Ministry of Civil Service and Administrative Reforms  
Circular Letter No. 4 of 2015  
E/125/19/04/01 V18

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:

<table>
<thead>
<tr>
<th>1.</th>
<th>Clocker is not functioning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newly installed</td>
<td>Existing clocker</td>
</tr>
</tbody>
</table>

    Please indicate whether the following basic checks have been effected at your level:

    a. Clocker is ON
    b. Network cable is properly connected to clocker
    c. Network cable is properly connected to switch

Any additional details:

<table>
<thead>
<tr>
<th>2.</th>
<th>ARMS is not accessible from PC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newly configured PC</td>
<td>Existing PC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3.</th>
<th>ARMS is accessible but attendance data is not displayed in reports</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>4.</th>
<th>User cannot login</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>5.</th>
<th>Any other problem, please give details:</th>
</tr>
</thead>
</table>

Date problem was noted: ____________________________ Date problem being notified: ____________________________

Name of Reporting Officer: ____________________________

Job title