

GOVERNMENT INFORMATION SERVICE

- 16.50 The Government Information Service (GIS), which falls under the umbrella of the Prime Minister's Office, aims at becoming the communication hub of the Government. It is primarily involved in disseminating information to the public on the multifarious activities of the Government while conveying the necessary background information in relation to the adoption of certain policy decisions so that increased public participation is generated through better understanding.
- 16.51 Collecting, processing and disseminating precise and timely information of Government's policies, programmes and activities; proper archiving of information for ease of access and retrieval; acting as interface between Government and the local and international media are some of the functions carried out by the GIS. Besides, it acts as a service provider to Ministries/Departments in relation to public address system, photography, recording, video and sound coverage and projection; and extends same for the coverage of state visits, regional/international conferences, workshops, seminars and working sessions.
- 16.52 The GIS is organised in two divisions. While the Administration Division facilitates the running of the department by dealing with administrative, personnel and finance matters, the business activities of Information Division are organised under four sections, namely Information, Press and Publicity, Documentation and Audio Visual. Each of these sections provides distinct services involving specific stakeholders. The GIS is headed by the Director, Information Services and he is assisted by officers of the Information Officer, Publicity/Documentation Officer and Audio-Visual Production Officer Cadres as well as General Services staff.
- 16.53 We have, in the context of this review exercise, received several proposals from the Unions and individuals relating to creation and restyling of grades, upgrading of qualifications requirement and provision of certain specific conditions of service. Upon request of the staff side, we also effected a site visit at the GIS to take cognisance of the work performed by officers of the Press and Publicity, Audio Visual and Documentation Units. In so far as Management is concerned, no written submission was received at the time the consultative meeting was scheduled. Further, the latter requested for the meeting to be postponed on two occasions, which we acceded to but could not reschedule same. Subsequently, the written submission was received after the drafting of the Report. Nevertheless, we examined all the proposals contained therein. However, as the proposals pertain to restructuring, certain of the issues require an in-depth study. So, we could not accede to the requests particularly those relating to the creation of grades. Should the need for restructuring be felt, the Bureau may attend to the request on an *ad hoc* basis provided that all established procedures are followed. Concerning the requests from the Unions and individual officers, same have been examined against the background of the organisation, its functions, the present schemes of service and the findings of the site visit, amongst others.

- 16.54 The representations from the Information Officer Cadre to reinforce the structure with the provision of the grade of Deputy Director, Information Services could not be acceded to for want of strong functional justifications. The staff side was also apprised of demands which do not fall within our purview such as regulating the use of social media and they were, consequently, advised to liaise with other relevant bodies. As regards the Publicity/Documentation Unit, the demand to upgrade the qualifications requirement of the grade of Publicity/Documentation Officer from School Certificate to a Diploma could not be favourably considered as the level of duties performed do not warrant the possession of the higher qualifications. The request for the creation of an Assistant Head, Documentation Officer could also not be retained as no new function has emerged nor has any supervision problem been evoked which necessitate its creation. Moreover, although the Bureau generally favours the filling of higher positions from serving officers so as to provide them with a promotional avenue, we have in the case of the Head, Documentation Unit, not considered the proposal to restrict recruitment to the grade from internal officers as the small establishment size of the serving officers could have hindered the selection process in the event no suitable candidates were found. Besides, as the existing scheme of service of the grade does not preclude serving officers possessing the prescribed qualifications requirement from applying for the job, therefore, no prejudice would be caused to them.
- 16.55 Further, during the meeting with the Information Support Officer/Senior Information Support Officers, we provided them with ample explanation as to why their request for payment of certain allowances, creation of level as well as the restyling of the grade could not be acceded to. As regards the Audio Visual Section, we could not retain the request for upgrading the qualifications requirement of the source grade. However, we have after careful consideration deemed it appropriate to insert the degree qualification at a higher level in the hierarchy based on the level of duties performed. With regards to the acute shortage of staff at the GIS which was highlighted by the Unions during the consultations and which was confirmed during our site visit, **we advise Management to conduct a Human Resource Planning Exercise to ensure that the manpower requirement matches the prevailing workload.**
- 16.56 Notwithstanding the issue of manpower requirement, upon examination, we found that the organisation structure is functionally effective. Hence, we are not bringing any change thereto.

Time-off facilities for the Information Officer Cadre

- 16.57 In view of the nature of duties performed by officers of the Information Officer Cadre, they are required to work regularly outside normal working hours to cope with the demands of the job. When they qualify for overtime, they are paid in accordance with existing provisions. In case they do not qualify for overtime, they are granted time-off facilities for the extra hours put in. This arrangement is appropriate and is being maintained.

Recommendation 13

16.58 We recommend that:

- (i) **officers of the Information Officer Cadre who put in more than 40 hours in a week, should be paid overtime in accordance with provisions laid down at paragraph 16.5.59 to 16.5.64 of Volume 1 of this Report; and**
- (ii) **in case they are required to put in additional hours of work on a regular basis but do not qualify for overtime, they should be granted equivalent time-off. However, where it is not possible for Management to grant time-off to the officers within a period of four consecutive months, they should be compensated at the normal hourly rate, subject to their having put in a minimum of 15 extra hours in a month.**

Information Support Officer/Senior Information Support Officer

16.59 We created the grade of Information Support Officer/Senior Information Support Officer in our last Report to absorb serving officers in the grades of Senior News Officer and News Officer of the former Overseas News Service of the GIS which had been closed down. Recommendation was also made for the new grade to become evanescent once all the serving officers in the grades of Senior News Officer and News Officer have been absorbed in the grade.

16.60 As all the Senior News Officer and News Officer have already integrated the grade of Information Support Officer/Senior Information Support Officer, we are, as a result, abolishing these two grades and replicating the recommendation for the grade of Information Support Officer/Senior Information Support Officer to be made evanescent.

Recommendation 14

16.61 We recommend that:

- (i) **the grades of Senior News Officer and News Officer be abolished; and**
- (ii) **the grade of Information Support Officer/Senior Information Support Officer be made evanescent. A personal salary has been provided to officers in post.**

Audio-Visual Section

16.62 A proposal has been made to raise the qualifications requirement of the grade of Audio-Visual Production Officer from a Diploma to a Degree on the basis of the responsibilities assigned to the incumbents. It was further proposed to review the salaries of all the grades across the cadre. In examining this request, we have conducted a fresh job evaluation exercise and based on the findings thereof, we consider that the present qualifications requirement for the source grade is appropriate for the job. On the other hand, the introduction of a degree qualification at the level of Head, Audio-Visual Production Officer Cadre *formerly Head, Audio-Visual Production Officer*, would be more suitable in view of the level of responsibilities

currently shouldered by the incumbent, as observed during the site visit. Further, in order not to jeopardise the career path of officers in the grades of Senior Audio-Visual Production Officer and Principal Audio-Visual Production Officer who are presently eligible for the higher position on the basis of the existing scheme of service, we have taken care to ensure that they are allowed enough time to acquire the new qualifications.

**Head, Audio-Visual Production Officer Cadre
formerly Head, Audio-Visual Production Officer**

Recommendation 15

16.63 We recommend that as at 01 January 2024, appointment to the grade of Head, Audio-Visual Production Officer Cadre formerly Head, Audio-Visual Production Officer should be made by selection from among:

- (i) officers who hold a substantive appointment in the grade of Principal Audio-Visual Production Officer; and**
- (ii) officers in the grade of Senior Audio-Visual Production Officer who reckon at least three years' service in a substantive capacity in the grade possessing a Degree in Broadcasting or Media Studies or Communication Studies or Web and Multimedia Development or an equivalent qualification.**

16.64 Progression beyond the Qualification Bar (QB) inserted in the salary scale of the grade of Head, Audio-Visual Production Officer Cadre formerly Head, Audio-Visual Production Officer would be subject to incumbent possessing the qualifications requirement recommended at paragraph 16.63 above.

Press Section

Special Allowance

16.65 A monthly allowance is being paid to some officers of the GIS posted to the Press Section in view of the sensitivity of the job undertaken by them. We are maintaining the payment of the allowance till the publication of the next report.

Recommendation 16

16.66 We recommend that officers in the grades of Senior Publicity/Documentation Officer and Publicity/Documentation Officer, posted to the Press Section, should continue to be paid a special monthly allowance equivalent to three increments at the point reached in their respective salary scale until publication of the next Report.

GOVERNMENT INFORMATION SERVICE

SALARY SCHEDULE

Salary Code	Salary Scale and Grade
10 101 104	Rs 91375 x 3125 - 100750 Director, Information Services
10 091 101	Rs 68000 x 1800 - 69800 x 2000 - 75800 x 2150 - 82250 x 3000 - 88250 x 3125 - 91375 Assistant Director, Information Services
10 080 096	Rs 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800 x 2000 - 75800 x 2150 - 77950 Principal Information Officer
10 073 092	Rs 40300 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800 Head, Documentation Unit Senior Information Officer
10 058 088	Rs 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700 Information Officer
PRESS AND PUBLICITY SECTION	
10 053 077	Rs 24475 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 44800 Principal Publicity/Documentation Officer
10 046 072	Rs 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 39350 Senior Publicity/Documentation Officer

Salary Code	Salary Scale and Grade
10 031 067	Rs 17045 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 Publicity/Documentation Officer
AUDIO VISUAL SECTION	
10 063 088	Rs 31525 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 57600 QB 59300 x 1700 - 62700 Head, Audio-Visual Production Officer Cadre <i>formerly Head, Audio-Visual Production Officer</i>
10 055 082	Rs 25525 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 52550 Principal Audio-Visual Production Officer
10 048 080	Rs 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 Senior Audio-Visual Production Officer
10 036 077	Rs 18375 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 44800 Audio-Visual Production Officer
10 033 078	Rs 17565 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 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 Information Support Officer/Senior Information Support Officer (Personal)
24 025 058	Rs 15485 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 Driver
24 001 045	Rs 10250 x 175 - 10775 x 200 - 11775 x 205 - 12595 x 230 - 13975 x 250 - 15225 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21150 General Worker

