

I. Civil Service Support Desk

Scope

The Civil Service Support 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 clear hindrances to performance by providing an avenue for the civil servants to raise their issues and concerns.

1. 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 with the Well-being Services. However, the anonymous complaints will only be used as feedback and suggestion for policy decision making.

1.1 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 & Children (NCWC) for necessary actions.

2. 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; and
- Others.

2.1 Classification

2.1.1 Clinical Counseling

2.1.2 Non-clinical Counseling

2.1.2.1 Work related counseling

2.1.2.2 Non-work related counseling

2.2 Referral

2.2.1 Mandated referral

2.2.2 Voluntary referral

The individual has option to register with the Well-being Unit, RCSC or register with the Department of Youth & Sports (DoYS) both of which need approval from the Head of Agency. However, an individual identified by agency concerned will be referred to the Well-being Unit for appropriate action.

2.3 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.

2.4 Counselors

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

2.4.1 For Clinical Counseling

Psychiatrists in JDWNR Hospital, and Rehabilitation Centers

2.4.2 For Non-clinical Counseling

Counselors in DoYS and Rehabilitation Centers

All cases received by the Well-being Unit will be forwarded to DoYS 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 may be referred to rehabilitation centers. Nominal fees incurred in the process should be borne by the concerned individual.

2.5 Confidentiality

The individual's right to privacy will be respected and any written record, working note will be kept safe and secured. Thus, all kinds of issue and concern registered with Well-being Unit will be treated confidential. Similarly, HR Officers and other officials concerned must ensure that the cases are kept confidential.

3. Mentoring Services

To help 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 in-service and competent superannuated civil servants will be used. Framework for Mentoring services is developed and shall be used during the mentoring.

3.1 Target group

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

4. Re-training and re-deployment

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

