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PERSONNEL DEPARTMENT CIRCULAR MEMORANDUM NO. 4 of 2020

FROM : Chief Personnel Officer

TO : Permanent Secretaries, Heads of Department, Heads of Statutory Authorities subject to the Statutory Authorities Act, Chapter 24:01 and the Chief Administrator, Tobago House of Assembly

DATE : October 30, 2020

SUBJECT : **Improving Public Service Delivery through strengthened management of the Public Service during the COVID-19 Pandemic**

As you know, the Government of the Republic of Trinidad and Tobago directed certain work place measures to mitigate the spread of the COVID-19 virus. Those measures included the "Stay at Home" order which came into effect from March 27, 2020 to all non-essential employees, and a fifty percent rotation of the Public Service which came into effect during the second wave of the COVID-19 Pandemic. In keeping with the recent announcement that the Public Service is to resume full duty, this Circular is intended to provide specific guidelines in view that there is **no lockdown** of the Public Service.

2. Permanent Secretaries, Heads of Department, Heads of Statutory Authorities subject to the Statutory Authorities Act, Chapter 24:01 and the Chief Administrator, Tobago House of Assembly are reminded of the reports and discourse in the public domain about the less than satisfactory delivery of services to members of the public. While it is noted that the preceding work-force arrangements were less than optimal, it was generally accepted as reasonable in the given circumstances. However, there is an urgent requirement to review and strengthen the management of staff to augment the delivery of services to all our stakeholders.

3. In this regard, you are directed to improve your monitoring and evaluation of staff and the delivery of services to all our stakeholders. The importance of strengthening the delivery of services to our citizens can be considered more critical than before given the current challenges affecting our nation. You are also reminded of the important role of maintaining and supporting good industrial relations practices including paying particular attention to the existing challenges with which certain Public Officers are confronted. Further, the collective managerial responsibility of your respective Ministry/Department/Statutory Authority is paramount to ensuring the deterrence of abuse by certain Public Officers, where it is has been validated.

4. As such, you are advised to refer to the provisions of Personnel Department Circular Memorandum No. 1 of 2020 dated June 01 2020 to be used as a framework in the management of your staff and decision making processes. Additionally, you are encouraged to further strengthen and facilitate Joint Consultative Committees (JCCs) where feasible, to enable parties to meet and treat or report issues as they arise. It is important to note, that Public Officers are under additional stress arising out of the COVID 19 Pandemic. As such, the role of the

JCCs should be considered critical as your Ministry/Department/Statutory Authority would have the opportunity to listen and understand the challenges affecting your workforce to inform your managerial decisions.

5. Finally, you are to be guided by the provisions of this Circular Memorandum and are further requested to ensure that such provisions are brought to the attention of all employees for whom you are responsible.



Dr. Daryl Dindial
Chief Personnel Officer