

MINISTRY OF PUBLIC SERVICE AND ADMINISTRATIVE REFORMS

27 July 2026

Ministry of Public Service and Administrative Reforms

Circular Letter No 28 of 2026

E/339/SF/SOS/GEN (T)

From: Secretary for Public Service

To: Supervising Officers in Charge of Ministries/Departments

Implementation of the e-Scheme of Service Project

This Ministry will roll out a Collaborative Platform and Document Management System, commonly referred to as the e-Scheme of Service (e-SOS), across all Ministries and Departments and is scheduled to *go live* shortly. The system builds on the successful implementation of a pilot project in five (5) Ministries under the Sandbox Procurement Framework in 2022.

2. The digitalisation of the scheme of service through the e-SOS aims to streamline the processes for the prescription of schemes of service and establish a centralised electronic repository of all schemes of service, while promoting greater agility, transparency, and consistency across the Public Service. Furthermore, the e-SOS will, *inter alia*, facilitate the harmonisation of schemes of service for comparable grades across the Public Service and reduce the processing time for the prescription of schemes of service, thereby enabling the timely filling of vacancies in Ministries and Departments.

3. In this connection, a web-based Application has been developed, and would be accessed by authorised officers of Ministries/Departments. Accordingly, Officers of the HR Cadre will attend a practical training session to enable them to fully understand all the components of the system for the effective processing of Schemes of Service online. The sessions will be conducted as follows:

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| (a) Duration | -One Half -day |
| (b) Participants (maximum 3) | - From the HR Section: Two officers of the HR cadre including HR Co-ordinator (to be designated);
- From the IT Unit: 1 Officer |
| (c) Venue | - Computer Lab of MPSAR. |

The training schedule as well as other details will be communicated to the nominated officers, in due course.

4. Upon successful completion of the training, participants will be required to process schemes of service of their respective organisation and also impart training to other colleagues.

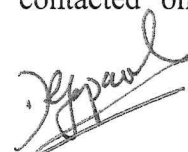
5. To ensure effective training, participants will be provided with relevant training materials which may be reproduced to provide on-the-job training to other officers at their respective workplace. Furthermore, as part of the training, participants will be required to go through an assessment to ensure effectiveness of the training. Participants will be required to fill in a Feedback Form at the end of the session. It is, therefore, imperative that officers nominated are available for the whole duration of the training programme and comply with the general instructions to be issued from time to time by Resource Person(s) for the good conduct of the training sessions.

6. In order to ensure timely arrangements for the conduct of the training, the e-SOS Unit will, in due course, liaise with the Officers-in-Charge of HR Sections and IT Units of the respective Ministries/Departments, with regard to the list of participants.

7. Given the importance of the training programme to ensure the smooth and successful implementation of the e-SOS, I am making an appeal to all Supervising Officers to facilitate the release of the relevant officers for the training.

8. Following the successful completion of the training exercise, the system will be rolled out in a phased manner, and all Ministries and Departments will be duly informed of the *go-live* date and other relevant details. Once the e-SOS is fully operational, manual processing of Schemes of Service will no longer be entertained under any circumstances, unless otherwise advised by this Ministry.

9. For any additional information/clarifications, Mrs S. Russool, Assistant Manager, Human Resources and Mr A. Appiah, Human Resource Executive may be contacted on phone Nos. 405- 4100 Ext 10121 or 10128.



D. Gopaul

Secretary for Public Service

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