



MINISTRY OF PUBLIC SERVICE AND ADMINISTRATIVE REFORMS

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Ministry of Public Service and Administrative Reforms

Circular Letter No. 20 of 2026

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From: Secretary for Public Service

To: Supervising Officers in charge of Ministries/Departments

Data Maintenance- e-HR system

As you are aware, the e-HR system comprising the Leave Management System (LMS) and the Core HR Modules has become fully operational since June 2023.

2. Given that other Government Systems such as the Electronic Attendance System, Electronic Document Management System, Pension, Passage Benefits and Car Loan System and Online Case Brief System are interfaced with the e-HR, it is imperative that employee data are systematically maintained and kept up to date at all times as data accuracy, quality and integrity are pre-requisites for the smooth functioning of the respective IT applications.

3. Following a recent monitoring of data on the e-HR System and further to representations from stakeholders, it has unfortunately been observed, in several instances, that Ministries/Departments have failed to ensure that data are systematically updated in the system.

4. One such instance relates to the updating of mobile numbers where members of the public have reported that they are receiving SMS notifications intended for public officers. As you may already be aware, telecommunications service providers usually reallocate mobile phone numbers which have remained inactive to new subscribers.

5. In this context, Supervising Officers of Ministries and Departments are, therefore requested to undertake a thorough and comprehensive verification of their employees' records, including mobile numbers, and to ensure that any discrepancy identified is promptly rectified so that the system reflects accurate and up-to-date information on its live instance.

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6. You are also kindly requested to draw the attention of all officers falling under your responsibility that:

- a) the onus is on them to inform their HR Section promptly whenever there is any change in their personal data, including change in mobile number;
- b) they may update their personal data through the self-service portal; and
- c) a manual is also available for consultation on the self-service portal to assist them in updating their records.

7. It is further emphasised that any update made on the self-service portal requires the validation of the HR section given that proof is mandatory for certain changes, such as change of name, marital status or address. However, it has been observed that such validations are either not being carried out or are subject to undue delay.

8. I rely on your prompt action in addressing the aforementioned issues and make an earnest appeal to Officers in Charge of the Human Resource Sections to ensure that the data in the e-HR System are diligently maintained and kept up to date at all times, failing which they will be held accountable and answerable for such discrepancies, which may have wide-ranging implications.



Dr. D. Kawol
Secretary for Public Service