**CIVIL SERVICE SUPPORT DESK**

# Scope

The Civil Service Help Desk (CSSD) is an avenue for the civil servants to raise the non-HR action related issues and concern in the work place. It is also to provide counseling and mentoring services to the civil servants.

# Objectives

The objective of the CSSD is to provide an avenue for the civil servants to raise their issues and concerns.

# Work place concerns

The following are some of the identified work place concerns:

* Conflicts;
* All form of discrimination in the work place;
* Sexual harassment; and
* Others.

A prompt, serious and legitimate complaint will be registered by the Welfare Unit. However, the anonymous complaints will be used as feedback and suggestion for policy decision making.

## Complaint Redressal

The RCSC as central personal agency of the government, to the possible extent, will resolve the complaints related to conflicts and discrimination in the work place. However, the cases related to sexual harassment would be submitted to an appropriate authority like National Commission for Women and Children (NCWC) for necessary actions.

# Counseling Services

The following are some of the areas where specific counseling services may be necessary:

* Career;
* Long-term absence from work;
* Continued poor work performance;
* Alcohol or drug problems;
* Family problem and domestic violence;
* Exit preparatory; and
* Others.

The civil servants who have last five years in the civil service will receive the exit preparatory counseling.

## Classification

* + 1. **Clinical Counseling**
		2. **Non-clinical Counseling**
			1. Work related counseling
			2. Non-work related counseling

## Referral

* + 1. **Mandated referral**
		2. **Voluntary referral**

The individual has option to register with the Welfare Unit, RCSC or refer Department of Youth and Sports (DYS). However, an individual identified by agency concerned has to register with the Welfare Unit, RCSC who will be then referred to DYS.

## Leave

Individual will be eligible for medical leave from the day a person begins to receive counseling i.e. both clinical and non-clinical counseling. However, an individual has to take casual leave for initial stage of referral. For voluntary referral, the professional counselor has to certify the case to merit leave and treatment.

## Counselors

The professional counselors in DYS will segregate the cases into different types and will be referred to the professional counselors.

* + 1. **For Clinical Counselling**
* Psychiatrist – JDWNRH and Regional referral hospitals
	+ 1. **For Non-clinical Counseling**
* Counselor – DYS and Rehabilitation Centers

All cases received by the Welfare Unit will be forwarded to DYS for preliminary examination and segregation. They will then decide on the type of counseling required and accordingly take action. Depending on the seriousness, some of the cases of alcohol and drug abuse may be referred to rehabilitation centers while others may be treated through convention counseling at the Centre. Nominal fees incurred in the process would be borne by the government.

## Confidentiality

The individual’s right to privacy will be respected and any written record, working note will be kept safe and secure-coded, not named and destroyed after certain years. Any kinds of issue and concern registered with CSSD will remain confidential.

# Mentoring Services

To attract, motivate and retain the best and brightest people in the civil service, it is found very important to mentor and guide the competent civil servants. For mentoring, the services of the selected civil servants as much as competent superannuated civil servants will be procured.

## Target group

The BCSE toppers amongst others will be mentored to further enhance the knowledge, skills, and abilities to take up future leadership and management roles.

# Re-training and re-deployment

For the non-performers and whose skills do not match the changing environment, the RCSC will help develop their knowledge, skills and abilities through re-training and also look into possibilities of re-deployment to match their skills with the work to improve the productivity.



 **[Particulars of complainant]**

1. **Complaint registered against**
* Name of the entity/Individual:
* Address:

1. **Information of complainant**
* Name:
* Address:
* Email:
* Phone No.:
1. **Provide details of complaint (*Attach additional sheet if required*):**

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1. **Provide evidence to the complaint (*Attach supporting documents*):**

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| --- | --- | --- | --- | --- | --- | --- |
| 1. **Signature**
 |   |  |  |  | **Date**  |   |

**[For official use only]**

 **Date:**

**Registration No:**

**Complaint(s) received by:**

**Name:**

**Position Title:**

**Signature:**

**Process FOR Civil Service SUPPORT Desk**

1. **Work Place Concerns**
2. Individuals will have to register the complaints with the Welfare Unit, RCSC;
3. The Welfare Committee will resolve or forward it to the Commission for redressal action; and
4. The complaints outside the purview of the RCSC will be forwarded to an appropriate authority (For instance sexual harassment will be forwarded to the NCWC).
5. **Counseling**
6. Individuals or agency concern will have to register with the Welfare Unit, RCSC for counseling;
7. The individuals registered with Welfare Unit, RCSC will be referred to the Department of Youth and Sports (DYS), Ministry of Education;
8. The professional counsellors in the DYS will segregate individual into one who need clinical and non-clinical counseling; and
9. Individuals who need clinical counseling will be referred to the JDWNRH/Regional Referral Hospitals, Ministry of Health.

The individual has option to register with the Welfare Unit, RCSC or refer DYS. However, an individual identified by agency concerned has to register with the Welfare Unit, RCSC who will be then referred to DYS.

1. **MENTORING**

The identified civil servants will receive mentoring as per the program designed by the Welfare Unit, RCSC

1. **RE-TRAINING AND RE-DEPLOYMENT**

The identified non-performer will be re-trained to develop their knowledge, skills and abilities or re-deployed to best match their skills with the work.