

CIVIL SERVICE SUPPORT DESK



Scope

The Civil Service Support Desk (CSSD) is an avenue for civil servants to raise non-HR action-related issues and concerns in the workplace. It is also to provide counselling and mentoring services to the civil servants.

Objectives

The objective of the CSSD is to clear hindrances to performance by providing an avenue for civil servants to raise their issues and concerns.

1. Workplace concerns

The following are some of the identified workplace concerns:

1. Conflicts;
2. All forms of discrimination in the workplace;
3. Sexual harassment; and
4. 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 suggestions for policy decision-making.

1.1 Complaint Redressal

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

2. Counseling Services

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

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

2.1 Classification

2.1.1 Clinical Counselling

2.1.2 Non-clinical Counseling

- *Work-related counselling*
- *Non-work related counselling*

2.2 Referral

2.2.1 Mandated referral

2.2.2 Voluntary referral

The individual has the 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 the agency concerned will be referred to the Well-being Unit for appropriate action.

2.3 Leave

Individuals 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 the initial referral stage. For voluntary referral, the professional counsellor has to certify the case to merit leave and treatment.

2.4 Counselors

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

2.4.1 For Clinical Counseling

Psychiatrists in JDWNR Hospital, and Rehabilitation Centers

2.4.2 For Non-clinical Counseling

Counsellors 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 counselling required and accordingly take action. Depending on the seriousness, some of the cases may be referred to rehabilitation centres. 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 or working note will be kept safe and secured. Thus, all kinds of issues and concerns registered with the Wellbeing Unit will be treated as confidential. Similarly, HR Officers and other officials concerned must keep the cases 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 competent civil servants. For mentoring, the services of the selected in-service and competent superannuated civil servants will be used. A 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 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.