



## Office of the Services Commissions

(Central Government)

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### **CIRCULAR No. 36** **OSC Ref. C. 5851<sup>22</sup>**

17<sup>th</sup> January, 2024

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **vacant** posts of in the **Jamaica Library Services (JLS)**:

1. **Director, Human Resource and Administration (GMG/SEG 3) - Human Resource Division**, salary range \$4,594,306 - \$6,178,830 per annum.
2. **Deputy Director, Database and Network (MIS/IT 5) - Information Technology Division**, salary range \$3,770,761 - \$5,071,254 per annum.
3. **Auditor (FMG/AS 2) - Internal Audit Division**, salary range \$3,770,761 - \$5,071,254 per annum.
4. **Technical Support Service Technician (MIS/IT 4) - Information Technology Branch**, salary range \$3,094,839 - \$4,162,214 per annum.
5. **Senior Secretary (OPS/SS 3) - Information Technology Branch**, salary range \$1,550,136 - \$2,084,761 per annum.
6. **Senior Secretary (OPS/SS 3) - Human Resource Management and Administration Division**, salary range \$1,550,136 - \$2,084,761 per annum.
7. **Senior Secretary (OPS/SS 3) - Public Library Network Division**, salary range \$1,550,136 - \$2,084,761 per annum.
8. **Handyman (LMO/TS 1) – Jamaica Library Service, Headquarters**, salary range \$16,481 - \$22,166 per week.

#### 1. **Director, Human Resource and Administration (GMG/SEG 3)**

##### **Job Purpose**

The incumbent will be responsible to support the Human Resource needs of the Agency efficiently, effectively and in accordance with the Agency's and the Government's Human Resource Management policies and guidelines.

##### **Key Responsibilities**

###### ***Management/Administrative:***

- Contributes to the Strategic Planning Process of the Division by assisting with the development of Strategic/Operational Plans and Budget;
- Develops Individual Work Plans based on alignment with Branch's Operational Plan;
- Arranges and participates in meetings, seminars and conferences as required;
- Prepares Annual/Quarterly and Monthly Reports as required;
- Monitors and evaluates the performance of direct reports, prepares Performance Appraisals and recommend and/or initiates corrective action where necessary, to improve performance and/or attain established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals.

###### ***Technical/ Professional:***

###### ***Manages/administers the implementation of Human Resource policies in keeping with GOJ guidelines and regulations:***

- Interprets and implements Government's Human Resource policies;
- Monitors new or revised policies so that they are implemented and understood;

- Identifies areas where Human Resource improvements are needed and develop proposals to rectify same;
- Maintains links with HR practitioners to keep abreast of new developments and best practices;
- Evaluates and approves for implementation policy proposals submitted by staff which will improve the efficiency and effectiveness of the Organization;
- Monitors the implementation and maintenance of several programmes within the Agency, such as the Internship Programme and Succession Planning Programme;
- Receives employee complaints and offers guidance and counselling.

***Supports manpower requirements within the Ministry:***

- Matches current employees with the approved establishment and arranges to fill vacancies;
- Evaluates the effectiveness of present manpower in the Agency and develops methods of utilizing available Human Resources;
- Plans/co-ordinates the interviewing processes and participates in various recruitment and selection methods;
- Prepares and negotiates terms of various contracts in keeping with the Agency's policies and guidelines;
- Monitors that payment of gratuity and terminal grants in keeping with terms of contract;
- Co-ordinates the implementation of Succession Planning for all Divisions;
- Prepares reports of new recruits, transfers and acting assignments for dissemination to staff.

***Undertakes duties and responsibilities consequent to the delegation of Human Resource functions:***

- Performs secretariat functions for the Human Resource Management Committee;
- Collaborates with the Senior Director and Chairman in setting meeting agenda;
- Prepares profiles of staff to be appointed, promoted, retired and granted Study Leave at the levels of Director and equivalent;
- Prepares reports;
- Oversees the preparation of Minutes of the Committee Meetings;
- Prepares/oversees the preparation of all letters resulting from the decisions of the Committee;
- Follows up on issues from previous meetings and submits recommendations/reports to Committee;
- Participates as support staff of the Human Resource Management Committee and the Disciplinary Committee that address infractions of staff at the level of GMG/SEG 1 and above;
- Performs any other related duties that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

***Core:***

- Teamwork and co-operation
- Good oral and written communication skills
- Good interpersonal skills
- Good problem-solving and decision-making skills
- Confidentiality and integrity
- Good leadership skills

***Technical:***

- Excellent knowledge of Human Resource Management techniques
- Good knowledge of Public Service Regulations, Staff Orders and other Human Resource Legal documents
- Good knowledge of Labour Laws and Industrial Relations practices
- Proficiency in relevant computer applications, including management information systems

**Minimum Required Qualification and Experience**

- First Degree in Human Resource Management or Management Studies or closely related field;
- Five (5) years' experience in a related position;
- Certificate in Supervisory Management.

## **2. Deputy Director, Database and Network (MIS/IT 5)**

### **Job Purpose**

The incumbent will be responsible to manage the design, implementation and management of a stable enterprise class network and relational Database Management System with relevant network based applications/systems that meets changing organization needs. Co-ordinate and assist in staff training to ensure that the human asset of the Organization is equipped with the requisite knowledge to efficiently and effectively utilize deployed systems and is responsible for:

- ✓ The design, implementation, maintenance and management of technical, administrative and Library Technology Database Systems;
- ✓ To coordinate and provide staff training in the Information Systems and Database Systems;
- ✓ To supervise the administration of all data and Communication Network Assets.

### **Key Responsibilities**

- Assists with the evaluation of corporate objectives and meet the Senior Managers to develop suitable approaches that confirm to and/or enhances the IT policy of the Organization;
- Assists in the interviewing of personnel to ensure that the requisite competency exists that meet or exceed systems technical requirements;
- Develops technical specifications for sourcing or development of applications database management systems, network architecture and supporting ICT infrastructure;
- Completes and gains acceptance for design specification, system architecture;
- Manages the fine tuning of systems and network infrastructure;
- Assists in the evaluation and selection of multi-media information and learning resources;
- Assists the establishment maintenance of Disaster Preparedness and Recovery Plans;
- Makes infrastructure recommendations that underpin e-library services;
- Supervises the addition, upgrade and maintenance of the Organization intra/internet infrastructure and web-based applications;
- Evaluates system requirement and recommend purchase, development and modifications;
- Ensures appropriate system security measures and define contingency and Disaster Recovery Plans;
- Maintains control of the structure, content, integrity, replication, backup and access of the Organization Database Management System;
- Establishes and manages relevant and updated system documentation and user manuals for all computer-based systems and network components;
- Assists with the acceptance testing of system components and the diagnosis of system errors;
- Develops or recommend training material and assist with the planning and implementation of training programmes;
- Trains the JLS system user to troubleshoot user specific problems, errors and discrepancies;
- Co-ordinates the implementation of database change requests;
- Assists with the preparation and monitoring of the Information Technology Division's Budget;
- Manages system administrators and support personnel of the JLS Island wide data and communication networks;
- Oversees the addition and deletion of users from the enterprise network, after the requisite authorization;
- Liaises with supplier in the procurement and installation of computer systems hardware, software and network components;
- Provides technical guidance to staff.

### **Required Knowledge, Skills and Competencies**

- Sound knowledge of current advances and emerging technology in field telecommunications and computer networks relating to enterprise architecture, design, implementation, security, network operating systems platforms and management
- Expert knowledge of enterprise database management systems and the mechanism required for design, implementation, security, data protection and management
- Working knowledge of project costing and management
- Strong oral communication and interpersonal skills

### **Minimum Required Qualification and Experience**

- University Degree in Computer Science, Computer Information System, Management Information System, Electronics, Electrical Engineering with Computer Science, Mathematics with Computer Science, Digital Technology or a closely related discipline;
- Certification in one or more of the following (or closely related certification): CISCO Certified Network Associate (CCNA), Microsoft Certified System engineer (MCSE), Certified Information System Security Professional (CISSP), Project Management Professional (PMP);
- Five (5) years' experience with at least two (2) years at the middle management level and three (3) years as a network administrator or systems engineer in an enterprise network environment.

### **3. Auditor (FMG/AS 2)**

#### **Job Purpose**

The incumbent will be responsible to assist the implementation of Audit Programmes and procedures designed to ensure the integrity of the Agency's operations and the adequacy of its internal systems of control.

#### **Key Responsibilities**

##### ***Management/Administrative:***

- Participates in meetings, seminars, workshops, conferences, as requested;
- Contributes to the development of the Division's Operational, Strategic Business and Budget;
- Develops Individual Work Plan based on Operational Plan.

##### ***Technical/ Professional:***

- Participates in the planning and prioritisation of Audit Programmes and the development of Audit Procedures;
- Conducts audits based on Audit Programmes and Schedules;
- Conducts Risks Assessments of entities being audited to inform frequency and prioritization of audits;
- Appraises the financial and accounting systems and practices of the Agency's HQ Departments and Parish Offices/Libraries;
- Verifies the adequacy and accuracy of financial records;
- Checks to ensure observation of and compliance with operational rules and Regulations by the Ministry, Departments and Agencies;
- Ensures compliance with established internal auditing standards in the conduct of audits;
- Maintains current and complete working papers for all audit investigations.
- Identifies deficiencies and deviations from established financial, accounting and operational standards and guidelines and recommends corrective action;
- Implements appropriate monitoring mechanisms to facilitate compliance with corrective measures where deficiencies and deviations have been identified;
- Recommends where appropriate, surcharge for breaches of rules and regulations;
- Liaises with Division Directors, the Auditor General, the Ministry of Finance and Regulatory Agencies in the performance of duties.
- Performs any other related duties that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### ***Core:***

- Ability to work as part of a team
- Excellent interpersonal skills
- Confidentiality and integrity
- Good oral and written communication skills
- Good analytical skills
- Meticulous

#### ***Technical:***

- Knowledge of government operating laws, principles and practices, including accounts, Human Resource and Administration, procurement
- Full grasp of the laws and regulations applicable to the audit
- Proficient in the use of spreadsheets and other standard computer

### **Minimum Required Qualification and Experience**

- First Degree in Accounting, Finance, Business Administration, Management or Economics;
- ACCA Fundamentals or; equivalent and no experience;
- Associate Degree, AAT Diploma, ACCA-CAT Level 3 or equivalent qualification; plus at least two (2) years auditing or accounting experience.

### **4. Technical Support Service Technician (MIS/IT 4)**

#### **Job Purpose**

The incumbent will be responsible to support and maintain in-house computer systems, desktops and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate manner and provide end user training and assistance as required.

#### **Key Responsibilities**

##### ***Technical/Professional:***

- Supports stakeholder requests by troubleshooting and problem-solving - either face-to-face or over the telephone;
- Troubleshoots Tier 1 system/networking problems and escalate where necessary;
- Replaces computer and accessories parts as required;
- Monitors and responds to customer service requests submitted for Help Desk related support;
- Provides documentation to supervisor and document call solutions;
- Sets up and configuring audio visual solutions for stakeholders;
- Delivers, setups and assists in the configuration of end-user PC desktops, hardware, peripherals, printers and software;
- Diagnoses and resolves end-user network or local printer problems, PC hardware problems, e-mail, Internet, dial-in and Local-Area Network access problems;
- Co-ordinates timely repair of PC computer equipment covered by third-party vendor maintenance agreements;
- Performs minor desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements;
- Helps install Local Area Network Cabling Systems and equipment such as Network Interface Cards, Hubs and Switches;
- Resolves VOIP and CUG phone problems;
- Assists Supervisor in creating materials for end-user Frequently-Asked Questions (FAQs);
- Installs and configures computer hardware operating systems, software systems, printers, scanners, etc;
- Monitors and maintains Computer Systems and Networks;
- Prepares evaluations of software or hardware and recommend improvements or upgrades;
- Evaluates utility of software or hardware technologies;
- Provides recommendations to stakeholders about computer hardware;
- Recommends changes to improve computer or information systems;
- Keeps abreast of technological trends including hardware and software, virtual platforms and social media to maintain knowledge of hardware and software;
- Assists with the development and updating of IT Manuals including knowledge transfer on the emerging IT industry or technology trends;
- Conducts scheduled maintenance upgrades;
- Provides support relevant reports inclusive of monthly report;
- Assists with the roll out of in-house ICT applications not limited to standalone computers but includes enterprise systems as well as ensuring support to users and the systems;
- Sets up new users' accounts and profiles and dealing with Password issues;
- Conducts assessments on computer equipment, printers and servers as required;
- Identifies problem equipment and recommend for Board of Survey/replacement of equipment;
- Provides customer-friendly interactions with each stakeholder that requests ICT support;
- Develops and submits monthly reports;
- Develops and submits Individual Work Plans.

## **Required Knowledge, Skills and Competencies**

### ***Core:***

- Sound personal and professional integrity
- Ability to communicate with and understand the requirements of professional staff in area of specialty
- Ability to think logically
- Good interpersonal relationship building skills
- Strong customer orientation skills
- Ability to prioritise workload
- Teamwork and co-operation
- Good problem-solving skills
- Punctuality and deportment

### ***Technical:***

- Working knowledge of the development and use of Client/Server Applications
- Good Knowledge of the Legacy Windows 2000/XP/Vista/Windows 7 Network Platform and current Windows operating systems
- Good Knowledge of Microsoft Office Suite of applications
- Knowledge of principles and theories of network systems and management; Internet technologies and products
- Working knowledge of Open-Source Platforms and Solutions
- Knowledge of current technological developments/trends in area of expertise

## **Minimum Required Qualification and Experience**

- First Degree in Computer Science, Information Systems or any related discipline;
- One (1) year of experience in trouble-shooting software systems and networks in a Microsoft networked environment;
- Be familiar with working in a LAN/WAN environment.

**OR**

- Diploma in Computer Science, Information Systems or any related discipline;
- Three (3) years hands on experience in trouble-shooting software systems and networks in a Microsoft networked environment;
- Be familiar with working in a LAN/WAN environment.

## **Specify licensing or certification necessary for the job**

- Professional Certification (A+, Network+).

## **5. Senior Secretary (OPS/SS 3)**

### **Job Purpose**

The incumbent will be responsible to provide secretarial and administrative support to the Director Information Technology.

### **Key Responsibilities**

#### ***Technical/Professional:***

- Performs stenographic duties for the production of letters, memoranda, Minutes and other official documents.;
- Receives telephone calls and visitors, makes appointments and confirms meetings;
- Monitors all inquiries directed to the Office and provide where possible necessary advice or information required by clients;
- Maintains schedule of all appointments and official engagements of the Director and issues reminders of ensure fulfilment;
- Assists in the maintenance of effective client relations by, determining the nature of enquiries from visitors and callers;
- Liaises as necessary between the Director and the other staff for dissemination of information and instructions;
- Administers the Attendance Register and prepare Monthly Attendance Report on staff in Division for submission to the Deputy Director Human Resource;
- Orders and maintains inventory on stationery used in the Division;
- Provides necessary logistic support in arranging meetings by arranging venues, informing attendees, and other related activities;
- Establishes and maintains a Records Management System/Procedure for the Division;

- Performs follow ups to secure timely response from internal and external entities in respect to letters and memoranda emanating from the Division;
- Prepares draft responses, letters, memoranda, reports and notes of meetings;
- Performs any other related duties that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### ***Core:***

- Excellent organisational skills
- Excellent oral and written communication skills
- Team-oriented with excellent interpersonal skills
- Confidential

#### ***Technical:***

- Excellent administrative and secretarial skills
- Proficiency in word processing and standard computer applications

### **Minimum Required Qualification and Experience**

- CXC or GCE 'O' Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four (4) to five (5) years' general office experience.  
**OR**
- Graduation from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four (4) to five (5) years' general office experience.  
**OR**
- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE O'Level; training in the use of a variety of software applications and four (4) to five (5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

## **6. Senior Secretary (OPS/SS 3)**

### **Job Purpose**

The incumbent will be responsible to provide secretarial and administrative support to the Director Human Resource Management and Administration.

### **Key Responsibilities**

#### ***Technical/Professional:***

- Performs stenographic duties for the production of letters, memoranda, Minutes and other official documents.;
- Receives telephone calls and visitors, makes appointments and confirms meetings;
- Monitors all inquiries directed to the Office and provide where possible necessary advice or information required by clients;
- Maintains schedule of all appointments and official engagements of the Director and issues reminders of ensure fulfilment;
- Assists in the maintenance of effective client relations by, determining the nature of enquiries from visitors and callers;
- Liaises as necessary between the Director and the other staff for dissemination of information and instructions;
- Administers the Attendance Register and prepare Monthly Attendance Report on staff in Division for submission to the Deputy Director Human Resource;
- Orders and maintains inventory on stationery used in the Division;
- Provides necessary logistic support in arranging meetings by arranging venues, informing attendees, and other related activities;
- Establishes and maintains a Records Management System/Procedure for the Division;
- Performs follow ups to secure timely response from internal and external entities in respect to letters and memoranda emanating from the Division;

- Prepares draft responses, letters, memoranda, reports and notes of meetings;
- Performs any other related duties that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### ***Core:***

- Excellent organisational skills
- Excellent oral and written communication skills
- Team-oriented with excellent interpersonal skills
- Confidential

#### ***Technical:***

- Excellent administrative and secretarial skills
- Proficiency in word processing and standard computer applications

### **Minimum Required Qualification and Experience**

- CXC or GCE 'O' Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four (4) to five (5) years' general office experience.

**OR**

- Graduation from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four (4) to five (5) years' general office experience.

**OR**

- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE O'Level; training in the use of a variety of software applications and four (4) to five (5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

## **7. Senior Secretary (OPS/SS 3)**

### **Job Purpose**

The incumbent will be responsible to provide secretarial and administrative support to the Director, Public Library Network.

### **Key Responsibilities**

#### ***Technical/Professional:***

- Performs stenographic duties for the production of letters, memoranda, Minutes and other official documents;
- Receives telephone calls and visitors, makes appointments and confirms meetings;
- Monitors all inquiries directed to the office and provide where possible necessary advice or information required by clients;
- Maintains schedule of all appointments and official engagements of the Director and issues reminders of ensure fulfilment;
- Assists in the maintenance of effective client relations by, determining the nature of enquiries from visitors and callers;
- Liaises as necessary between the Director and the other staff for dissemination of information and instructions;
- Administers the Attendance Register and prepare Monthly Attendance Report on staff in Division for submission to the Deputy Director Human Resource;
- Orders and maintains inventory on stationery used in the Division;
- Provides necessary logistic support in arranging meetings by arranging venues, informing attendees, and other related activities;
- Establishes and maintains a Records Management System/Procedure for the Division;
- Performs follow ups to secure timely response from internal and external entities in respect to letters and memoranda emanating from the Division;
- Prepares draft responses, letters, memoranda, reports and notes of meetings;



- Performs any other related duties that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### **Core:**

- Excellent organizational skills
- Excellent oral and written communication skills
- Team-oriented with excellent interpersonal skills
- Confidential

#### **Technical:**

- Excellent administrative and secretarial skills
- Proficiency in word processing and standard computer applications

### **Minimum Required Qualification and Experience**

- CXC or GCE 'O' Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four (4) to five (5) years' general office experience.

**OR**

- Graduation from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four (4) to five (5) years' general office experience.

**OR**

- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE O'Level; training in the use of a variety of software applications and four (4) to five (5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

## **8. Handyman (LMO/TS 1)**

### **Job Purpose**

Under the supervision of the Supervisor, Facilities and Property Officer, the Handyman maintains the grounds of the property, and performs other miscellaneous tasks, in order to maintain a clean and tidy environment.

### **Key Responsibilities**

- Maintains lawns and verges by mowing;
- Uses bushwacker and machete to clear difficult areas;
- Waters trees, shrubs and lawns;
- Upkeeps of grounds including removal of litter daily;
- Collects garbage and empties garbage bins;
- Assists with loading and unloading of plants and other materials as directed;
- Washes the Agency's vehicles;
- Cleans the office windows and fans;
- Performs any other related duties that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

- Good interpersonal skills
- Effective listening and observation skills
- Ability to follow instructions
- Ability to provide oral report (feedback)
- Ability to use various hand and power tools and equipment
- Ability to work outside their regular scheduled hours, to be available for emergency and/or prearranged work.

**Minimum Required Qualification and Experience**

- Secondary education;
  - Demonstrated experience in the use of hand and power tools and equipment eg. lawnmower, bushwacker, drills, power saw etc.
- OR**
- Any combination of equivalent education and experience.

**Special Conditions Associated with the Job**

- Exposure to adverse environment eg. dirt, garbage;
- Exposure to outside weather conditions;
- Exposure to chemicals in storage.

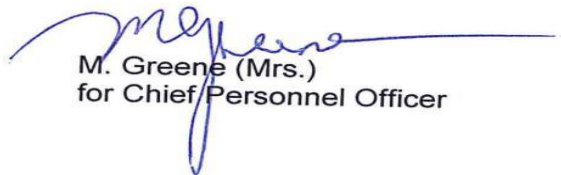
Applications accompanied by résumés should be submitted **no later than Tuesday, 30<sup>th</sup> January, 2024 to:**

**Director General  
Jamaica Library Service  
2 Tom Redcam Drive  
Kingston 5**

Email: [dirgen@jls.gov.jm](mailto:dirgen@jls.gov.jm)

Please note that only shortlisted applicants will be contacted.

**Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.**

  
M. Greene (Mrs.)  
for Chief Personnel Officer