



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

23 January 2015

Ministry of Civil Service and Administrative Reforms
Circular Letter No. 4 of 2015
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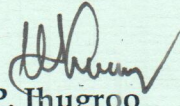
From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

To: Supervising Officers in charge of Ministries/Departments

**Implementation of Electronic Attendance System
Reporting of Problems**

By way of this Office Circular Letter No. 63 of 2014 dated 19 September 2014, Ministries/Departments were requested to take appropriate measures to ensure the protection of the Electronic Time Recorders (ETRs) from being damaged or disconnected from its network and to report any suspicious case of tampering with the ETRs to the Police.

2. However, reports received at this Ministry indicate that several times during interventions carried out at different sites, data cables connected to the ETRs were found to be unplugged from the data port resulting in the unavailability of attendance data.
3. With a view to prevent any unnecessary technical interventions on ETRs together with the associated costs, Ministries/Departments are invited to, henceforth, report any problems that are encountered with the Recorders and after having undertaken basic checks. The reporting should be done by way of the form in the attached pro-forma, which is also available in this Ministry's website: <http://civilservice.govmu.org>.
4. Supervising Officers are kindly requested to bring the contents of this Circular Letter to the attention of all officers concerned, including those of the Central Information Systems Division.


P. Jhugroo
Senior Chief Executive

Copy to: Secretary to Cabinet and Head of the Civil Service

MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

Reporting of problems with Electronic Attendance System/Electronic Time Recorder

Ministry: _____

Department: _____

Site/Building: _____ **Floor No:** _____

Contact Person: _____ **Phone No:** _____

Email Address: _____

Kindly fill in the table below to describe the nature of the problem:

<p>1. Clocker is not functioning <input type="checkbox"/></p> <p>Newly installed <input type="checkbox"/> Existing clocker <input type="checkbox"/></p> <p><i>Please indicate whether the following basic checks have been effected at your level:</i></p> <p>a. Clocker is ON <input type="checkbox"/></p> <p>b. Network cable is properly connected to clocker <input type="checkbox"/></p> <p>c. Network cable is properly connected to switch <input type="checkbox"/></p> <p>Any additional details:</p>
<p>2. ARMS is not accessible from PC <input type="checkbox"/></p> <p>Newly configured PC <input type="checkbox"/> Existing PC <input type="checkbox"/></p>
<p>3. ARMS is accessible but attendance data is not displayed in reports <input type="checkbox"/></p>
<p>4. User cannot login <input type="checkbox"/></p>
<p>5. Any other problem, please give details:</p>

Date problem was noted:

Date problem being notified:

Name of Reporting Officer:

Job title