

# PSC CIRCULAR

Public Service Commission, Berkley Crescent, P. O. Box 2211  
Government Buildings, Suva. Telephone 3-314-588

## PSC CIRCULAR NO. 41/2008

To: The Permanent Secretaries and  
Heads of Departments

File: 29/713

Subject: ASSESSMENT OF GRIEVANCES, DISPUTES  
AND QUERIES AT MINISTRY AND  
DEPARTMENTAL LEVELS

Date: 01/10/08

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- 1.0 The Public Service Commission has over the years received correspondences of various magnitude regarding issues of very trivial to complex cases where clarification, amplifications and approval is sought on policy matters of the Commission.
  - 2.0 As employer in this respect we have found it difficult to respond in a timely fashion because appropriate background information and supporting documentations were not in order to assist us in assessing the case fairly and resolving the queries raised.
  - 3.0 The Commission has seen it fit that Ministries and Departments are to conduct their own assessment on all their cases, with recommendation(s) for a decision to their management, applying the relevant Rules, Regulations, Policies and Acts etc. to support their recommendations.
  - 4.0 Failing to conclude the case at the Ministry level, they are then required to submit the said case to the Commission with all supporting documentation including your assessments and recommendations for our deliberation and decision.
  - 5.0 The same applies to grievance cases as indicated in the Grievance Procedures outlined in PSC Circular 16/2005 of 1<sup>st</sup> April, 2005.
  - 6.0 Any case or cases that are sent directly to the PSC without exhausting the above avenues will NOT be facilitated hence will be returned to your office immediately. Likewise for cases with no attaching documentation would have to be referred back to the Ministries/Departments concerned.
  - 7.0 Senior and Middle Managers are encouraged to utilize their knowledge and skills and apply the rules and regulations of the Public Service in their day to day operations.
  - 8.0 Addressees are also required to ensure that all support officers familiarize themselves with the General Orders, Financial Instructions, Acts, Operative and current PSC Circulars etc. and to undergo the necessary Service Examinations and In-House trainings.

- 9.0 Please bring this Circular to the attention of all Senior and Middle Management Officers in your Ministry/Department.
- 10.0 This directive will commence from the date of this Circular.
- 11.0 For any queries relating to the above, please contact Jimaima Vilisoni or Asraf Maqbool at the Employee Relations Division on telephone 3314588 ext 227 or 218 OR email address [jvilisoni@psc.gov.fj](mailto:jvilisoni@psc.gov.fj) or [aali@psc.gov.fj](mailto:aali@psc.gov.fj) .



Taina Tagicakibau **[Mrs]**  
**Permanent Secretary for the Public Service**