

GOVERNMENT OF MAURITIUS

**SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS**

- Ministry:** Prime Minister's Office
- Post:** Head, Citizen Support Unit
- Salary:** Rs 36,550 x 900 – 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 49,250 x 1,650 – 54,200 x 1,700 – 62,700 QB 64,400 (08 069 089)
- Effective Date:** 01 December 2023
- Qualifications:**
- A. By selection from among officers in the grade of Senior Citizen Support Officer who –
- (i) reckon at least three years' service in a substantive capacity in the grade of Senior Citizen Support Officer or an aggregate of at least ten years' service in a substantive capacity in the grades of Senior Citizen Support Officer and Citizen Support Officer; and
- (ii) possess a degree in Management or Public Administration and Management or Psychology or Social Work from a recognised institution or an equivalent qualification acceptable to the Public Service Commission.
- B. Candidates should –
- (i) possess good leadership and administrative abilities;
- (ii) possess strong organising, analytical and problem-solving skills;
- (iii) possess strong interpersonal and communication skills; and
- (iv) have the ability to meet tight deadlines.

NOTE 1

For the first intake, by appointment of the officer who holds a substantive appointment in the grade of Citizen's Advice Bureau Co-ordinator on the establishment of the Ministry of National Infrastructure and Community Development who is serving at the National Development Unit of the Ministry.

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CERTIFIED CORRECT

B. D. Nundloll

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B. D. Nundloll (Mrs)
for Secretary for Public Service

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NOTE 2

Citizen's Advice Bureau Co-ordinator who possesses a degree in Management or Public Administration and Management or Psychology or Social Work from a recognised institution or an equivalent qualification acceptable to the Public Service Commission will be allowed to progress beyond the Qualification Bar (QB) provided in the salary scale for the post.

Role and

Responsibilities:

To be responsible for the smooth management and operation of the Citizen Support Portal.

Duties:

1. To be in charge of the Citizen Support Unit.
2. To implement, monitor, execute and evaluate programmes, projects and services offered by the Citizen Support Unit.
3. To ensure public awareness on the role of the Citizen Support Unit and the services provided thereat.
4. To liaise with Ministries/Departments, Non-Governmental Organisations and other agencies for the dissemination of information relating to schemes, programmes and projects of national interest.
5. To organise events for the Citizen Support Unit.
6. To prepare reports for consideration by Management.
7. To submit relevant briefs or materials for speech and replies to parliamentary questions, as may be required by management from time to time.
8. To assist management in the formulation of policies on –
 - (i) optimal utilisation and management of resources in the provision of Citizen Centric Services;
 - (ii) improving business processes/work flow in Government Agencies for enhanced service delivery to the citizens;

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- (iii) the harnessing of innovative technologies for the provision of Citizen Centric Services; and
 - (iv) the adoption of best practices on the provision of Citizen Centric Services.
9. To use ICT in the performance of his duties.
10. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Head, Citizen Support Unit in the roles ascribed to him.

Note

The Head, Citizen Support Unit may be required to work outside normal working hours including Saturdays, Sundays and Public Holidays and during cyclonic periods and natural calamities.



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