,000 per pair during financial year 2021-2022.

*Figure 6: School Materials, Free Sanitary Towels and Free Optical Glasses*

## Special Scheme / Start-up Kit for the Unemployed

- The objective of the Scheme is to provide short-term tailor-made training courses to unemployed SRM beneficiaries in some specific sectors in order to enable them to acquire the required skills to get empowered and to either start a small business or become employable.
- Start-up Kits/Tool kits and a monthly stipend of Rs 5,000 and travelling allowance of Rs 1,000 are provided to beneficiaries who complete 90% attendance for MITD courses.
- A total **191** beneficiaries, comprising **139** beneficiaries from Mauritius and **52** beneficiaries from Rodrigues, attended training courses under the Scheme.

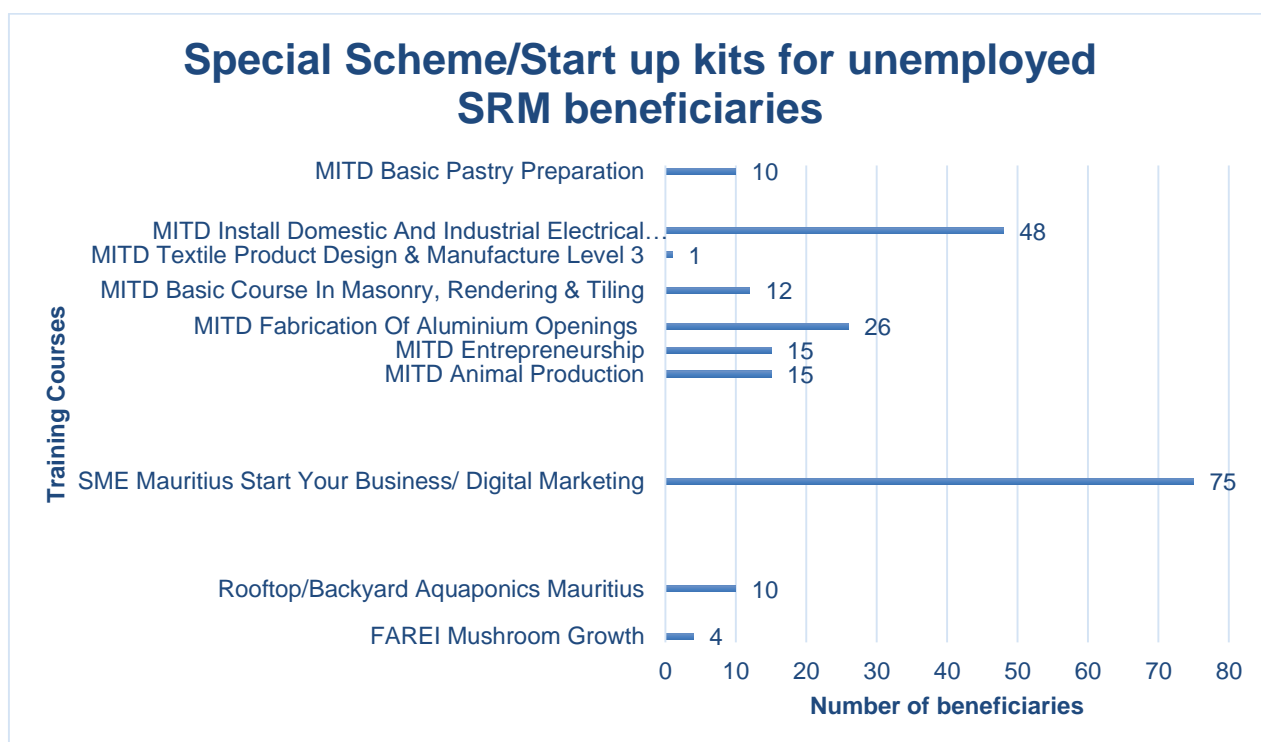
Figure 7: Special Scheme for the Unemployed

### Summary of Training Courses dispensed to SRM Beneficiaries for Financial Year 2021/2022 by district

SN	Training Institutions/Training Courses	Beneficiaries	
		Districts	Number
1	FAREI Mushroom Growth	Plaine Wilhems	1
		Pamplemousses	1
		Port Louis	1
		Riviere Du Rempart	1
2	Rooftop/Backyard Aquaponics Mauritius	Plaine Wilhems	1
		Pamplemousses	2
		Port Louis	1
		Riviere Du Rempart	1
		Moka	1
		Black River	1
		Savanne	1
		Grand Port	1
3	SME Mauritius Start Your Business/ Digital Marketing	Flacq	1
		Plaine Wilhems	6
		Pamplemousses	3
		Port Louis	18
		Riviere Du Rempart	4
		Moka	6
		Black River	5
		Savanne	8
		Grand Port	7
		Flacq	3

SN	Training Institutions/Training Courses	Beneficiaries	
		Districts	Number
4	MITD Animal Production	Rodrigues	15
5	MITD Entrepreneurship	Rodrigues	15
6	MITD Fabrication Of Aluminium Openings	Plaine Wilhems	3
		Flacq	13
		Riviere Du Rempart	10
7	MITD Basic Course In Masonry, Rendering & Tiling	Plaine Wilhems	4
		Moka	3
		Black River	5
8	MITD Textile Product Design & Manufacture Level 3	Moka	1
9	MITD Install Domestic And Industrial Electrical Installations	Moka	7
		Grand Port	11
		Savanne	7
		Flacq	1
		Rodrigues	12
10	MITD Basic Pastry Preparation	Rodrigues	10
<b>Total</b>			<b>191</b>

Table 9: List of Training courses



## Life Enhancement Education Programme (LEEP)

- The Life Skills course under the Life Enhancement Education Programme is a curriculum for building skills for work, health and life adapted for the beneficiaries that helps hard-to-reach adults prepare for success in work, health and life.
- There are **13** modules addressed during the sessions on the following topics:
  - **Self Esteem,**
  - **Intra/Interpersonal Skills,**
  - **Knowing the Family,**
  - **Sexuality, Communicable and Non Communicable Diseases,**
  - **Importance of Education and Family Budgeting,**
  - **Being a Moral and Responsible Citizen,**
  - **Gender Equality,**
  - **Home, Maintenance,**
  - **Work and Entrepreneurship Skills,**
  - **Food Hygiene & Food Wastage,**
  - **Addiction,**
  - **Mental Health and**
  - **Parenting.**
- For the Financial Year 2021-2022, the training sessions could not be held earlier due to sanitary restrictions and the closure of Social Welfare Centres/Community Centres. After the lifting of restriction, **8** sessions were implemented in the regions of Moka, Flacq, Riviere du Rempart, Plaine Wilhems and Port Louis for **116** beneficiaries at a total cost of **Rs 570 000**.

*Figure 8: Life Enhancement Education Programme*



## Recreational Activities

- This Scheme consists of the organization of recreational activities for SRM beneficiaries across the island during school holidays.
- **270** children from SRM households from the districts of Riviere du Rempart, Moka, Flacq, Plaines Wilhems, Grand Port, Savanne, Black River, Port Louis and Pamplemousses, visited the Odysseo Oceanarium, Mauritius. This activity has broadened the knowledge of the children with regards to vulnerability and importance of the Marine life.
- Hiking was organized in Rodrigues for **51** beneficiaries from Montagne Malgache to Mourouk, where games were organized on the beach.
- One Fun-Day activity was organised at Mont Choisy Beach by the Ministry in collaboration with the National Empowerment Foundation, with the participation of 450 children from SRM households around the island, aged between 8 and 16 years old.
- A total amount of **Rs 500 000** was disbursed for this project.

## Unveiling Talents

- This Scheme consists of the organisation of activities aiming at showcasing the hidden talents of SRM beneficiaries. Unveiling Talents activities include, inter-alia, singing, dancing, Instrumental Music, slam, futsal and martial arts. Sports, particularly football, is increasingly recognized as a means for promoting social inclusion.
- A Futsal Tournament was organised at the Cote D'Or National Sports Complex, in collaboration with the Ministry of Youth Affairs and Sports, Mauritius Football Association, Cote D'Or National Sports Complex in which **144** children, aged up to 18 years old. from SRM households from 9 districts participated.
- An amount of **Rs 500,000** was disbursed for this project.

Figure 9: Recreational activities & Unveiling Talents

## 10% NHDC Scheme

- The **10% NHDC Housing Scheme** makes provision for a housing unit from the 10% of all NHDC housing units of up to 60 m<sup>2</sup>, constructed across the island, to be allocated to beneficiaries of the NEF, who are landless, so that they may be provided with a decent housing unit during their empowerment process.
- Under this Scheme, **126** NHDC housing units have already been acquired by the NEF and allocated to SRM households during financial years 2019-2020 and 2020-2021;
- In financial year 2021-2022, **107** housing units have been acquired under the Scheme.

Figure 10: 10% NHDC Scheme

Locations where NHDC housing units have been acquired are shown in the Table below:

SN	Batch 1		Batch 2		Batch 3		Batch 4	
	Location	No. of Housing units	Location	No. of Housing units	Location	No. of Housing units	Location	No. of Housing units
1	Mme AZOR 1	6	Camp Le Vieux	6	Petite Julie	18	Gros Cailloux	12
2	Mme AZOR 2	6	Chebel	9	Chebel	10	Dagotière	65
3	Camp De Masque	9	Montagne Longue	6			Mare Tabac	30
4	Cottage	8	St Julien	20				
5	Piton	9	Bassin	10				
6	16 <sup>eme</sup> MILLE	4						
7	Souillac	5						
	<b><u>TOTAL</u></b>	<b><u>47</u></b>	<b><u>51</u></b>		<b><u>28</u></b>		<b><u>107</u></b>	

Table 10: Location of NHDC housing units acquired

## Fully Concrete Housing (FCH) Scheme

- This Scheme provides for the construction of a fully concrete housing units for SRM eligible households who own a plot of land but do not have enough funds to construct a housing unit. The size of the FCH unit depends on the size of land but is limited to 50 m<sup>2</sup>.
- **As at 30 June 2022,**
- the National Empowerment Foundation has constructed and handed over a total of **257** Fully Concrete Housing units to eligible SRM households.
- 
- In financial year 2021-2022, **76** fully concrete housing units was constructed;
- Construction of **39** housing units (including 12 Pre-Fab Units) was in progress.

Figure 11: Fully Concrete Housing Scheme

District	No. of FCH units Completed	No. of FCH units Under Construction
Port Louis	38	6
Pamplemousses	44	2
Savanne	37	3
Black River	20	4
Moka	19	2
Plaines Wilhems	24	5
Rivière Du Rempart	15	3
Flacq	37	6
Grand Port	22	8
<b>Total</b>	<b>257</b>	<b>39</b>

Table 11: Number of Fully Concrete housing units constructed (2016-2022)

## Upgrading of Houses Scheme

- The "Upgrading of Houses Scheme" consists of the implementation of minor renovation works to existing housing units of SRM eligible households by the NEF.
- This Scheme was introduced in 2013.
- In financial year 2021-2022, the **ceiling for financing the upgrading projects was reviewed from Rs 110,000 to Rs 130,000.**
- A budget provision of Rs 3 Million was made in the financial year 2021-2022.
- **As at 30 June 2022,**
  - Number of completed upgrading projects: 9 (*details are as per Table below*)
  - Number of ongoing projects: 4
  - Number of requests received which are still being examined by NEF: 28.

Figure 12: Upgrading of Houses Scheme

SN	District	Type (Upgrading or Fire/Natural Calamities Victim)	Completion Date
1	Savanne	Fire victim-CIS house with concrete flooring	July 2021
2	Savanne	Fire victim-CIS house with concrete flooring	August 2021
3	Moka	Fire victim-CIS house, concrete walls, painting and electrical works including openings	August 2021
4	Moka	Construction of perimeter fencing in concrete blocks, replacement of slab and plastering works.	September 2021
5	Flacq	Repair of cracks in walls and plumbing works	November 2021
6	Plaine Wilhems	CIS roof and plastering works	December 2021
7	Black River	Upgrading of housing unit (Batsirai)	March 2022
8	Black River	Upgrading of housing unit (Batsirai)	March 2022
9	Black River	Upgrading of housing unit (Batsirai)	March 2022

Table 12: Upgrading of Houses Projects completed in 2021-2022

## Shelter for homeless persons

- On 22 January 2021, an MoU was signed between the NGO Association Pour Personnes En Larmes (APPEL) and this Ministry, under which the Ministry engaged to put the first floor of the Ex-Rishi Building at the disposal of APPEL for the extension of its existing Residential Rehabilitation Programme, the first floor of the Ex-Rishi Building, in addition to the second floor.
- Under the Programme, opportunities are provided for homeless persons who are willing to re-integrate the society and become a productive and responsible citizen capable to cater for oneself and one's family.
- Under this extension, some 30 additional homeless persons can be rehabilitated.
- The project was funded by the NSIF and the COVID-19 Solidarity Fund to the tune of Rs 5.9M.

## Funding of Programmes for homeless persons by NSIF

- The NSIF has provided financial support to **4 NGOs** engaged in providing assistance to homeless persons, as shown in the table below.

Figure 13: Support to Homeless Persons

Name of NGO	Jan-Dec 2020 (Rs)	Jan-June 2021 (Rs)	July 2021 – June 2022 (Rs)	Number of beneficiaries as at June 2022
CARITAS	7,291,765.44	2,457,703	5,014,944	55
APPEL	1,793,056	1,030,825	2,061,650	13
Association de Pere Laval des Sans Abris- La Passerelle	752,812	750,000	1,500,000	11
Groupe A de Cassis	1,415,800	685,130	1,370,260	39
<b>TOTAL</b>				<b>118</b>

## Other Achievements

### Quarterly Report

A report on the “Empowerment Support for SRM Eligible Households under the Social Contract” is being issued on a quarterly basis since the first quarter of 2019.

For the Financial Year 2021-2022, **four (4)** reports have been issued. The purpose of the quarterly reports is to give an insight on the different Empowerment Schemes and the trend of the number of beneficiaries that are targeted through the pro-poor policies. It also allows the Ministry to review its policy decision and come up with new strategies.

### Survey and Studies

The Ministry has conducted a survey on the **Free Examination Fees Scheme** in February 2022 on a sample of **125** beneficiaries selected randomly over the whole island of Mauritius stratified as follows:

- 110 for ‘School Certificate’ beneficiaries and
- 15 for ‘Higher School Certificate’ beneficiaries.

#### The objectives of the survey/studies are:

- To assess the overall benefits of the Free Examination Fees Scheme;
- To find out whether there has been an improvement in the SC/HSC results of the beneficiaries following Free Examination Fees Scheme;
- To find out if the Free Examination Fees Scheme has provided beneficiaries more opportunities;
- The activity status of the beneficiary (expectation and actual);
- To find out whether beneficiaries of the Free Examination Fees talk about education in his/her surroundings.

The analysis and reporting have been done by a Consultant, who submitted a report in May 2022.

It was, inter alia, observed that the respondents have improved their results after a second attempt and the scheme has been helpful in encouraging beneficiaries to pursue further studies.

The recommendations in the report comprise, inter alia, maintaining the scheme and raising awareness of the scheme among beneficiaries prior to their first attempt at examinations.

## **Psychological Support**

People living in absolute poverty have to face numerous challenges in their daily lives. Unfortunately, those challenges are not confined to socio-economic ones but may be psychological. The recent situation of the Covid-19 pandemic in Mauritius, which entailed lockdowns, further economic uncertainties and fear of the virus among the population, has not spared those living at the bottom of the socio-economic ladder, thereby, further weighting on the stressors they were already experiencing.

In view of mitigating such challenges, the Social Integration Division maintained the provision of psychological support to the beneficiaries registered on the Social Register of Mauritius (SRM). Field workers from the National Empowerment Foundation (NEF), through case management, identify and refer the cases of beneficiaries requiring psychological support to this Ministry. The Psychologist of the Ministry subsequently attends to the referred cases on as and when required, through home visits where the psychological needs of the families are addressed, and counselling is dispensed. Subsequent monthly reports are then submitted to the NEF for appropriate follow-up actions. Interventions may consist of stress and anxiety management, bridging communication gaps, improving coping skills, career counselling and short-term therapies to mitigate depressive thoughts.

For the Financial Year 2021/2022, **123** beneficiaries across the island benefitted from the psychological support service of the Ministry. As per gender, it is worth noting that from these 123, 87 were female beneficiaries and 36 were male beneficiaries. It could be observed that the trend shows that female beneficiaries are more inclined to seek support.

The interventions of the Psychologist are not aimed only at improving psychological well-being but also comprise a long-term vision of providing the right tools and means to the beneficiaries to face the challenges they encounter. This philosophy of psychological self-enhancement is an integral part of individual empowerment, which the Ministry believes is paramount in the fight against poverty.

## **SMS Mobile System**

In line with the recommendations stipulated in the Marshall Plan against Poverty, the Social Integration Division, in collaboration with the NEF, has already set up an SMS Mobile System and a Citizens Reporting Mechanism and data analysis tool to make effective use of the existing mobile technology to reach the most excluded households. The development of the system has also allowed the Social Integration Division/NEF to assess impact of public service delivery to the poor.

The SMS Mobile system is already live and operational.

## Citizens Support Portal

The Citizen Support Portal (CSP), an online platform under the aegis of the Citizen Support Unit (CSU), has made its mark in the transformation of the public sector by reviewing the role of Ministries/Departments, in relieving the difficulties encountered by citizens in their daily lives in a faster and more efficient way to enhance the performance and service delivery of the public sector.

To further boost the participatory process in public service delivery, the CSU introduced the CSU Mobile App, in collaboration with Mauritius Telecom, which was launched on 17 August 2021 by the Hon. Prime Minister. The aim behind this new mobile app is to reach out different segments of the population more easily and faster as it is more convenient with simple features, which enhances connectivity for citizen engagement.

From January 202 to April 2022, a total of 711 tickets were registered and resolved by the Division and by the National Empowerment Foundation on the CSU Portal as shown in the table below:

### **TICKET COUNT FOR THE PERIOD JANUARY 2021 TO APRIL 2022**

		<b>TICKET STATUS</b>	
		<b><i>CLOSED</i></b>	<b><i>RESOLVED</i></b>
Total number of tickets received	<b><u>711</u></b>	<b>711</b>	<b>711</b>
<b><i>Including</i></b>	Complaints	299	299
	General inquiry	405	405
	Query	1	1
	Suggestion	6	6

*Table 14: CSU Complaints*



## Budget Measure on Free Broadband Internet

The Budget Speech for Financial Years 2019- 2020 and 2021-2022 made provision for families under the SRM to be provided free access to Broadband Internet with a view to bridging the digital gap and ensuring their inclusiveness in terms of innovation. The project was funded jointly by the Government and Mauritius Telecom.

The exercise started in August 2019 whereby the Ministry had issued notices for SRM families in Mauritius to invite them to call at the nearest Mauritius Telecom office to apply for the broadband internet facilities.

The Budget Speech 2021-2022 also made provision for the Free Broadband Internet facilities to be extended for another year to eligible households registered under the Social Register of Mauritius (SRM).

As at 30 June 2022, some 5,874 SRM households were benefitting from free broadband internet.

	<b>Mauritius</b>	<b>Rodrigues</b>	<b>Total</b>
Number of households	3,883	1,991	5,874

*Table 15: Number of beneficiaries for free broadband internet*

## Status on Implementation of Budget Measures

SN	Budget Para	Budget Measures	Status as at 30 June 2022
1	301-302	<p>Review of threshold for eligibility under the Social Register of Mauritius as follows:</p> <p>(a) An increase from Rs 2,720 to Rs 3,000 for an adult; and</p> <p>(b) An Increase from Rs 1,360 to Rs 1,500 for a child. Maximum threshold will increase from Rs 9,520 to Rs 10,500 as from the 1st of July 2021</p>	<p><b>Implemented</b></p> <p>Poverty Threshold reviewed and effective since July 2021.</p>
2	303	Free Broadband Internet facilities will be extended for another year to eligible households registered under the SRM	<p><b>Implemented</b></p> <p>5,874 SRM households have been provided with Free Broadband Internet (3,883 in Mauritius and 1,991 in Rodrigues)</p>
3	304	Households earning a monthly income between Rs 10,500 and Rs 14,000 will be eligible to register for support under the National Database for Vulnerable Groups	<p><b>Implemented</b></p> <p>As at 30 June 2022, <b>1,380</b> households</p> <p>(<b>1,138</b> households in Mauritius and <b>242</b> households in Rodrigues) have been registered and found eligible under the National Database for Vulnerable Groups.</p>

SN	Budget Para	Budget Measures	Status as at 30 June 2022
4	423	<p>For children from families registered under the Social Register of Mauritius:</p> <p>(a) Waive the payment of MITD exam fees for Financial Year 2021/2022;</p> <p>(b) Provision of free sanitary towels to students from Grade 6 to 13; and</p> <p>(c) Provision of free optical glasses for those aged up to 21 years old.</p>	<p><b>Implemented</b></p> <p>(a) MITD exam fees waived for 40 students;</p> <p>(b) Around 2,000 students from Grade 6 to 13 were provided with free sanitary towels on a monthly basis; and</p> <p>(c) 219 children from SRM families have benefitted from free optical glasses.</p>

*Table 16: Implementation of Budget Measures*

## Status on Implementation of Key Actions

Key Action	Key Performance Indicator	Target 2021/2022	Achievement as at 30 June 2022
<b>Empowerment of SRM households</b>	Number of households empowered and successfully moved out of the SRM system	300	697
<b>Educational Support to SRM beneficiaries</b>	Number of children supported	12,000	9,234
<b>Support to NGOs</b>	Number of projects supported	260	252

*Table 17: Status of Implementation of Key Actions*

## **Risk Management, Citizen Oriented Initiatives & Good Governance**

### **Risk Management Measures**

Many Risk Management measures are already inbuilt within the existing operational systems of the Division to mitigate risks. A few examples are:

- (i) The Social Integration Management Information System (SIMIS) – The processing of payments to eligible SRM households for the different allowances, namely, the Subsistence Allowance and Child Allowance are effected on the Social Integration Management Information System (SIMIS) which has been continually enhanced since its first implementation. Primary data from the SRM system in place at the Social Security Division are regularly and electronically uploaded on the SIMIS in addition to data contained in the Social Contracts submitted by NEF after their signature by beneficiaries. Security controls are embedded into the system to ensure that processing of payments are made in a safe, secure and effective manner.
- (ii) Segregation of duties - This measure decreases the risks of fraud, data manipulation, and the possibility of human errors. For example, during the processing of paysheets for the payment of the various Empowerment Schemes at the level of the Division, there is one unit in charge of processing the paysheets, one for verification, and one for dealing with the certification of paysheets;

The Ministry has also put in place different mechanisms to manage risks and ensure proper and timely implementation of projects for the benefit of the vulnerable groups which are as follows:

- (i) A **Monitoring Committee** has been set up at the level of the Ministry with a view to controlling and monitoring payments effected by the Empowerment Scheme Section in order to avoid shortcoming/discrepancies in the payment of allowances to eligible households under the SRM;
- (ii) A **Project Implementation and Monitoring Committee** has also been set up under the chair of the Permanent Secretary at the level of the Ministry and meets on a monthly basis

to ensure a more effective and optimized monitoring of Social Housing Projects. The Committee has met on four (4) occasions.

- (iii) In addition, a Principal Internal Control Officer was posted at the Ministry until May 2022. A total of 3 Internal Audit Reports were submitted in accordance with the approved Audit Plan for 2021- 2022 in order to assist the Ministry in mitigating risk areas and propose corrective measures.
- (iv) In line with the provision made at paragraph A.15(c) of the Annex to the Budget Speech 2021-2022 for the establishment of a formal **Risk Management Framework** to better manage and mitigate risks, and in accordance with the Circular No. 8 of 2021 issued by the Ministry of Finance and Economic Planning and Development on 28 December 2021 and its accompanying guidelines, the Social Integration Division has formalised its Risk Management Policy.
- (v) Furthermore, the **Risk Management Committee** was set up and a working session was held with the team of officers of the Internal Control Cadre assisting Ministries/Departments for the establishment of the Risk Management Framework to enable Head of Sections to better understand the core aspects of the Guidelines and the approach to adopt in setting out the overall architecture for the management and mitigation of risks across all sections and units of the Ministry.
- (vi) The different Sections and Units are in the process of identifying and assessing all risks and it is expected that the Risk Management Framework would be completed in Financial Year 2022-2023.

### **Good Governance**

The Social Integration Division complies with the principles of Good Governance and ensures transparency and accountability in its decision-making process. Some examples of measures pertaining to good governance at the level of the Division included the setting up and functioning of various Committees at the level of the Division to ensure compliance with good governance frameworks, namely,:

- the Anti-Corruption Committee,
- the Occupational Safety and Health Committee,
- the CSU Coordination Committee,
- the Audit Committee,
- the Public Sector Business Transformation Implementation Committee, and
- the Training Committee, amongst various others, which are conducted on a regular basis.

### **Anti-Corruption Committee**

The Anti-Corruption Committee of the Ministry has met on one (1) occasion during Financial Year 2021-2022.

Following Circular Letter No 42 of 2020, dated 09 July 2020, emanating from the Ministry of Public Service, Administrative and Institutional Reforms (MPSAIR), **two (2)** Corruption Risk Assessments namely **“Payment of Subsistence Allowance”** and **“Payment of Child Allowance”** have been identified for Financial Year 2020-2021 and implemented during Financial Year 2021-2022 as per Circular Letter No. 40 of 2021 from the MPSAIR with a percentage of achievement of 100% with regard to “Payment of Subsistence Allowance” and 87.5% with regard to “Payment of Child Allowance”. The implementation target of 75% has thus been achieved.

### **Audit Committee**

The Audit Committee at the Ministry is chaired by the Deputy Permanent Secretary and has as members, an Assistant Permanent Secretary and the Coordinator and the duties of Secretary is performed by an Office Management Assistant. During Financial Year 2021-2022, the Audit Committee of this Ministry had seven (7) meetings.

The objectives of the Audit Committee are, inter alia, to:

- a) assist the Accounting Officer in maintaining sound control systems and in promoting good governance;
- b) oversee compliance with financial, administrative and procurement regulations;

- c) ensure that the criticisms and weaknesses levelled against the Ministry/ Department by the Director of Audit, the Public Accounts Committee and the Internal Control Unit are reduced progressively; and
- d) assess the risk management system in place in Ministries/Departments and identify procedures that would avoid or mitigate the impact of those risks.

As per the last Quaterly Report of the Audit Committee, achievements were reported as follows:

SN	Details of Recommendations	Percentage of Achievement
1	NAO Recommendations 2019-2020 2020-2021	94% 88.25%
2	Performance Audit Report	100%
3	Internal Control Reports 2020-2021 2021-2022	92% 100%
4	Public Accounts Committee	80%
5	Corruption Risks Assessment	100%
6	Risk Management Framework	Started- Expected to be completed by October 2022

*Table 18: Audit Committee KPIs*

### **Occupational Safety and Health Committee**

The Occupational Safety and Health Committee was set up as per Section 21 of the Occupational Safety and Health Act (OSHA) 2005, under the Chair of the Deputy Permanent Secretary, and consists of representatives of the employee's side and employer's side.

The mandate of the Committee is to ensure an environment free of hazards as far as is reasonably practicable and to promote co-operation between the employer and the employees in achieving and maintaining safe and healthy working conditions and enhancing the work environment. A Safety and Health Policy was also endorsed by Management in accordance with section 6 of the Occupational Safety and Health Act 2005.



During Financial Year 2021-2022, six (6) meetings of the Safety and Health Committee and two (2) meetings of the Occupational Safety and Health Management System were held.

Furthermore, sanitary protocols prevailing in the country due to the COVID-19 pandemic and the subsequent lifting of those measures are also discussed during the meetings and appropriate recommendations are made for the safety of officers operating at the Ministry.

### **Health and Safety Week 2022**

A Health and Safety Week in the Public Service was launched in April 2022 to mark the World Day for Safety and Health at Work commemorated on 28 April 2022. The 2022 theme chosen for the World Day for Safety and Health at Work was "*Act together to build a positive safety and health culture*".

In this context, a series of activities were organised from 21 to 28 April 2022 at the level of the Social Integration Division to promote a safe and healthy working environment and ensure prevention of occupational accidents, which included the following:

- **Sketch on Health and Safety at Work**

A Sketch was prepared and filmed by the staff of the Ministry in order to raise awareness on safety and health issues at work, and same was projected for all staff of the Ministry on 27 April 2022.

- **Mental Health Talk**

A Mental Health Talk was delivered by Mr Fabrice Frédéric, in-house Psychologist, to the staff of the Ministry on 27 April 2022, so as to raise awareness on mental health issues.

- **Nutrition and Health Talk and Health Checks**

A talk on "Nutrition and Health" was dispensed by Mrs. Rani Balloo, Health Educator, to the staff of the Ministry on the 22 and 29 April 2022. A health check (blood pressure and Body Mass Index checks) was also carried out on both days among the staff of the Ministry by Mrs Balloo and her team.

- **Purchase of a Blood Pressure Monitor**

In the context of the World Day for Safety and Health at Work, the Staff Welfare Association of the Ministry had purchased a Blood Pressure Monitor so as to enable blood pressure checks in the event of a sudden weakness/illness experienced by staff of the Ministry.

- **Health and Safety Week 2022 in the Public Sector**

The Social Integration Division was awarded the Second Prize among all Ministries and Departments in the context of the Health and Safety Week 2022 in the Public Sector, during the Prize Giving Ceremony held at Intercontinental Mauritius Resorts at Balacava, organised by the Ministry of Public Service, Administrative and Institutional Reforms.

### **Training Committee**

In line with Circular Letter 38 of 2015, emanating from the Ministry of Public Service, Administrative and Institutional Reforms, this Ministry set up its Training Committee with a view to identifying performance gaps and training needs of the staff.

Two (2) meetings were held during Financial Year 2021- 2022. 98% of the budget allocated for the purpose of training was spent despite sanitary restrictions related to the COVID-19 pandemic.

All staff of the Division were trained during Financial Year 2021- 2022 as follows:

<b>SN</b>	<b>Training</b>	<b>Number of Officers and Designation</b>
<b>1</b>	Advanced Microsoft Excel	1 Financial Officer/ Senior Financial Officer
<b>2</b>	Anti Money Laundering and Combatting Financing of Terrorism	1 Assistant Manager, Financial Operations
<b>3</b>	Basic Microsoft Excel	3 Management Support Officer
<b>4</b>	Basic Microsoft Word	1 Management Support Officer
<b>5</b>	Basics of ICT Security	1 Management Support Officer
<b>6</b>	Budget Preparation and Execution	2 Management Support Officer
<b>7</b>	Business Continuity Management	1 Deputy Permanent Secretary 1 Head, Technical Unit 1 System Analyst 3 Assistant Permanent Secretary 1 Manager, Financial Operations 1 Assistant Manager, Human Resources 1 Assistant Manager, Financial Operations 1 Human Resource Executive
	Code of Ethics for Public Officers	3 Management Support Officer
<b>9</b>	Effective Communication and Interpersonal Skills	1 Human Resource Executive
<b>10</b>	Enhancing Integrity in the Public Sector	1 Management Support Officer

SN	Training	Number of Officers and Designation
11	Essentials of Psychology and Counselling Skills/Techniques: An HR Perspective	1 Assistant Manager, Human Resources 1 Human Resource Executive
12	First Aid	2 Office Auxiliary/Senior Office Auxiliary 1 Driver/Office Attendant (Ex NESC)
13	Foundation Course for Management Support Officers	4 Management Support Officer
14	Fundamentals of Cybersecurity and Protecting your Organisation (Online)	1 Systems Analyst
15	Handling difficult customers	1 Management Support Officer
16	Induction Programme for Office Auxiliary/ Senior Office Auxiliary	1 Office Auxiliary/Senior Office Auxiliary
17	Introduction to Social Register of Mauritius (SRM)	2 Management Support Officer
18	Leadership in a Changing Society	1 Management Support Officer
19	Level 2 Support Staff	7 Management Support Officer 2 Word Processing Operator
20	Live online training on fundamentals of project management	1 Deputy Permanent Secretary 1 Assistant Manager, Financial Operations
21	Managing conflict at work (Online)	1 Head, Technical Unit 1 Research Executive (Ex NESC)
22	Middle Management	1 Assistant Manager, Financial Operations
23	Quality Management	1 Management Support Officer
24	Safety and Health in the workplace	1 Management Support Officer
25	Stress Management	1 Employed to give assistance at MSO Level
26	Training Course for Training Manager	1 Assistant Manager, Human Resources
27	Training in Advanced Excel	1 Manager, Financial Operations 1 Assistant Financial Operations 1 Research Analyst
28	Training on Safety and Health at work	10 Management Support Officer
29	Understanding safety and health at work for public officers (Online)	2 Management Support Officer
30	Writing effective minutes of meetings	3 Management Support Officer
31	Gender Mainstreaming	60 Officers of different grades

Table 19: Training Courses dispensed to staff

## **Public Sector Business Transformation Implementation Committee**

In light of Circular Letter No. 90 of 2017 emanating from the Ministry of Public Service, Administrative and Institutional Reforms, this Ministry has accordingly set up its Transformation Implementation Committee with a view to overseeing, monitoring and evaluating Business Transformation Initiatives and Key Performance Indicators.

### **Key Performance Indicators**

During Financial Year 2021-2022, the following **Key Performance Indicators** were implemented:

**(i) 100% utilization of Training Budget by Ministries and Departments:**

98% of training budget allocated was utilized

**(ii) Implementation of the e-HR System in selected Ministries**

100 % data for the 67 employees recruited at the level of the Social Integration Division has been updated on the e-HR system.

**(iii) Compliance of buildings housing Public Officers with fire safety requirements**

**(iv) Prescription of Scheme of Service**

14.3% KPI has been achieved.

**(v) Good Governance**

**The 2 sub KPIs under this item includes the following:**

- (i) At least 75% of the implementation of the recommendations contained in the CRA Reports; and
- (ii) Conduct of 2 CRAs by parastatals and State-Owned Enterprises.

An average of 93.75% has been achieved in respect of the two (2) CRAs namely “Payment of Subsistence Allowance” and “Payment of Child Allowance” at the level of the Social Integration Division.

25% of the implementation of the recommendations contained in the CRA reports has been achieved by Parastatals and State-Owned enterprises, and same has been validated by the ICAC. Both the NEF and the NSIF are completing their remaining CRAs.

## **Business Transformative Initiatives**

Furthermore, two (2) Business Transformation Initiatives which were identified during Financial Year 2021-2022, are as follows:

- (i) Development of an SRM 'Poverty Map' for eligible households; and
- (ii) Setting up of Integrated Management Information System for the National Empowerment Foundation.

The Business Transformation Initiative “Development of an SRM Poverty Map for eligible households” has been completed in January 2022. Following requested amendments with respect to the format and presentation of the SRM map, the latest version of the SRM Poverty Map 2021 was received in February 2022.

As for the Business Transformation Initiative “Setting up of Integrated Management Information System for the National Empowerment Foundation”, it is being closely followed up.

## **Technical Assistance by Agence Française de Développement and Expertise France**

The Agence Française de Développement (AFD) signed on July 27, 2020 a financing agreement for a contingency loan for the benefit of the Mauritian State for an amount of 300 million euros (i.e. 13.5 billion rupees). This public policy loan intervenes as part of the response to the global health crisis to help build in the long term a sustainable economic recovery, low

carbon and resilient to the negative effects of climate change, natural disasters, COVID-19 and possible future health crises.

This contingency loan, accompanied by grants linked to the loan (1.5 million euros, in particular via Expertise France, a subsidiary of the Agence Française de Développement group) and additional grants (2.5 million euros), i.e. a total of 185 million rupees, aims to support the following four sectors:

- ✦ In health;
- ✦ On **social protection**; and
- ✦ In the economic field

The Technical Assistance aims at accompanying Mauritius in the establishment of a gradual crisis exit strategy to guarantee continued support to those who need it. Improving the coverage of social protection and assistance systems and the capacities of these systems to respond to crises will also be strengthened. In addition, an in-depth dialogue will be initiated on gender inequalities and their impact on the Mauritian economy, targeting highly feminized employment sectors

In methodological terms, the technical assistance is spread over a two-phase approach as follows:

- *Phase 1* (6 months): support on urgent issues related to certification and evaluation of social programs, and development of a detailed work plan for phase 2
- *Phase 2* (18 months): structural support for strengthening the Mauritius social protection system

### **Phase 1 - Development of a detailed diagnosis and validation of a work plan for phase 2 (6 months)**

The first phase has been devoted to the development of a detailed diagnosis of the needs related to the social protection system, and to the response to the urgent needs already identified: strengthening of social assistance programs and establishment of a reliable system of social protection. Monitoring and Evaluation of social policies.

### **Phase 2 - Capacity building of the social protection system (18 months)**

*Component 1* - Diagnosis of the capacity of social protection systems to respond to crises (health, climatic or other) and external shocks, and recommendations for a move towards “adaptive” social protection (considering the probability of such shocks as well as climate change)

*Component 2* - Extension of coverage of the social protection system

*Component 3* - Strengthening of data exchange between actors

*Component 4* - Capacity building

As at 30 June 2022, the technical assistance was in progress. Consultative meetings have been held with some 20 stakeholders, both from the public and the private sectors, including NGOs and unions. The team of experts are focusing their study on, inter alia, the Social Register of Mauritius, Implementation of the Marshall Plan Social Contract, Monitoring and Evaluation Framework. The study includes also the capacity building of key staff of the Ministry, the NEF and Statistics Mauritius.

## Status of Implementation of Recommendations of the Director of Audit

The status of the implementation of the recommendations of the Director of Audit are regularly followed up by the Audit Committee of the Ministry. As at 30 June 2022, the status was as follows:

SN	Issues raised by the Director of Audit	Status of Action taken/Implementation Date
1	<b>Monitoring of Disbursement of Capital Grants</b>	The Ministry has initiated appropriate action and the National Empowerment Foundation has been informed that disbursement of funds for project will be made only upon submission of firm contractual commitments to the Ministry.
2	<b>Proper monitoring of Social Housing projects.</b>	<p>A Project Implementation and Monitoring Committee (PIMC) has been set up at the level of the Ministry and meets on a monthly basis to ensure a more effective and optimized monitoring of Social Housing Projects.</p> <p>Monthly reports on progress of Social Housing Projects is ensured.</p>
3	<b>Shortcomings in the Social Housing Contracts</b>	All shortcomings have been addressed.
4	<b>Award of Contracts for FCH and Purchase of NHDC Housing Units</b>	<p>The handing over of keys to the beneficiaries for the 28 housing units was done on 17 January 2022.</p> <p>The handing over of the remaining 107 units to the NEF is expected to be completed by end of June 2023.</p> <p>Subsequently NEF will draw up a list of eligible beneficiaries who meet the criteria for obtention of housing unit and thereafter carry out a drawing of lots for allocation of the Housing Units.</p> <p>The PIMC follows up regularly on the construction of FCH units with a view to avoiding undue delays.</p>



SN	Issues raised by the Director of Audit	Status of Action taken/Implementation Date
		Furthermore, regular meetings are held with stakeholders to ensure that acquisition of NHDC housing units are completed in a timely manner.
5	<b>Funds disbursed to NEF not utilised/committed.</b>	<p>The SID is ensuring more effective monitoring capital projects and making disbursements of funds to NEF only upon submission of required documents.</p> <p>The requirements as laid down under the Memorandum of Understanding signed with NEF are being closely followed up by the Finance Section on a monthly basis.</p>
6	<b>Monitoring and Evaluation Framework</b>	<p>The Monitoring and Evaluation Framework has been established and handed over to NEF for implementation.</p> <p>Furthermore, staff of both the NEF and SID will follow capacity building courses under the technical assistance being provided by the Agence Francaise de Développement and Expertise France with a view to improve the skills and competence of staff in the use of appropriate M&amp;E indicators and tools.</p>
7	<b>Weaknesses in Processing Monthly Subsistence Allowance and Discrepancies noted with respect to Child/Adult cut-off age</b>	<p>The Social Integration Management Information System (SIMIS) at the level of the Social Integration Division has been enhanced so that at the time of uploading of new applications from the SRM, there is an auto-verification exercise on the poverty threshold and quantum of Subsistence Allowance to be drawn.</p> <p>Attention of the Social Security and National Solidarity Division was drawn to above discrepancies on 9 November 2020, and corrective action has already been taken by the latter.</p>
8	<b>Monitoring and Evaluation – Re-certification of eligible beneficiaries on the SRM</b>	The recertification exercise has been completed in December 2020.

<b>SN</b>	<b>Issues raised by the Director of Audit</b>	<b>Status of Action taken/Implementation Date</b>
<b>9</b>	<b>Provision of Tablets to SRM Children - Equipment purchased in Excess of Requirement</b>	<p>As at 30 June 2022, 1133 tablets have been distributed.</p> <p>The distribution of additional 111 tablets has started as from 24 June 2022. Configuration is ongoing for the remaining tablets which will be allocated to students from households who will be found eligible under the SRM in coming months.</p>

*Table 20: Status of Implementation of Recommendations of the Director of Audit*

## PART III- FINANCIAL PERFORMANCE

### Financial Highlights

The total budget of the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division) for Financial Year 2021-2022 stands at **Rs 668,500,000** compared to the Budget 2020-2021, which was **Rs 690,000,000**. The Budget 2021-2022 is divided into two segments as follows:

#### ✦ **Sub-Head 09-101: General**

Recurrent Expenditure: Rs 49,100,000

#### ✦ **Sub-Head 09-102: Poverty Alleviation and Empowerment**

Recurrent Expenditure : Rs 566,400,000

Capital Expenditure : Rs 53,000,000

The figure below provides an illustration of expenditure incurred by the Social Integration Division under Vote 9-1:

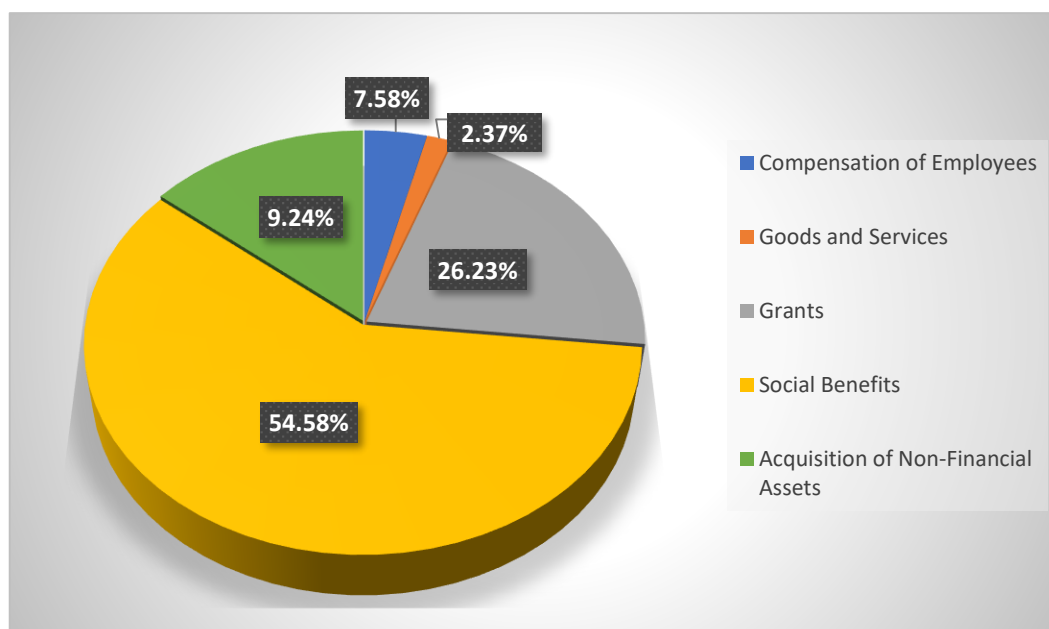


Figure 14: Expenditure for Financial Year 2021-2022

## Analysis of Major Changes

### Expenditure

The budgeted amount for **social benefits** for Financial Year 2021-2022 was Rs 416,300,000.

### Statements of Revenue & Expenditure

#### Statement of Revenue

The Social Integration Division does not collect revenues.

#### Statement of Expenditure

Table 24 below provides a summary of total expenditure incurred by MSISSNS under Vote 9-1 which includes Sub-heads 09-101: General and 09-102: Poverty Alleviation and Empowerment.

Statement of Expenditure for FY 2021-2022 under Vote 9-1		
Head/Sub Head of Expenditure	2021-2022 Estimates (Rs)	2021-2022 Actual (Rs)
<b>9-1 MINISTRY OF SOCIAL INTEGRATION, SOCIAL SECURITY AND NATIONAL SOLIDARITY</b>		
<b>(SOCIAL INTEGRATION DIVISION)</b>		
<b>9-101: GENERAL</b>	<b>49,100,000</b>	<b>47,831,840</b>
Compensation of Employees	36,635,000	36,412,600
Goods and Services	12,465,000	11,419,240
<b>9-102 POVERTY ALLEVIATION AND EMPOWERMENT</b>	<b>619,400,000</b>	<b>432,816,853</b>
Grants	150,100,000	126,070,000
Social Benefits	416,300,000	262,346,853
Other Expenses	-	-
Acquisition of Non-Financial Assets	53,000,000	44,400,000
<b>TOTAL EXPENDITURE for Vote 9-1</b>	<b>668,500,000</b>	<b>480,648,693</b>

Table 21: Statement of Expenditure 2021-2022

## PART IV – WAY FORWARD

### Trends and Challenges

The SWOT analysis of this division was based on external and internal factors such as:

- 1) Political;
- 2) Social;
- 3) Economic;
- 4) Environmental;
- 5) Institutional drivers; i.e. governance, structures, strategy, etc.; and
- 6) Institutional performance, that is, public service provision (efficiency and effectiveness).

According to the analysis conducted, a list of strengths, weaknesses, opportunities and threats are summarized in the chart below:



Figure 15: SWOT Analysis

## Challenges

The key challenges that the Social Integration Division faced during the financial year 2021-2022 were as follows:

- (i) The COVID-19 pandemic has heavily impacted the economy causing economic and social disruptions. It was an unforeseen and unprecedented challenge to public health, food systems as well as provision of services to those who are the most vulnerable. The Division and the two organisations under its purview had to, ensure business continuity during the lockdown, adjust with evolving sanitary restrictions, disruptions in the attendance of personnel due to compulsory isolation, which affected the delivery of services and empowerment supports that are provided to those registered under the Social Register of Mauritius;
- (ii) Payment of Examination Fees required the monitoring of attendance, which in view of the frequent changes in the academic calendar due to Covid-19 sanitary restrictions, represented a core challenge to the Division;
- (iii) Setting up appropriate coordination mechanisms with the stakeholders concerned for better monitoring and evaluation of the implementation of the Marshall Plan; and
- (iv) Ensuring that adequate monitoring and evaluation of our empowerment programmes are effected to meet the set objectives;
- (v) The National Empowerment Foundation (NEF) could not train its targeted number of beneficiaries due to sanitary restrictions in place because of the Covid-19 pandemic, as there were a limited number of venues open and available where training could be carried out.
- (vi) Since sanitary protocol limited the number of participants to a maximum of 50, the number of participants in trainings and activities organised by the National Empowerment Foundation had to be reviewed downward to respect guidelines of the Ministry of Health and Wellness.

## **Strategic Direction**

The Strategic direction of the Ministry includes the following strategies:

- (i) Empowerment of vulnerable families and promoting social inclusion through education, capacity building, employability, decent housing, enhancement of their living environment and improvement of their livelihood.
- (ii) Adopt and implement holistic, coherent, participatory and time-bound strategies in the fight against poverty through community-based approach and with the engagement of all key stakeholders.
- (iii) Promote sustainable human development and improve the life chances of children of poor families by providing support programmes and widening the circle of opportunities for learning and development.
- (iv) Harmonize and streamline the various assistance schemes for social protection.
- (v) Promote a culture of monitoring and evaluation by setting up an integrated Management Information System for informed policy decisions and using mobile technology for better outreach to poor people and setting up of a Monitoring and Evaluation Unit in the Ministry.
- (vi) Enhance collaboration with NGOs and other stakeholders by establishing a coordinated approach through Community Working Groups.
- (vii) Bridging the gap (Digital device and technological innovation).
- (viii) Capacity Building to align our human resources with our strategic objectives.