
Government Notice No. 218 of 2019

THE EMPLOYMENT RELATIONS ACT

**Regulations made by the Minister under section 93 of
the Employment Relations Act**

1. These regulations may be cited as the Office Attendants (Remuneration) Regulations 2019.

2. In these regulations –

“head office attendant” means a person employed under a contract of employment, whether oral, written, implied or express, for the purposes of planning, organising and supervising the work of office attendants, transmitting to them orders received from the employer or superior, and performing such other related duties as may be required by the employer;

“office attendant” –

(a) means a person employed under a contract of employment, whether oral, written, implied or express, for the purposes of performing one or more of the following duties –

- (i) running errands;
- (ii) watching premises during business hours;
- (iii) cleaning premises;
- (iv) operating a telephone switchboard;
- (v) working a lift;
- (vi) obtaining receipts for articles delivered;
- (vii) answering calls or bells;

- (viii) greeting callers, supplying information and attending to their requests, and directing them to persons called upon;
 - (ix) keeping records in relation to the duties performed; and
 - (x) doing other related duties;
- (b) includes a head office attendant; but
- (c) does not include an office attendant –
- (i) whose basic wage or salary is at a rate exceeding 600,000 rupees in a year, except in relation to –
 - (A) Part II of the First Schedule; and
 - (B) sections 5, 26, 32, 33, 34, 49, 50, 52, 53, 54 and Parts VI, VII, VIII and XI of the Workers’ Rights Act 2019;
 - (ii) whose conditions of employment are governed by the provisions of any other Remuneration Regulations;
 - (iii) employed by a statutory body or a local authority, as the case may be, whose conditions of employment are governed by the recommendations made in a report of the Pay Research Bureau, or a salary commission, by whatever name called.
- 3. (1)** Subject to the other provisions of this regulation and regulation 5, an office attendant shall be –
- (a) governed by the conditions of employment specified in –
 - (i) the Workers’ Right Act 2019;
 - (ii) the First Schedule;

(b) remunerated at the rate specified in the Second Schedule.

(2) Where the conditions of employment in the Workers' Rights Act 2019 are different from those in the First Schedule, the conditions in the First Schedule shall prevail.

(3) The rates specified in the Second Schedule include –

(a) the appropriate national minimum wage payable under the National Minimum Wage Regulations 2017; and

(b) the additional remunerations payable under the Additional Remuneration and Other Allowances (2018) Act 2017 and the Additional Remuneration and Other Allowances (2019) Act 2018.

(4) An office attendant who remains in the continuous employment of an employer shall be entitled to one increment for each completed year of service in the category applicable to him until the office attendant reaches the top wages of the salary scale corresponding to his category as set out in the Second Schedule.

(5) Where, at the request of his employer, an office attendant remains in the service of the employer, outside his normal site of work, before or after his normal working hours, the office attendant shall be deemed to be performing extra work and shall be remunerated accordingly.

4. Every office attendant shall be entitled to a rest of not less than 11 consecutive hours in any day.

5. Nothing in these regulations shall –

(a) prevent an employer from –

- (i) providing an office attendant with conditions of employment which are more favourable than those specified in the First Schedule; or
 - (ii) remunerating the office attendant at a rate higher than that specified in the Second Schedule.
- (b) authorise an employer –
- (i) to reduce the wages of an office attendant; or
 - (ii) subject to section 57 of the Employment Relations Act, to alter the conditions of employment of the office attendant so as to make them less favourable.
- 6.** The Office Attendants (Remuneration) Regulations 2013 are revoked.
- 7.** These regulations shall come into operation on 24 October 2019.

Made by the Minister on 11 October 2019.

FIRST SCHEDULE
[Regulations 2, 3 and 5]

CONDITIONS OF EMPLOYMENT
PART I – GENERAL PROVISIONS

1. Appointment of head office attendant

(1) An employer who employs 5 or more office attendants shall employ one head office attendant for every 5 office attendants.

(2) A head office attendant shall be selected from the grade of office attendant, having regard to seniority, efficiency and merit.

(3) A head office attendant shall be responsible to the employer for the proper performance of the duties of the office attendants working under his supervision.

2. Appointment of temporary office attendant

An office attendant may be engaged in a temporary capacity or on probation at daily rates for a period not exceeding 90 days in a year, whether such period is continuous or in aggregate.

3. Sharing services of office attendants

Where the services of an office attendant are, with the consent of the office attendant, shared by 2 or more employers, all the employers shall be jointly and severally liable for the remuneration and conditions of employment of that office attendant.

4. Allowances

(1) Where an office attendant is required by his employer, in addition to his normal duties –

- (a) to drive, on any day, a motor vehicle, the office attendant shall be paid, in addition to his basic wage for that day, an extra allowance of 15 per cent of the daily basic wage;
- (b) to make and serve tea, the office attendant shall be paid an extra allowance of 300 rupees per month.

(2) An office attendant who opts to clean sanitary conveniences regularly shall be paid an extra allowance of 400 rupees per month.

5. Vacation leave

(1) Subject to subparagraphs (2) and (3), an employee, other than a migrant employee, who remains in continuous employment with the same employer for a period of at least 5 consecutive years shall be entitled to a vacation leave of not more than 30 days, whether taken consecutively or otherwise, for every period of 5 consecutive years, to be spent abroad, locally or partly abroad and partly locally.

(2) Subject to subparagraph (8), any subsequent eligibility period of 5 consecutive years shall be computed after the employee resumes work after the vacation leave under subparagraph (1).

(3) Where an employee would have been eligible to take vacation leave under the revoked Office Attendants (Remuneration) Regulations 2013 prior to, or within a period of less than 5 years from, 24 October 2019, the office attendant shall, on completion of the prescribed period in the revoked regulations, be entitled to the vacation leave under subparagraph (1).

(4) The vacation leave shall be –

- (a) for a period of not less than 6 consecutive days; and

- (b) with pay and such pay shall, in case the office attendant opts to spend the leave wholly or partly abroad, be effected at least 7 working days before the office attendant proceeds abroad.

(5) The vacation leave shall be deemed to constitute attendance at work and shall not be cumulative.

(6) An employee shall, except in exceptional circumstances, give not less than 3 months' notice when applying for the vacation leave and the employer shall, subject to reasonable business grounds, accede to the application.

(7) Where an employer cannot, on reasonable business grounds, accede to the request of an employee under subparagraph (6) –

- (a) the employee and the employer may agree on another period when the vacation leave is to be taken; or
- (b) in default of an agreement, the employer shall pay to the office attendant a normal day's wage in respect of each day's leave applied for and such payment shall be effected in the month in which the leave was due to start.

(8) Where an employee is paid wages in lieu of the vacation leave under subparagraph (7), any subsequent eligibility period of 5 consecutive years shall be computed as from the date of payment of the leave.

(9) In this paragraph –

“reasonable business grounds” means –

- (a) inability or impracticability to reorganise working arrangements of existing office attendants;
- (b) a detrimental effect on the ability to meet customers' demand.

PART II – HEALTH AND SAFETY PROVISIONS

6. Uniforms and protective equipment

- (1) An office attendant shall be entitled to –
 - (a) 3 uniforms every year;
 - (b) one raincoat or one jacket every 2 years;
 - (c) 2 pairs of shoes every year;
 - (d) 2 pair of boots, wherever applicable, every year;
 - (e) one pair of gloves, wherever appropriate, which shall be replaced as and when they become unserviceable;
 - (f) one head gear every year, which may be retained by the office attendant when a fresh issue is made.

(2) The uniforms and protective equipment specified in subparagraph (1) shall be issued to the office attendant upon assumption of duty.

7. Medical expenses

An office attendant who has remained in continuous employment with the same employer for 12 months shall be entitled to a sum of not less than 3,000 rupees a year for the purchase of spectacles, or for medical expenses incurred by him during that year, or for both, provided that any expenses incurred are supported by appropriate documentary evidence.

SECOND SCHEDULE

[Regulation 3(1)(b)]

Category of Office Attendant	Year of service	Monthly basic wages (Rs)
Head Office Attendant	1 st year	12,335
	2 nd year	12,568
	3 rd year	12,827
	4 th year	13,086
	5 th year	13,346
	6 th year	13,605
	7 th year	13,864
	8 th year	14,123
	9 th year	14,383
	10 th year & thereafter	14,642
Office Attendant	1 st year	10,463
	2 nd year	10,672
	3 rd year	10,879
	4 th year	11,086
	5 th year	11,194
	6 th year	11,401
	7 th year	11,635
	8 th year	11,868
	9 th year	12,101
	10 th year & thereafter	12,335
