



REPUBLIC OF MAURITIUS

Ministry of Public Service, Administrative and Institutional Reforms

Circular Letter No. 4 of 2022

E/141/3/01 V2

10 January 2022

From: Secretary for Public Service

To: Supervising Officers i/c of Ministries/Departments

Implementation of Work-from-Home

As you are aware, Government adopted, in March 2021, the “Work-from-Home Protocol” as part of the Business Continuity Plan for the Public Sector, with a view to increasing the resiliency of public administration and agility in public service delivery.

2. Subsequently, in the wake of the second lockdown, Ministries/Departments were invited to make appropriate arrangements for the implementation of the “Work-from-Home Protocol” at their level and in Local Authorities/Parastatal Bodies/State-Owned Enterprises falling under their purview. According to information compiled by this Ministry, 2,214 public officers, excluding those in the Education Sector and in Sectors providing essential services, worked from home during the lockdown period. However, this figure dropped down from 442 employees upon resumption of duty in May 2021 to 94 employees in October 2021.

3. Moreover, in the context of the new sanitary restrictions imposed by Government as from 12 November 2021 to contain the spread of COVID-19, Supervising Officers in charge of Ministries/Departments were requested to identify activities which could be performed from home and/or remote location and make appropriate arrangements in line with the Work-From-Home Protocol, to implement the Work-From-Home Scheme.

4. Work-from-Home is applicable across Public Institutions, in general, where such pattern of work is possible under certain specific conditions. Surveys carried out by this Ministry across Ministries/Departments have revealed that an organisation may implement Work-from-Home arrangements to ensure continuity of service and sustain its productivity level while safeguarding the safety and health of employees during crisis period. However, it has been noted that although the adoption of Information and Communication Technology has a direct bearing on Work-from-Home, not all job functions and tasks can be carried out beyond the boundaries of the work premises, due to a series of challenges and constraints specific to the Public Service.

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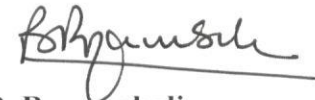
5. In view of the above, this Ministry is carrying out a survey to identify those areas of activities/tasks where work could be carried out at home or from remote places –

- (i) in the context of a disaster management strategy to ensure business continuity; and
- (ii) during normal circumstances as a new work pattern.

6. In this connection, you are kindly invited to fill in the enclosed survey form and submit same to this Ministry by **Monday 31 January 2022** on email address **bmumcsar@gmail.com**. The Survey Form should also be circulated to the Heads of Local Authorities, Parastatal Bodies and State Owned Enterprises falling under the aegis of your Ministry.

7. Where Work-from-Home arrangements are not possible, nil returns should be submitted.

8. I rely on your usual cooperation.



B. Boyramboli
Secretary for Public Service

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

Survey - Implementation of Work-from-Home (WFH)

Ministry/Department/Local Authorities/Parastatal Bodies/State-Owned Enterprise:

1. Section/Division	Nature of duties performed *	Whether WFH can be implemented Yes/No	If Yes, whether WFH can be implemented during		If No, reasons why WFH cannot be implemented	Remarks
			Crisis period	As a normal work feature		

* (Technical, Administrative, Finance, Project based, Research work, etc)

2. Where WFH can be implemented, answer the following questions:
During Crisis period

- What activities could be carried out remotely during Crisis period as part of a Business Continuity Plan?
.....
- What are the grades of officers who would be required to work from home?
.....
- What percentage of officers in each grade would be required to work from home during Crisis period?
.....

As a normal work feature

- What activities could be carried out at home?
.....
- What are the grades of officers who would be required to work from home?
.....
- On what frequency the officers would be required to work from home?
.....

3. **What are the facilities which need to be provided to the officers for the implementation of WFH? (Please tick as appropriate)**
(Please tick as appropriate)

- (i) Replacing Desktop PCs in a phase manner with laptops
- (ii) Email access to every officer eligible to work from home
- (iii) Secure VPN access if applicable to digital platforms
- (iv) Collaborative platform to share document, chat and video conferencing
- (v) Others

4. **What are the obstacles/challenges that make it difficult to work from home?**
.....

5. **What should be done to make the WFH Scheme more effective?**
.....

6. **What improvement/amendments which could be brought to the Work-from-Home Protocol to make it more acceptable to all stakeholders?**

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