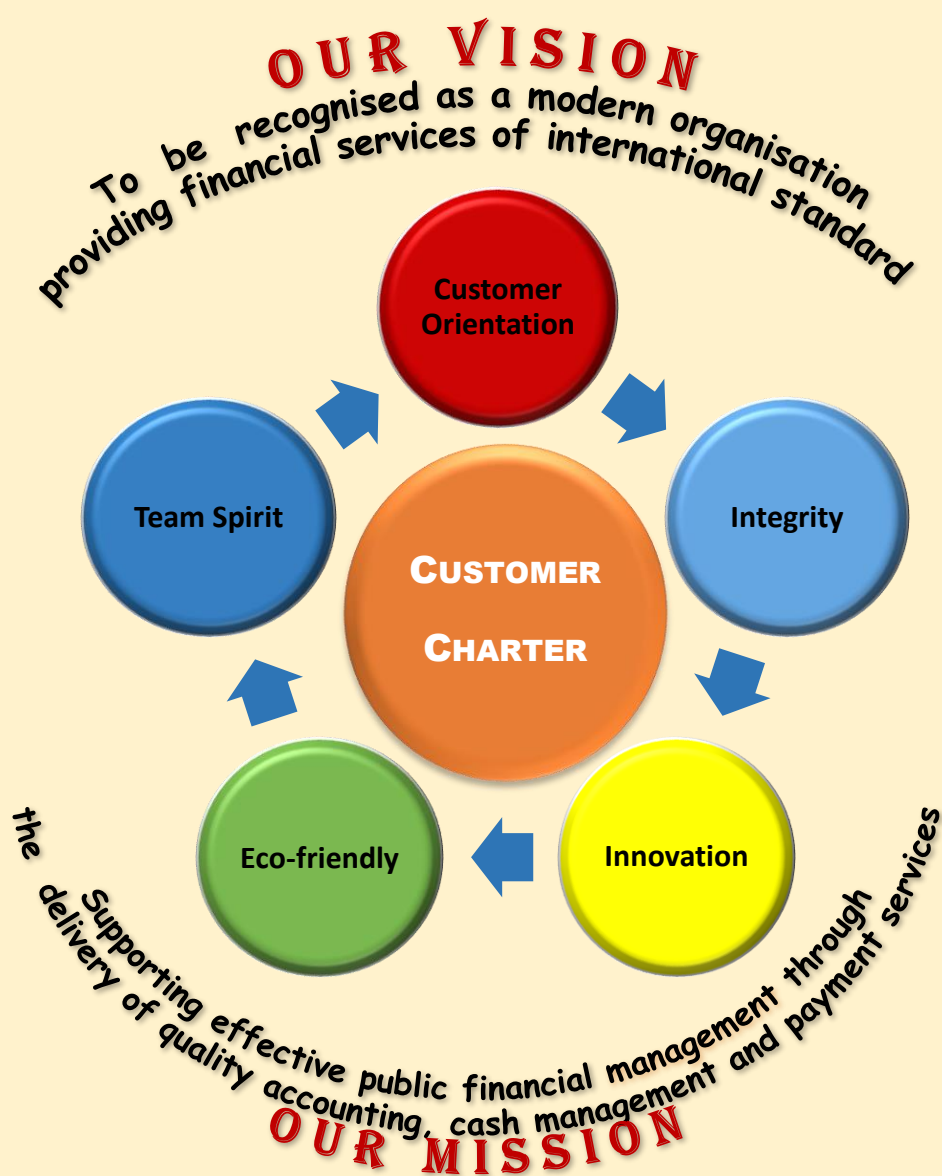




Republic of Mauritius

# CUSTOMER CHARTER

## TREASURY



Last updated February 2021

## Table of Contents

<b>OUR VISION.....</b>	<b>1</b>
<b>OUR MISSION.....</b>	<b>1</b>
<b>OUR CORE VALUES .....</b>	<b>1</b>
<b>KEY ROLES AND OBJECTIVES .....</b>	<b>2</b>
<b>MAIN FUNCTIONS.....</b>	<b>2</b>
<b>SECTIONS OF THE TREASURY .....</b>	<b>3</b>
I. Government Accounting and Reporting.....	3
II Public Service Benefits .....	5
III Cash Management, Receipts and Payments.....	6
VI Depository of Security .....	7
V Motor Vehicle Accident Claims .....	7
<b>OUR PLEDGES.....</b>	<b>8</b>
I Government Accounting and Reporting.....	8
II Public Service Benefits .....	9
<i>II.1 Retiring Benefits.....</i>	<i>9</i>
<i>II.2 Motor Vehicle Loans .....</i>	<i>12</i>
<i>II.3 Passage Benefits.....</i>	<i>12</i>
III Cash Management, Receipts and Payments.....	13
IV Depository of Security .....	14
V Motor Vehicle Accident Claims .....	15
<b>HOW YOU CAN HELP US.....</b>	<b>15</b>
<b>WHAT YOU CAN EXPECT FROM US.....</b>	<b>15</b>
<i>CONTACT INFORMATION .....</i>	<i>16</i>

<b>ANNEXES .....</b>	<b>21</b>
<b>I. Duties and Responsibilities of Accountant-General .....</b>	<b>21</b>
<b>II Legislations .....</b>	<b>23</b>
<i>III.1 Payment of retiring benefits .....</i>	<i>24</i>
<i>III.2 Payment of benefits to heirs of deceased officer .....</i>	<i>24</i>
<i>III.3 Officers injured on duty.....</i>	<i>24</i>
<i>III.4 Payment of portable pension on resignation .....</i>	<i>25</i>
<i>III.5 Refund of pension contribution on resignation .....</i>	<i>25</i>
<i>III.6 Permanent transfer to Approved Service .....</i>	<i>25</i>
<i>III.7 Gratuity to Advisers and Officers on Contract .....</i>	<i>25</i>
<i>III.8 Conditions for car loan settlement on retirement .....</i>	<i>26</i>
<i>IV.1 Motor Vehicle Loans.....</i>	<i>27</i>
<i>V.1 Payment of passage benefits.....</i>	<i>28</i>
<i>V.2 Passage benefits to resigned officers/deceased officer .....</i>	<i>28</i>
<i>V.3 Refund of passage benefits for travelling already effected .....</i>	<i>28</i>
<i>V.4 Refund of expenses at inland hotels/recreational resorts .....</i>	<i>28</i>
<i>V.5 Payment of Exam Fees .....</i>	<i>29</i>
<i>V.6 Payment of passage benefits at a discounted rate of 90% .....</i>	<i>29</i>

# TREASURY

## OUR VISION

To be recognized as a modern organisation providing financial services of international standard

## OUR MISSION

Supporting effective public financial management through the delivery of quality accounting, cash management and payment services

## OUR CORE VALUES

- **Integrity**

*We value our role as an organisation providing an array of services and are committed to perform our duties in accordance with the highest standards of conduct and ethics*

- **Customer Orientation**

*We consider our customers as partners in our mission and consistently strive to anticipate their needs and meet their expectations*

- **Team Spirit**

*We foster continuous learning and believe that the best results stem from our collective talents and experiences*

- **Innovation**

*We continuously improve our processes by embracing new and better ways of doing our work*

- **Eco-friendly**

*We conduct our business in an environmentally responsible manner*

## THIS CHARTER

- ❖ sets out the legal framework within which the Treasury operates.
- ❖ outlines the major services that the Treasury provides.
- ❖ lays down the service standards and targets for the provision of these services.
- ❖ provides relevant contact details.

*The Treasury Customer Charter will be updated periodically to reflect any significant changes in its contents.*

### KEY ROLES AND OBJECTIVES

- To maintain the accounts of government, to prepare annual financial statements and to ensure that accounting systems respond to government's needs for the proper processing, recording and accounting of financial transactions and for financial reporting.
- To monitor the cash flow positions of government and to ensure that adequate funds are available to meet government's payment obligations in the most cost-effective way.
- To manage the dispensing of loans and passage benefits to government employees, as well as the payment of public service pensions and other retiring allowances, in accordance with prescribed rules, laws and regulations.
- To operate as government's main payment centre and to ensure that all payments of government are executed efficiently and in a timely manner.

### MAIN FUNCTIONS

The main functions of the Treasury are –

#### **Government Accounting & Reporting**

- a) maintaining the accounting records of government;
- b) preparation of the annual Financial Statements of the government of the Republic of Mauritius as required under the Finance and Audit Act;
- c) ensuring that financial and accounting arrangements in all Ministries/Departments are adequate and effective;
- d) assisting Ministries/Departments in putting in place or in implementing computerised financial systems;

### **Public Service Benefits**

- e) processing and payment of retiring allowances in accordance with the Pensions Act, the National Assembly (Retiring Allowances) Act, the President's Emoluments & Pension Act, and other legislations;
- f) processing and payment of motor vehicle loans and passage benefits to government employees and other eligible persons in accordance with prescribed rules;

### **Cash Flow Management, Receipts & Payments**

- g) preparing cash flow forecasts for the government for the purpose of determining short term borrowing requirements;
- h) operating as government's main payment centre: executing payments on behalf of Ministries and Departments and effecting transfers of funds to banks for the purposes of government payments;
- i) monitoring the processing of monthly government payroll by Ministries and Departments and transferring funds to banks for that purpose;
- j) exercising general supervision over the receipts, expenditures and other disbursements of Government;
- k) collecting certain types of revenues of government;

### **Depository of Security**

- l) operating as depository of security required to be deposited by attorneys, notaries, auctioneers, land surveyors, recruiting agents, and private security service providers under relevant Acts; and

### **Motor Vehicle Accidents Claims**

- m) processing of claims in respect of accidents involving government vehicles.

## **SECTIONS OF THE TREASURY**

### **I. GOVERNMENT ACCOUNTING AND REPORTING**

1. **Accounts Section**
2. **Treasury Accounting System (TAS) Section**
3. **Projects Finance Unit**
4. **Loans Section**
5. **Records Section**

I.1 The **Accounts Section** is responsible for: -

- a) maintaining accounts in respect of revenues and expenditures of government;
- b) preparation of the annual Financial Statements of the government as required under the Finance and Audit Act\*;
- c) preparation of financial statements of special funds; and
- d) recording and accounting of financial transactions and preparation of financial statements in respect of projects financed by International Organisations.

\*Section 19 of the Finance and Audit Act requires that the Accountant General shall, within 6 months of the close of every fiscal year, sign and submit to the Director of Audit statements presenting fairly the financial transactions and financial position of Government on the last day of such fiscal year.

I.2 The **TAS Section** is responsible for: -

- a) ensuring that TAS is functioning properly and system controls are adequate and effective;
- b) facilitating the preparation of financial reports by users;
- c) ensuring that budget related data are properly recorded in TAS;
- d) providing guidance and assistance to all users on matters relating to TAS functionalities;
- e) training of staff of all Ministries/Departments on TAS; and
- f) managing user access to TAS.

I.3 The **Projects Finance Unit** is responsible for: -

- a) processing of drawdown requests to International Organizations; and
- b) recording and accounting of financial transactions and preparation of financial statements in respect of projects financed by International Organizations.

I.4 The **Loans Section** is responsible for: -

- a) maintaining accounting records in respect of government loans to Statutory Bodies and other persons;
- b) processing of claims to Statutory Bodies and other persons; and
- c) monitoring of loan repayments and interest charges.

I.5 The **Records Section** is responsible for: -

- a) maintaining receipt and payment vouchers and other accounting records of non-self-accounting Ministries and Departments in Treasury Voucher Rooms; and
- b) facilitating access by authorised persons to vouchers and records.

## **II PUBLIC SERVICE BENEFITS**

### **1. Pensions Section**

### **2. Motor Vehicle Loans Section**

### **3. Passage Benefits Section**

II.1 The **Pensions Section** is responsible for the processing of: -

- a) end of service retiring benefits (gratuity);
- b) monthly pensions to retired Public Officers;
- c) death gratuity to heirs of Public Officers;
- d) retiring allowance to retired Members of the National Assembly;
- e) pension to retired President/Vice President;
- f) compensation/additional pension to injured officers;
- g) portable pension to Public Officers who resign from the Public Service;
- h) retiring benefits and other benefits to officers on permanent transfer to Approved Service;
- i) compassionate allowance/Ex-gratia gratuity; and
- j) contract gratuity to advisers and Officers on Contract:

II.2 The **Motor Vehicle Loans Section** is responsible for the processing of motor vehicle (car, motorcycle and autocyte) loan applications from Public Officers.

II.3 The **Passage Benefits Section** is responsible for the processing and payment of passage benefits to public officers, in respect of: -

- a) costs of air tickets;
- b) expenses incurred abroad (Pocket Money);
- c) expenses at inland hotels/recreational resorts;
- d) exam fees for SC/HSC for children of Public Officers; and
- e) for any purpose other than travel, cashed at the discounted rate of 90%.



### III CASH MANAGEMENT, RECEIPTS AND PAYMENTS

#### III.1 *Cash Management Unit*

The **Cash Management Unit** is responsible for: -

- ❖ preparing cash flow forecasts for the Government;
- ❖ monitoring the cash flow position of Government;
- ❖ assisting the Ministry of Finance & Economic Development with the determination of the borrowing requirements of Government;
- ❖ providing funds to Self-Accounting Ministries/Departments;
- ❖ exercising general supervision over the receipts, expenditures and other disbursements of Government.

#### III.2 *Payments Centre*

- Chief Cashier's Office
- Payable Order Office
- Treasury Examination Section
- FX Payments Unit

The **Chief Cashier's Office** is responsible for: -

- a) effecting payments through bank transfers;
- b) effecting transfer of funds to banks i.r.o. –
  - (i) payments by self-accounting Ministries/Departments;
  - (ii) Government payroll.

The **Payable Order Office** is responsible for: -

- a) effecting payments (in respect of expenditures of Ministries and Departments) through Payable Orders (cheques).

The **Treasury Examination Section** is responsible for: -

- a) checking of payment vouchers submitted by Ministries/Departments prior to disbursements.

The **FX Payments Unit** is responsible for: -

- a) effecting payments in foreign currencies on behalf of Ministries and Departments; and
- b) transmitting required documents to banks/overseas suppliers in respect of overseas purchases of government.

### III.3 *Revenue Collection*

The Chief Cashier's Office and Treasury's District Cash Offices collect the following revenues: -

- a) Rental of Government Property
- b) Compensation in respect of Government vehicles damaged in accidents
- c) Licence fees in respect of: -
  - private investigation;
  - fishmonger; and
  - disposal of waste.
- d) Registration fee, stamp duty and charges (NTA Lien) in respect of motor vehicles loan to public officers;
- e) Import permit fees.
- f) Reimbursement of car loans; and
- g) Motor Vehicle License (only at District Cash Office).

## VI **DEPOSITORY OF SECURITY**

The Treasury also operates as depository of security and is responsible for: -

- a) keeping securities furnished by attorneys, notaries, auctioneers, land surveyors, recruiting agents and private security service providers under relevant Acts; and
- b) ensuring that documents deposited as security are valid as per required format published on the website of the Treasury (<https://treasury.govmu.org>)

## V **MOTOR VEHICLE ACCIDENT CLAIMS**

The **Accident Claims Section** is responsible for: -

- a) processing of claims in respect of accidents involving government vehicles;
- b) initiating the process for legal recovery (through the State Law Office) of debts in respect of accident claims; and
- c) processing payments in accordance with Court determination, in respect of government liabilities resulting from accidents by government vehicles.

## I GOVERNMENT ACCOUNTING AND REPORTING

### Accounts Section

The Treasury pledges: -

- ❖ to submit the annual Financial Statements to the Director of Audit within four months of the close of every financial year

#### **provided that**

- Ministries/Departments (i) strictly comply with Treasury Circulars relating to closure of accounts; and  
(ii) submit all necessary statements/returns to the Treasury within two months after the closing of accounts.

*The audited accounts of the Government are available on the website of the Treasury at: - <https://treasury.govmu.org>*

### Treasury Accounting System (TAS) Section

The Treasury pledges: -

- ❖ to provide necessary guidance and assistance to TAS Users;
- ❖ to resolve queries and problems of users promptly;
- ❖ to ensure that all the data and information in the computerized accounting system is complete, accurate and reliable.

### Projects Finance Unit

The Treasury pledges: -

- ❖ to submit drawdown requests to International Organisations within 3 working days after receipt of all supporting documentation from Ministries/Departments

#### **provided that**

- all relevant documents received are in order.

### Loans Section

The Treasury pledges: -

- ❖ to maintain up to date records;
- ❖ to issue claims to debtors 2 weeks before due date for payment

**provided that**

- loan agreements and other relevant documents are received from MoFEPD in a timely manner.

**Records Unit**

The Treasury pledges: -

- ❖ to properly maintain payment vouchers and other records so as to facilitate access by authorised persons.

**II PUBLIC SERVICE BENEFITS**

***II.1 Retiring Benefits***

***End of Service Retiring Benefits***

The Treasury pledges: -

- ❖ to pay end of service retiring benefits within **10 working days** after the date of retirement

**provided that**

- relevant documents duly filled in (*Annex III.1*) are received (from Ministries/Departments) two months before the date of retirement for officers proceeding on pre-retirement leave.

***Monthly Pensions to Retired Public Officers***

The Treasury pledges-

- ❖ to pay monthly pensions: -
  - (i) on the **19<sup>th</sup>** of each month for pensioners located in the Republic of Mauritius. In case the 19<sup>th</sup> is not a working day, pension is paid on the preceding working day;
  - (ii) within **10 working days** of receipt of life certificate for pensioners located abroad.

***Death Gratuity***

The Treasury pledges: -

- ❖ to pay to the heirs of a deceased Public Officer, all benefits within **10 working days** of receipt of all relevant documents (*Annex III.2*) from Ministries/Departments;

- ❖ to pay to the heirs of a deceased pensioner, a death gratuity (equivalent to one-month pension) in the month following the month of the death of the pensioner provided the required documents\* are received.

\*The Treasury should be contacted for documents to be submitted as cases vary.

### *Retired Members of the National Assembly (MNA)*

The Treasury pledges: -

- ❖ to pay retiring allowance to a retired MNA within **5 working days of receipt of the relevant documents\* from the National Assembly.**

\*(i) Particulars of legislative service

(ii) Option Form

### *Compensation/additional pension to injured officers*

The Treasury pledges: -

- ❖ to make arrangements promptly for the payment of compensation to a **manual worker** injured in service

#### **provided that**

- all the relevant documents (*Annex III.3*) are submitted by the Ministry/Department where the worker is posted.

- ❖ to pay additional pension to **non-manual workers** promptly at time of retirement

#### **provided that**

- all relevant documents (*Annex III.3*) are received;
- approval of the Ministry of Civil Service & Administrative Reforms and the Office of the President are obtained.

### *Payslip and Statement of Emoluments*

The Treasury pledges: -

- ❖ to send a payslip to pensioners once a year after necessary adjustment regarding compensation and PRB increase are done;
- ❖ to send a Statement of Emolument at the end of each financial year to pensioners who are required to file a tax return to MRA.

### *Portable Pension upon Resignation*

The Treasury pledges: -

- ❖ to transfer portable pension to approved Pension Fund in respect of eligible resigned Public Officers within **10 working days from the date ALL** relevant documents (*Annex III.4*) are received from the Ministry/Department concerned.
- ❖ to refund 100% pension contribution compounded at the rate of 4% per annum to eligible\* resigned officers within **10 working days** from the date **ALL** relevant documents (*Annex III.5*) are received and found to be in order from the Ministry/Department concerned.

**\* The officer is NOT eligible for portable pension and has contributed to the pension scheme for at least one year.**

### *Retiring Benefits to Officers on Permanent Transfer to Approved Service*

The Treasury pledges: -

- ❖ to transmit the officer's computation of pension to SICOM within **10 working days** from the date **ALL** documents (*Annex III.6*) are received from the Ministry/Department concerned;
- ❖ to transfer accrued retiring benefits of an employee to SICOM within **10 working days** from the date SICOM informs the Treasury of the retirement of such employee

### *Contract Gratuity to Advisers/Officers on Contract*

The Treasury pledges: -

- ❖ to issue Departmental Warrant to Ministry/Department concerned within **2 working days** after receipt of all relevant documents, for payment of contract gratuity to adviser/officer whose contract has been renewed, (*Annex III.7*);
- ❖ to pay contract gratuities to an adviser/officer whose contract has not been renewed, within **5 working days** after receipt of **ALL** relevant documents (*Annex III.7*).

### *Settlement of car loan for retiring Officers*

A public officer proceeding on retirement can settle any outstanding car loan in one of the following two options: -

- (i) the total amount can be deducted outright from his retiring benefits; or

- (ii) a proportion **NOT** less than 40% is deducted from the retiring benefits and the balance over the remaining period of the loan (conditions apply) (*Annex III.8*)

**Note:** To assist the Treasury in the processing of retiring benefits, pensioners/heirs should: -

- ❖ ensure Employee Declaration Form (EDF) are filled in and sent to the Treasury within the prescribed time or submit online to MRA, in which case the ERN to be inserted is “GP00010”
- ❖ notify the Treasury of any of the following: -
  - change in residential address;
  - change in bank account number;
  - when a pensioner leaves/returns the country;
  - death of pensioner.

## *II.2 Motor Vehicle Loans*

The Treasury pledges: -

- ❖ to process and approve applications for Motor Vehicle loans within **4 working days** from the date all relevant documents are received (*Annex IV*);
- ❖ to disburse the loan within **3 working days** after signature of loan agreement

## *II.3 Passage Benefits*

The Treasury pledges: -

- ❖ to issue letter of confirmation to Travel Agent within **2 working days**  
**provided that**
  - all relevant documents (*Annex V.1*) are received **3 weeks** before the date of departure.
- ❖ to pay accumulated passage benefits to officers who have resigned/passed away within **5 working days**  
**provided that**
  - all relevant documents (*Annex V.2*) are received from Ministries/ Departments.
- ❖ to credit the allowance (pocket money) to the bank account of an applicant within **3 working days** before the date of travel.  
**provided that**
  - photocopy *of air/sea ticket* is submitted **10 days before date of travel**.
- ❖ to refund expenses for travel already effected within **10 working days** after receipt of **ALL** relevant documents (*Annex V.3*)

**provided that**

- the application is made within **3 months** from the date of arrival.
- ❖ to refund expenses incurred at local hotels/recreational resorts within **10 working days** from the date of receipt of **ALL** documents (*Annex V.4*).
- ❖ to pay examination fees for SC/HSC within **8 working days** from the date of receipt of all relevant documents (*Annex V.5*).
- ❖ to pay Passage Benefits at a discounted rate of 90% to eligible officers\* **within 10 working days** from the date of receipt of all relevant documents (*Annex V.6*)

**provided that**

- \* the balance standing to the credit of the applicant is not less than Rs. 10,000.

### **III CASH MANAGEMENT, RECEIPTS AND PAYMENTS**

#### **III.1 CASH MANAGEMENT UNIT**

The Treasury pledges: -

- ❖ to provide daily cash flow forecasts of Government to the SBRG on a six-month rolling basis on each Wednesday

**provided that**

- MRA and line ministries provide weekly forecasts of receipts and payments as requested by the Unit.

#### **III.2 PAYMENT CENTRE**

##### *The Chief Cashier's Office*

The Treasury pledges: -

- ❖ to effect payment within one working day after payment vouchers have been “examined and passed for payment” by Treasury examiners;

provided that

- funds are available under the item of charge
- ❖ to transfer funds promptly on day of request

**provided that**

- request for transfer of funds is complete and accurate.



### *The FX Payment Unit*

The Treasury pledges: -

- ❖ to transmit required transfer instructions to banks within one working day after receipt of payment instructions from Ministries/Departments;
- ❖ to transmit documents to overseas suppliers within one working day after receipt of documents from Ministries/Departments

#### **provided that**

- payment instructions from the Ministry/Department concerned is complete and accurate and is supported by relevant documents.

### *The Payable Order Office*

The Treasury pledges: -

- ❖ to effect payment within one working day after payment vouchers have been “examined and passed for payment” by Treasury examiners

#### **provided that**

- funds are available under the item of charge.

### *The Examination Section*

The Treasury pledges: -

- ❖ to examine payment vouchers within two working days

#### **provided that**

- payment vouchers are complete and are supported by all relevant documents.

## **IV DEPOSITORY OF SECURITY**

The Treasury pledges: -

- ❖ to only accept documents in respect of security furnished by: -
  - Attorneys (under the Law Practitioners Act 1984 – Sections 15(1)(b) & 15(2));
  - Notaries (under the Law Practitioners Act 1984 – Sections 15(1)(b) & 15(2));
  - Auctioneers (under the Sales by Auction Act 1945 – Section 4(1)(b));
  - Land Surveyors (under the Land Surveyors Act 1976 – Sections 5(3) & 5(4));
  - Recruiting Agents for Workers (under the Recruitment of Workers Act 1993 – Section 3(7));
  - Recruiting Agents for Overseas Educational and Training Institutions (under the Licensing of Recruiting Agents for Overseas Educational and Training Institutions Act 2006 – Section 4(6));

- Private Security Service (under the Private Security Service Act 2004 – Section 6(1));  
which are valid as per required format published on the website of the Treasury (<https://treasury.govmu.org>).
- ❖ to notify authorities where securities required to be furnished have not been renewed by the concerned parties.

## V MOTOR VEHICLE ACCIDENT CLAIMS

The Treasury pledges: -

- ❖ to process accident claims within one week following receipt of all relevant documents from Ministries/Departments;
- ❖ to promptly refer cases to SLO for legal recovery;
- ❖ to transmit documents for payment within 2 working days following receipt of Court Order.

### HOW YOU CAN HELP US

- ❖ Providing complete and accurate information to the Treasury;
- ❖ Contacting the Treasury if you need any additional information; and
  - providing feedback, either through e-mails or in our suggestion box located at the ground floor of the Treasury, to enable us improve our service.
  - calling us and taking an appointment if you intend to visit us: this will help us serve you promptly (not applicable for normal daily routines).

### WHAT YOU CAN EXPECT FROM US

- ❖ Courteous, professional and enthusiastic staff
- ❖ Staff with knowledge, authority, responsibility to deal with your enquiries
- ❖ Confidentiality and respect for your privacy
- ❖ Response to your e-mail or letter within 10 working days
- ❖ Your phone call will receive a prompt response and will be directed to the right person
- ❖ Clear and accurate information

## CONTACT INFORMATION

### SENIOR STAFF

#### ACCOUNTANT-GENERAL

**Mr. Sunil Dutt RAMDEEN**

Tel: +(230) 260 5000

Fax: (230) 212 6767

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

#### DEPUTY ACCOUNTANT-GENERAL

**Mr. Sanjaysingh ANNAUTH**

Tel: +(230) 260 5000

Fax: +(230) 210 7390

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

#### AG. DEPUTY ACCOUNTANT-GENERAL

**Mr. Sachidanund RAMPARSAD**

Tel: +(230) 260 5000

Fax: +(230) 212 6767

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

#### ASSISTANT ACCOUNTANT-GENERAL

**Mr. Navind RAMBAJUN**

Tel: +(230) 260 5000

Fax: +(230) 210 6766

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

**Mr. Randhir KALLEECHURN**

Tel: +(230) 260 5000

Fax: +(230) 213 3439

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

**Mrs. Parmeela GOVIND**

Tel: +(230) 260 5000

Fax: +(230) 208 3147

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

## OTHER STAFF

<b>PAYMENTS SECTIONS: -</b> <ul style="list-style-type: none"> <li>• CHIEF CASHIER'S OFFICE</li> <li>• PAYABLE ORDER SECTION</li> <li>• EXAMINATION SECTION</li> <li>• FX PAYMENT UNIT</li> <li>• DISTRICT CASH OFFICES (DCOs)</li> </ul>	<b>Mr. Roshun LUCHMAN</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:rluchman@govmu.org">rluchman@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 308) Fax No. 208-2206
<b>CHIEF CASHIER'S OFFICE</b>	<b>Mrs. Priya DODLA-BHEMAH</b> <b>Financial Officer/Senior Financial Officer</b> Email: <a href="mailto:pdodla@govmu.org">pdodla@govmu.org</a> ☎ No. (230) 260-5000 (115) Fax No. 208-2206
<b>PAYABLE ORDER SECTION</b>	<b>Mrs. Khadija MORAD</b> <b>Financial Officer/Senior Financial Officer</b> Email: <a href="mailto:kbmorad@govmu.org">kbmorad@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 111) Fax No. 208-2206
<b>EXAMINATION SECTION</b>	<b>Mrs. B. Shahnaz NUTHOO</b> Assistant Manager Financial Operations Email: <a href="mailto:snuthoo@govmu.org">snuthoo@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 105) Fax No. 211-9029
<b>PUBLIC SERVICE PENSIONS SECTION</b>	<b>Mr. Sateeananden CARPEN</b> <b>Manager (Pensions)</b> Email: <a href="mailto:scarpn@govmu.org">scarpn@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 126) Fax No. 211-9029
	<b>Mrs. Rookwantee JADOO</b> Assistant Manager (Pensions) Email: <a href="mailto:rjadoo@govmu.org">rjadoo@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 119) Fax No. 211-9029
<b>PASSAGES SECTION</b>	<b>Mrs. Kausalya BISSESSUR</b> <b>Officer-in-Charge (Passages)</b> Email: <a href="mailto:kbissessur@govmu.org">kbissessur@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 402) Fax No. 210-5819
	<b>Mrs. Shailla Devi BHAGOBAN</b> <b>Office Management Assistant</b> ☎ No. (230) 260-5000 (Ext. 403) Email: <a href="mailto:trypass@govmu.org">trypass@govmu.org</a> Fax No. 210-5819
<b>MOTOR VEHICLES LOANS SECTION</b>	<b>Mr. Quayoum GOLAMAULLY</b> <b>Principal Financial Operations Officer</b> Email: <a href="mailto:ggoolamaully@govmu.org">ggoolamaully@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 403) Fax No. 212-6198
	<b>Mrs. Veenawattee JOONARAIN</b> <b>Financial Officer/Senior Financial Officer</b> Email: <a href="mailto:vjoonarain@govmu.org">vjoonarain@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 410) Fax No. 212-6198
<b>CASH MANAGEMENT UNIT</b>	<b>Mr. Vikash KHADUN</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:vkhadun@govmu.org">vkhadun@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 217) Fax No. 210-6766
	<b>Mrs. Tayenaigum CHINIEN</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:tchinien@govmu.org">tchinien@govmu.org</a> ☎ No. (230) 260-5024 (Ext. 217) Fax No. 210-6766

PROCUREMENT & SUPPLY SECTION	<b>Mr. Mohamad Naser TOORABALLY</b> <b>Assistant Manager Procurement &amp; Supply</b> Email: <a href="mailto:ntoorabally@govmu.org">ntoorabally@govmu.org</a> ☎ No. (230) 260-5000 (Ext 130) Fax No. 211-0208
	<b>Mr. Jaykumarsing JETTOO</b> <b>Procurement &amp; Supply Officer/</b> <b>Senior Procurement &amp; Supply Officer</b> Email: <a href="mailto:jjettoo@govmu.org">jjettoo@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 131) Fax No. 211-0208
IT SECTION/DBA	<b>Mrs. Nista SEWRAZ</b> <b>System Analyst</b> Email: <a href="mailto:nrughoo@govmu.org">nrughoo@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 212) Fax No. 208-3147
	<b>Mrs. Kalyanee LUCHUN</b> <b>Assistant System Analyst/</b> <b>Senior Assistant System Analyst</b> Email: <a href="mailto:kluchun@govmu.org">kluchun@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 214) Fax No. 208-3147
MOTOR VEHICLE ACCIDENT CLAIMS SECTION	<b>Mrs. Bindoomatee JODAHSING</b> <b>Principal Financial Operations Officer</b> Email: <a href="mailto:bjodahsing@govmu.org">bjodahsing@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 318) Fax No. 210-8793
	<b>Mrs. Bibi Rawza KARIM</b> <b>Financial Officer/Senior Financial Officer</b> Email: <a href="mailto:rkirim@govmu.org">rkirim@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 317) Fax No. 210-8793
ACCOUNTS SECTION (PROJECT FINANCE UNIT)	<b>Mrs. Rizwana S. GOOLJAR</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:rsgooljar@govmu.org">rsgooljar@govmu.org</a> ☎ No. (230) 260-5000 (311) Fax No. (230) 212-6767
	<b>Miss Nista DHUNPUTH</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:ndhunputh@govmu.org">ndhunputh@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 310) Fax No. (230) 212-6767
GOVERNMENT ASSETS REGISTER UNIT	<b>Mr. Avinash KALLYCHRUN</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:akallychurn@govmu.org">akallychurn@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 208) Fax No. (230) 212-6767
	<b>Miss Yakshi APPANAH</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:yappanah@govmu.org">yappanah@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 208) Fax No. (230) 212-6767
TREASURY ACCOUNTING SYSTEM (TAS) SECTION	<b>Miss Hema GUNESS</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:hguness@govmu.org">hguness@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 315) Fax No. (230) 210-5819
	<b>Mr. Ritesh BHUNGEE</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:rbhungee@govmu.org">rbhungee@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 312) Fax No. (230) 210-5819

<ul style="list-style-type: none"> <li>• GOVERNMENT PAYROLL UNIT</li> <li>• DEPOSIT OF SECURITIES</li> </ul>	<b>Mr. Veedyadharsan DUSOYE</b> <b>Accountant/Senior Accountant</b> Email: <a href="mailto:vdusoys@govmu.org">vdusoys@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 303) Fax No. (230) 208-3147
<b>INTERNAL CONTROL UNIT</b>	<b>Mr. Vishal GOKOOL</b> <b>Assistant Manager, Internal Control</b> Email: <a href="mailto:vigokool@govmu.org">vigokool@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 207) Fax No. 208-3147
	<b>Miss Nabillah PEERALLY</b> <b>Internal Control Officer/  Senior Internal Control Officer</b> Email: <a href="mailto:npeerally@govmu.org">npeerally@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 207) Fax No. 208-3147
<b>FINANCE SECTION</b>	<b>Mr. Prahlan GHOOLET</b> <b>Manager Financial Operations</b> Email: <a href="mailto:pghoolet@govmu.org">pghoolet@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 323) Fax No. 210-8793
	<b>Mrs. Vijaylakshmi A. CALLYCHURN</b> <b>Ag. Assistant Manager Financial Operations</b> Email: <a href="mailto:vacallychurn@govmu.org">vacallychurn@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 326) Fax No. 210-8793
<b>HUMAN RESOURCES SECTION</b>	<b>Miss Patricia SAMBAT</b> <b>Assistant Manager Human Resources</b> Email: <a href="mailto:psambat@govmu.org">psambat@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 321) Fax No. 210-8793
	<b>Mrs. Jaywantee BHONDAH</b> <b>Human Resource Executive</b> Email: <a href="mailto:jbhondah@govmu.org">jbhondah@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 322) Fax No. 210-8793
<b>REGISTRY</b>	<b>Mr. Rameshdeo Gajadhur</b> <b>Management Support Officer</b> Email: <a href="mailto:treasury@govmu.org">treasury@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 201) Fax No. 208-3147
<b>ASSETS MANAGEMENT UNIT</b>	<b>Mr. Mohamad Ally EMAMBOCUS</b> <b>Office Management Executive</b> Email: <a href="mailto:maemambocus@govmu.org">maemambocus@govmu.org</a> ☎ No. (230) 260-5000 (Ext. 205) Fax No. 208-3147
	<b>Mr. Ourvesh Kumar GAYA</b> <b>Management Support Officer</b> Email: <a href="mailto:okgaya@gov.org">okgaya@gov.org</a> ☎ No. (230) 260-5000 (Ext. 206) Fax No. (230) 208-3147

## District Cash Offices

Cash Office	Opening Hours	Contact Details
<b><u>Rose Hill</u></b>	09.00 a.m to 14.30 p.m. <i>(Monday to Friday)*</i>	<b>Mrs. Vishwanee BHUTTOO</b> Assistant Financial Officer ☎ No.: (230) 464-3158
<b>Curepipe</b>	<i>09.00 a.m. to 14.30 p.m.</i> <i>(Monday to Friday)*</i>	Mrs. Noreeza Bibi <b>BABOO</b> Assistant Financial Officer ☎ No.: (230) 676-1657
<b><u>Flacq</u></b>	09:00 a.m to 14:30 p.m <i>(Monday to Friday)*</i>	<b>Mrs. Shazinaz TOOLUN</b> Assistant Financial Officer ☎ No.: (230) 413-2578
<b><u>Mahebourg</u></b>	09:00 a.m to 14:30 p.m <i>(Monday to Friday)*</i>	<b>Mrs. Hemawteesingh SEEDOYAL</b> Management Support Officer ☎ No.: (230) 631-9534
<b><u>Pamplemousses</u></b>	09:00 a.m to 14:30 p.m <i>(Tuesday &amp; Thursday)*</i>	<b>Mr. Nitish Meghraaj MUTHOOR</b> Management Support Officer ☎ No.: (230) 243-3534
<b><u>Souillac</u></b>	09:00 a.m to 14:30 p.m <i>(Wednesday only) *</i>	<b>Mr. Rajakrishna APPEGADOO</b> Assistant Financial Officer ☎ No.: (230) 625-5025

\* Except public holidays

## ANNEXES

**I. DUTIES AND RESPONSIBILITIES OF ACCOUNTANT-GENERAL**

*(Source: Financial Management KIT Volume I)*

The Accountant-General has the responsibility to advise the Financial Secretary and other Accounting Officers on matters relating to -

- ❖ Government accounting;
- ❖ the management of Government cash flows;
- ❖ the opening and operation of bank accounts; and
- ❖ public service benefits (retirement, passage, car advances).

In respect of Government Accounts, the Accountant-General has to -

- ❖ ensure the adequacy and reliability of the central computerised Treasury Accounting System (TAS) for the processing and recording of Government transactions and for the preparation of financial and non-financial reports including performance reports;
- ❖ ensure that adequate controls exist for safeguarding the integrity and security of financial data stored in the TAS;
- ❖ prepare and submit to the Director of Audit the annual statutory Financial Statements;
- ❖ maintain an updated Chart of Accounts (COA) and ensure that financial data is recorded in conformity with the COA; and
- ❖ exercise control over the dissemination of financial and other information by officers of the Treasury.

In respect of cash management, the Accountant-General is responsible to -

- ❖ determine Government's cash requirements and ensure that sufficient funds are available to meet the payment obligations of Government as they fall due;
- ❖ ensure that proper cash management systems are in place in all Departments for the efficient and effective use of cash resources;
- ❖ maintain Government's main bank account (General Account 001) with the Bank of Mauritius and to monitor bank balances of Departments;
- ❖ authorise the opening of bank accounts by Departments; and
- ❖ monitor the operation of District Cash Offices.



### **Payments by Accountant-General**

The Accountant-General has to ensure that no payment is effected where-

- ❖ the instruction for payment is not covered by proper authority expressed or referred to on the payment voucher relating to it; and
- ❖ the payment voucher is not supported by the necessary documents.

### **Government Payroll**

The Accountant-General shall determine the payday for monthly salary of public officers and the timeframe for the processing of payroll by Departments.

In relation to public service benefits, the Accountant-General has to -

- ❖ maintain a register of Government pensioners and ensure the payment of retirement benefits and monthly pensions on a timely basis;
- ❖ process applications from public officers on a form approved by the Accountant-General in respect of advances for the purchase of motorcars/motorcycles/autocycles;
- ❖ process applications for passage benefits and to ensure timely payment of such benefits to eligible officers;
- ❖ provide retiring officers with detailed computation of their lump sum and pension; and
- ❖ provide Government pensioners with details of their adjusted pension whenever there is a salary review.

In respect of Approved Forms, the Accountant-General has to ensure the regular supply to Departments of Approved Finance Forms, Accounts Forms, Accounts Book Forms and Store Forms.

## II LEGISLATIONS

### LIST OF MAIN ACTS, REGULATIONS AND FINANCIAL INSTRUCTIONS GOVERNING THE ACTIVITIES OF THE TREASURY

#### Acts

- The Constitution, sections 103 to 110;
- The Finance and Audit Act;
- The Public Debt Management Act;
- The Public Procurement Act;
- The Pensions Act and Pensions Regulations;
- The President's Emoluments & Pension Act;
- The National Assembly (Retiring Allowances) Act
- Workmen's Compensation Act;
- Statutory Bodies Pensions Fund Act;
- The Statutory Bodies (Accounts and Audit) Act;
- Mauritius Civil Service Mutual Aid Association Act;
- Private Security Service Act;
- Recruitment of Workers Act;
- Law Practitioners Act;
- Land Surveyors Act;
- Sales by Auction Act;
- Licensing of Recruiting Agents for Overseas Educational and Training Institutions Act

#### Regulations/ Instructions

- The Financial Management Manual (FMM)
- Regulations and Financial Instructions issued under the Finance and Audit Act
- Human Resource Management Manual (HRMM)
- Treasury and Ministry of Finance, Economic Planning & Development Circulars
- Ministry of Public Service, Administrative & Institutional Reforms Circulars

**III.1 *Payment of retiring benefits***

1. Computation of Pension (Accts F 237) in original/PN 01;
2. Option Form C in duplicate;
3. Last appointment letter;
4. Last pay slip;
5. Birth and marriage certificates;
6. Letter of retirement;
7. Certificates of continuous service and indebtedness towards Government; (to include item to be credited in case of indebtedness);
8. Passage benefits computation statement;
9. Statement of refundable sick leave; and
10. Statement of vacation leave.

} certified true copies

**III.2 *Payment of benefits to heirs of deceased officer***

1. Pension Schedule (Accts F237)/PN 01;
2. Affidavit establishing heirs of deceased;
3. Birth certificate of deceased officer;
4. Birth certificates of heirs;
5. Last letter of appointment;
6. Certificates of continuous service and indebtedness towards Government; (to include item to be credited in case of indebtedness);
7. Last available pay slip;
8. Return of cash allowance in lieu of leave, vacation and passages;
9. Copies of Bank account numbers and ID of heirs;
10. Passage benefits computation statement;
11. Statement of refundable sick leave; and
12. Statement of vacation leave.

**III.3 *Officers injured on duty***

1. Departmental Board Report;
2. Injuries Committee Report;
3. Statement of salary (1 Year prior to date of injury); and
4. Degree of impairedness and percentage of incapacity.

#### ***III.4 Payment of portable pension on resignation***

1. Pension Schedule (Accts F237);
2. Birth certificate;
3. Marriage certificate for female officers;
4. Last letter of appointment;
5. Certificate of indebtedness and continuous service;
6. Last available pay slip;
7. Return of cash allowance in lieu of sick leave and passages;
8. Personal pension plan;
9. Letter of appointment in the private sector; and
10. Business Registration Number for self-employed.

#### ***III.5 Refund of pension contribution on resignation***

1. Returns of cash allowance in lieu of sick leave and passages;
2. Certificate of indebtedness and continuous service;
3. Return of refund of pension contribution/PN 02; and
4. Bank account number.

#### ***III.6 Permanent transfer to Approved Service***

1. Pension Schedule (Accts F237);
2. Birth certificate;
3. Marriage certificate for female officers;
4. Last letter of appointment;
5. Certificate of indebtedness and continuous service;
6. Last available pay slip;
7. Return of cash allowance in lieu of sick leave, and passages; “if date of permanent transfer is 18 January 2013 or after and officer has opted to encash these benefits (bank account number to be provided accordingly)”.

#### ***III.7 Gratuity to Advisers and Officers on Contract***

1. Copy of contract;
2. Statement of salary;
3. Certificate of indebtedness;
4. Bank account number on termination of contract;
5. Passage benefits computation statement;
6. Statement of annual/vacation leave; and
7. Letter of renewal of contract.

### ***III.8 Conditions for car loan settlement on retirement***

1. The percentage of the outstanding loan to be deducted from the gratuity will depend on the monthly amount that can be deducted from the officer's pension taking into account other deductibles.
2. The retiring officer should take a decreasing term insurance cover to secure the remaining loan balance and the premium of which should be paid outright for the entire period.
3. The same interest rate will be applicable on the outstanding loan balance which would be deducted on the monthly basis for the remaining period of the loan.
4. The relevant advance accounts will be maintained by the Treasury.
5. The lien on the retiring officer's motorcar will only be removed upon settlement of the loan.

#### **IV.1 Motor Vehicle Loans**

##### ***Application for Loan to purchase a motor car/ motor cycle/ auto cycle***

1. Original Duty free certificate (where applicable);
2. National Identity Card (copy);
3. Latest payslip (copy);
4. Copy of document certifying bank Account Number;
5. Firm order from dealer/Part Payment Receipt confirming reservation of vehicle;
6. Confirmation from Supplier as to availability of motor vehicle for delivery;

##### **Additional documents: -**

7. For new/reconditioned car- Quotation/Proforma Invoice from seller;
8. For a reconditioned car imported in the name of the applicant: -
  - (i) Supplier's invoices;
  - (ii) Bill of lading;
  - (iii) Certificates of inspection and registration from exporting country;
  - (iv) Bank advice for payment; and
  - (v) Copy of customs Bill of entry.
9. For a second hand car purchased locally: -
  - (i) Letter of intent from the vendor stating price/make/model;
  - (ii) Registration number of vehicle;
  - (iii) Copy of horse power;
  - (iv) Letter from insurance for insured value of car and
  - (v) Photocopy of certificate issued by NTA to the effect that the car is not burdened with any lien.

##### ***Documents to be submitted after purchase within one month from date of signature of agreement: -***

1. Copy of Deed of Sale;
2. Copy of official receipt from Insurance Company;
3. Copy of official receipt from Dealer;
4. Original of registration book (Horse Power); and
5. Original of Accts F241(B) duly filled in by Insurance Company.

***V.1 Payment of passage benefits***

1. Application for passage benefits, (HRMM Appendix 4F);
2. Passage benefits computation, (HRMM Appendix 4G);
3. Copy of document certifying bank Account Number;
4. Quotation from Travel Agent;
5. Undertaking Form;
6. Copy of National Identity Card;
7. Birth and marriage certificates if accompanied by family; and
8. Studentship certificate for children between 21 and 30 years.

***V.2 Passage benefits to resigned officers/deceased officer***

1. Application for passage benefits, (HRMM Appendix 4F);
2. Passage benefits computation, (HRMM Appendix 4G);
3. Copy of document certifying bank Account Number;
4. Copy of National Identity Card; and
5. Letter of resignation or Affidavit in case of death of officer.

***V.3 Refund of passage benefits for travelling already effected***

1. Application for passage benefits, (HRMM Appendix 4F);
2. Passage benefits computation, (HRMM Appendix 4G);
3. Copy of document certifying bank Account Number;
4. Copy of National Identity Card;
5. Copy of air ticket;
6. Receipt from Travel Agent; and
7. Copy of passport pages showing date of departure and arrival or boarding pass.

***V.4 Refund of expenses at inland hotels/recreational resorts***

1. Application for passage benefits, (HRMM Appendix 4F);
2. Passage benefits computation, (HRMM Appendix 4G);
3. Copy of document certifying bank Account Number;
4. Copy of National Identity Card; and
5. Detailed receipt from hotel.

### ***V.5 Payment of Exam Fees***

1. Application for passage benefits, (HRMM Appendix 4F);
2. Passage benefits computation, (HRMM Appendix 4G);
3. Copy of document certifying bank Account Number;
4. Birth certificate of children; and
5. Certificate from college/institution.

### ***V.6 Payment of passage benefits at a discounted rate of 90%***

1. Application for passage benefits, (HRMM Appendix 4F);
2. Passage benefits computation, (HRMM Appendix 4G);
3. Copy of document certifying bank Account Number; and
4. Copy of National Identity Card.