



MINISTRY OF PUBLIC SERVICE AND ADMINISTRATIVE REFORMS

27 March 2026

**Ministry of Public Service and Administrative Reforms**

**Circular Letter No. 14 of 2026**

**E/439/5/2/2 V19**

**From: Secretary for Public Service**

**To: Supervising Officers in charge of Ministries/Departments**

**Issues pertaining to Office Auxiliary Cadre**

A meeting was held with the Government Office Auxiliary Union (GOAU) at this Ministry on 27 February 2026 whereby the following issues pertaining to the Office Auxiliary (OA) Cadre had been raised:

(i) **Payment of overtime**

Payment of overtime to officers of the OA Cadre is not being effected in a timely manner, thus leading to payment of a relatively large amount at one go which becomes taxable. Consequently, they do not benefit from the Social Contribution (CSG) Income Allowance. It has also been noted that, in some cases, no prior approval of Management had been sought for the performance of overtime, thus resulting in considerable delay in payment of overtime.

(ii) **Protective clothing and cleaning materials**

Protective clothing and cleaning materials to which the officers are entitled are not being provided to them on a timely basis.

(iii) **Access to IT corner and provision of mobile cards**

There is no IT corner available for these officers to enable them to apply for and/or to recommend leave on the Leave Management System. Moreover, in some Ministries/Departments, no mobile cards are being made available to the Head Office Auxiliary (HOA), or the most senior Office Auxiliary/Senior Office Auxiliary, in the absence of the HOA, to enable them to communicate and make arrangements for replacement for unexpected absences.

(iv) **Movement beyond top salary – PRB Report 2026 Recommendation**

Recommendation 13 at paragraph 39.42 of the PRB Report 2026 regarding the movement in the salary scale of officers of the OA Cadre who have reached top salary in their respective salary scale has not been implemented in many cases, even though the recommendation was made in the preceding PRB Report also.

2. With a view to ensuring the smooth functioning of services at the level of the OA Cadre, the attention of Supervising Officers is hereby drawn to the following:

- (i) appropriate arrangements be made for the payment of overtime to them on a timely basis, while ensuring that measures are put in place for prior approval of Management to be sought;
- (ii) items of protective clothing/equipment to which officers are eligible are issued promptly to ensure optimum protection of these officers from hazards/accidents related to work;
- (iii) recommendation at paragraph 15.13(iii) of the PRB Report 2026, for the provision of ICT equipment, along with access to the internet to employees operating at lower levels, whenever there is such need, based on operational requirements be effectively implemented. Moreover, the recommendation at paragraph 16.18.7 of the Report for the grant of facilities with respect to, among others, prepaid cards to officers based on their nature of work be given due consideration; and
- (iv) the timely processing of Recommendation 13 at paragraph 39.42 of the PRB Report 2026 with regard to movement in the master salary scale by one increment to officers of the OA Cadre who have reached top salary in their respective salary scale.

3. Supervising Officers are, therefore, requested to initiate actions, as appropriate, for the above issues to be addressed promptly and to bring the content of this Circular letter to the attention of their respective Heads of Divisions/Sections/Units for compliance.



**Dr D. Kawol**

Secretary for Public Service

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