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 **bmumesar@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.

   [Signature]

   B. Boyramboli  
   Secretary for Public Service

*Copy to: Secretary to Cabinet and Head of the Civil Service*
<table>
<thead>
<tr>
<th>Remarks</th>
<th>Implemented</th>
<th>Workable during Crisis Period</th>
<th>YES/NO</th>
<th>Implemented can be performed</th>
<th>Nature of Duties</th>
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<tbody>
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<td>FH: No Reasons</td>
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<td>FH: Can be performed with WFH</td>
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**2. Where WFH can be implemented, answer the following questions:**

- Technical, Administrative, Finance, Project Based, Research Work, etc.
3. On what frequency the officers would be required to work from home?

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

   □ Collaborative platform to share documents, chat and video conferencing
   □ Secure VP/N access if applicable to digital platforms
   □ Email access to every officer; ability to work from home
   □ Replace desktop PCs in a phased manner with laptops
   (Please tick as applicable)

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

   □ Others

   (Please tick as applicable)