

ToR of Messenger

1. Collect and reach information and documents as required
2. Serve tea/refreshments to the official guests visiting Director in a befitting manner
3. Be responsible for making timely requisition of the tea items and making tea
4. Open and close the office in time and maintain cleanliness of the office and its toilets
5. Ensure all electric devices are switched off before leaving the office and carry out other works as and when instructed by officials.
6. Handle packages and documents with care especially ones that are marked confidential
7. Ensure that the messages are delivered in a timely manner
8. Maintain records of incoming and outgoing official correspondences in the log book
9. Required to also do the Caretakers job such as,
10. Clean and maintain interior and exterior of office premises
11. Ensure the highest degree of office security.



Title: Recruitment of a Program Officer for PSGRD**Background**

Following the Organizational Development Exercise, the G2C Office and the Grievance Cell were reorganized to form the Public Service and Grievance Redressal Division (PSGRD) with the objective to institute and streamline the public service delivery reforms. The mandates of the division entails competent human resource capacity to efficiently carry out the roles and responsibilities.

Therefore, within the approved 11th Plan Staffing and Staff Strength for Cabinet Secretariat, the PSGRD seeks a Program Officer to join the division.

Roles and Responsibilities of the Program Officer

The responsibilities of the Program Officer include, but not limited to:

- 1) Lead the roll-out and implementation of the eKaaSel system to streamline the grievance redressal component of service delivery;
- 2) Assist in implementing the activities outlined in AWP 2017-18 of Gol PTA *Automate G2C and G2B Project*;
- 3) Develop advocacy and citizen education awareness strategy to increase citizen engagement in public services;
- 4) Carry out needs assessment on services in coordination with agencies and initiate activities within the PSD reform sphere; and,
- 5) Involve in program formulation of the 12 FYP for the NKRA_9: *Public Services Delivery Improved*.

The Program Officer will work with the PSGRD and s/he will be equally involved with the other members in the implementation of the different activities of the division.

