



P.S.C.

PUBLIC SERVICE COMMISSION

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Reference: 29/714

17.06.09

CIRCULAR MEMORANDUM

To: Permanent Secretaries and Heads of Department

Subject: Government Information and Referral Centre (GIRC)

- 1.0 All Ministries and Departments are required to assist the newly established Government Information and Referral Centre (GIRC) by updating relevant information regarding its services. The required information is to be submitted by completing the table provided in Enclosure A.
- 2.0 All Ministries and Departments are required to submit copies of relevant forms applicable for each service identified in Enclosure A.
- 3.0 All Ministries and Departments are required to complete a Draft of a Service Level Agreement (SLA) between the GIRC and the department by completing the SLA template provided in Enclosure B. An example is demonstrated therein.
- 4.0 A primary focal point and a secondary focal point will need to be identified for each Department within each Ministry. These focal points will act as first point of contact between GIRC and each Department. They will be required to undergo training and briefing session on Thursday 25th June 2009.
- 5.0 All Ministries and Departments are required to familiarize themselves and provide feedback on DRAFT Information and Referral Processes as shown in Enclosure C.
6. 0 All Ministries and Departments are required to compile and submit a current Staff Directory Listing by completing the table provided in Enclosure D.

All correspondence to be addressed to the Secretary for the Public Service, please

- 7.0 The above information or any amendments to 1.0 through to 6.0 hereafter are to be submitted via email to girc@psc.gov.fj by Wednesday, 24th June 2009. Soft copies of the enclosures can be downloaded from the PSC website at www.psc.gov.fj or the e-Government website at www.egov.fj .
- 8.0 Further clarifications on the above can be directed via e-mail to girc@psc.gov.fj or by contacting Penina Cirikiyasawa on telephone 3314588 extension 276.



Parmesh Chand

Permanent Secretary for the Public Service