

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

Ministry: Public Infrastructure, National Development Unit, Land Transport and Shipping
(National Development Unit)

Post: Citizen's Advice Bureau Organiser

Salary: Rs 20,675 x 750 – 29,675 x 900 – 34,175 x 1,200 – 37,775 x 1,500 – 39,275
(08 45 66)

Effective Date: 19 September 2014

Qualifications: By selection from among serving officers drawing a basic salary of not less than Rs 15,475 a month in their substantive appointment and who –


- (a) reckon at least 10 years' service in a substantive capacity;
- (b) possess a diploma in Social Work from a recognised institution or an equivalent qualification acceptable to the Public Service Commission; and
- (c) possess supervisory and communication skills.

Duties:

1. To plan and organise the smooth running of the Citizen's Advice Bureau.
2. To provide necessary information, advice and guidance to enquirers.
3. To register complaints/suggestions from members of the public and to liaise with relevant authorities.
4. To organise official functions including social and recreational activities of the Citizen's Advice Bureau.
5. To organise Information, Education and Communication (I.E.C) Campaigns on issues of national interest to create awareness among citizens of their rights and responsibilities.
6. To liaise with the community to bring about improvement and initiate activities for the welfare of the community.
7. To maintain and operate an up-to-date information service.
8. To use ICT in the performance of his duties.



CERTIFIED CORRECT


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*for Senior Chief Executive
Ministry of Civil Service and
Administrative Reforms*

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-2-

9. 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 Citizen's Advice Bureau Organiser in the roles ascribed to him.

Note

Citizen's Advice Bureau Organisers may be required to work outside normal working hours, including Saturdays, Sundays and Public Holidays.



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