PUBLIC SERVICE COMMISSION CIRCULAR NOTE NO.52 OF 2020

Vacancy for Post of Citizen’s Advice Bureau Organiser
Ministry of National Infrastructure and Community Development
(National Development Unit)

Applications are invited from qualified candidates who wish to be considered for appointment as Citizen’s Advice Bureau Organiser in the Ministry of National Infrastructure and Community Development (National Development Unit).

II. QUALIFICATIONS

By selection from among serving officers drawing a basic salary of not less that Rs 17,375 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.

NOTE

The onus for the submission of equivalence of qualification (if applicable) from the relevant authorities (Higher Education Commission or Mauritius Qualifications Authority) rests on the candidates. Applications will not be considered in case of non-submission of Equivalence Certificate, as appropriate, by the closing date.

III. DUTIES AND SALARY

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.

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.

The permanent and pensionable post carries salary in scale Rs 22,575 x 625 – 23,200 x 775 – 32,500 x 925 – 37,125 x 1,225 – 40,800 x 1,525 – 42,325 a month.

**IV. MODE OF APPLICATION**

1. Qualified candidates should submit their application electronically via the website of the Public Service Commission at the following address: -
   
   [http://psc.govmu.org/English/Pages/ServingOfficersHome.aspx](http://psc.govmu.org/English/Pages/ServingOfficersHome.aspx)

2. Candidates are requested to follow the procedures that can be accessed through the “How to Apply” option on the above link.

3. Candidates **should** submit a printed copy of their Application Form, **duly signed**, through their respective Supervising Officer/Responsible Officer.

4. For queries regarding **Username & Password**, the Government Online Centre (GOC) may be contacted on the e-mail address support@ncb.mu or on phone number 454 9955.

5. For **technical support and other queries**, the helpdesk of the Public Service Commission may be contacted on e-mail address
Candidates are also advised to read carefully the “NOTES AND INSTRUCTIONS FOR ONLINE APPLICATION (in response to PSC Circular Notes)” before filling in the Application Form. Care should be taken to fill in the online Application Form correctly. **Incomplete, inadequate or inaccurate filling of the Application Form may entail elimination of the candidate.**

**V. CLOSING DATE**

Online Applications should be submitted [not later than 3.00 p.m (local time)] on Monday 21 December 2020. Applications received after the specified closing date and time will [not] be considered.

Date: 01 December 2020

Public Service Commission,
7, Louis Pasteur Street,
FOREST SIDE.