

GOVERNMENT OF MAURITIUS

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

- Ministry:** Prime Minister's Office
- Post:** Citizen Support Officer
- Salary:** Rs 21,850 x 375 – 22,225 x 400 – 23,425 x 525 – 26,050 x 675 – 27,400 x 825 –
35,650 x 900 – 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 47,675
QB 49,250 x 1,650 – 50,900 (08 047 081)
- Effective Date:** 01 December 2023
- Qualifications:**
- A. 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 analytical, critical and organisational skills;
 - (ii) be proactive and achievement focused;
 - (iii) be versatile and have the ability to adapt to different work situations;
 - (iv) have good interpersonal and communication skills; and
 - (v) be computer literate.

Candidates should produce written evidence of knowledge claimed.

NOTE 1

For the first intake, by appointment of officers who hold a substantive appointment in the grade of Citizen's Advice Bureau Organiser on the establishment of the Ministry of National Infrastructure and Community Development who are serving at the National Development Unit of the Ministry.

NOTE 2

Citizen's Advice Bureau Organisers who 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 will be allowed to progress beyond the Qualification Bar (QB) provided in the salary scale for the post.

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CERTIFIED CORRECT

B. D. Nundloll

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

01 December 2023

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Duties:

1. A. **Operation and Training**

- (i) To be responsible for the registration and management of complaints, suggestions and queries from members of the public, and to liaise with relevant authorities for successful resolution.
- (ii) To handle, counsel and support citizens including those in vulnerable situations.
- (iii) To carry out site visits in connection with complaints, suggestions and queries received.
- (iv) To be responsible for the dedicated desk for victims of domestic violence by providing counselling for referral, where appropriate, to the relevant authority.
- (v) To provide assistance and training to Ministries/Departments regarding the use of the Citizen Support Portal.
- (vi) To guide, supervise and coordinate the work of subordinate staff.
- (vii) To prepare, coordinate and implement plans for the attainment of the objectives of the Citizen Support Unit.
- (viii) To make power point presentations on the operation of the portal and the findings on the dash board.
- (ix) To collect data and prepare relevant reports pertaining to complaints and suggestions registered in the Citizen Support Portal.

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B. Task Force

- (i) To assist the Chair of Task Force in the conduct of Task Force meetings chaired by Parliamentary Private Secretaries for the close monitoring of tickets registered on the Citizen Support Portal and to highlight hurdles in service delivery in order to find solutions for improvement.
- (ii) To organise monthly meetings, prepare agendas and briefs and liaise with Government agencies on ticket status.
- (iii) To produce progress reports on complaints registered on the Citizen Support Portal and highlight issues of the concerned regions and any gaps and weaknesses to be addressed.

C. Community Development Programme

- (i) To formulate, administer and evaluate key projects in respective region in collaboration with key stakeholders and the community.
- (ii) To establish networking with key stakeholders such as government agencies, Parliamentary Private Secretaries, Non-Governmental Organisations, academic institutions in diversified environments and manage change and complexities.
- (iii) To ensure that projects identified are implemented according to objectives.

D. Monitoring and Evaluation

- (i) To develop a systematic and robust framework for monitoring and evaluation and set appropriate performance indicators for impact based assessment.
- (ii) To identify any gaps and weaknesses in the way tickets are being handled and to capture the needs of the citizens for that particular region.

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- (iii) To execute quality control, quality assurance and quality improvement to achieve the objectives of the Citizen Support Unit.
- (iv) To collect findings from the operation of the portal and to assist in analysing the findings in order to come up with policy recommendations for discussion at management level.
- (v) To make recommendations for streamlining of processes for the improvement of service delivery.

E. Communication

- (i) To plan and organise communication campaigns, radio and TV programmes in different regions.
 - (ii) To collaborate with key stakeholders for the successful implementation of calendar activities.
 - (iii) To participate in radio and TV programmes.
 - (iv) To assess the effectiveness of campaigns/events/activities.
2. To use ICT in the performance of his duties.
3. 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 Support Officer in the roles ascribed to him.

Note

- 1. Citizen Support Officers may be required to work outside normal working hours including Saturdays, Sundays and Public Holidays and during cyclonic periods and natural calamities.
- 2. Citizen Support Officers may be called upon to serve the Citizen Support Desk in Ministries/Departments whenever their services will be required.



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