

SCHEME OF SERVICE

Post: Clerical Officer/ Higher Clerical Officer

Salary: Rs 16785 x 260 – 17825 x 275 – 18925 x 300 – 19525 x 325 – 21475 x 375 – 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 – 34825 – (CWA 24 – PRB 2021)

- Qualifications:**
- A. (a) Cambridge School Certificate with credit in at least five subjects including English Language, French and Mathematics or Principles of Accounts obtained at not more than two sittings or
- (b) Passes not below Grade C in at least five subjects including English Language, French and Mathematics or Principles of Accounts obtained at not more than two sittings at the General Certificate of Education "Ordinary Level" provided that at one of the sittings, passes have been obtained either
- (i) in five subjects including English Language with at least Grade C in any two subjects or
- (ii) in six subjects including English Language with at least Grade C in any one subject;

Note

Candidates not possessing a credit in English Language at the Cambridge School Certificate will also be considered provided they possess passes in at least two subjects at "Principal Level" and one subject at "Subsidiary Level" as well as the General Paper obtained on one certificate at the Cambridge Higher School Certificate Examinations

- B. A Cambridge Higher School Certificate or Passes in at least two subjects obtained one certificate at the General Certificate of Education 'Advanced Level'

OR

Equivalent qualifications to A and B above acceptable to the Board

- C. Candidates should -
- (i) be computer literate;
- (ii) possess good communication skills;
- (iii) have a positive attitude towards work; and
- (iv) have a general knowledge of national and international issues.

Qualification at A above should have been obtained prior to qualification at B above

Candidates should produce written evidence of knowledge claimed

Duties:

1. To perform clerical duties including, *inter alia*,-
 - (i) preparation, scrutiny and processing of documents and records;
 - (ii) maintaining files of correspondence, forms, reports and other materials;
 - (iii) receiving, sorting and processing mail and preparing material for mailing;
 - (iv) photocopying reports and other documents and operating standard office machines such as telefax machine;
 - (v) carrying out word processing and data entry and updating information in a computer system;
 - (vi) carrying out registry, simple, finance, human resource and procurement and supply work, under supervision;
 - (vii) assisting in administrative duties within the division/section/unit and providing general support to operational activities;
 - (viii) drafting of replies to simple correspondence;
 - (ix) operating e-mail services and carrying out secretarial duties, as and when required;
 - (x) effecting simple research on matters pertaining to the Authority and submit results thereof, as required; and
 - (xi) keeping records regarding documents, books, magazines, etc., of the Authority and assisting users by providing relevant information, whenever required.
2. To receive and record consumer queries, complaints and applications for new supply and ensure appropriate follow up action.
3. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from Clerical Officers/ Higher Clerical Officers in the roles ascribed to them.

Approved by the Ministry of Civil Service and Administrative Reforms- 05 April 2010