



MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND INSTITUTIONAL REFORMS  
MAURITIUS

17 November 2022

**Ministry of Public Service, Administrative and Institutional Reforms**  
**Circular Letter No. 72 of 2022**  
**E/60/28/29/14/03 T**

**From: Secretary for Public Service**

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

**Implementation of a SMART Process Framework**

Please refer to this Ministry's Circular Letter No. 34 of 2021 dated 13 August 2021 on the above subject.

2. Following wide consultations with relevant stakeholders, this Ministry in collaboration with the National Productivity and Competitiveness Council (NPCC) has developed a Smart Process Manual to:

- (i) guide Ministries and Departments in conducting Business Process Re-engineering exercises;
- (ii) provide a structured approach to improve existing processes or incorporate new ones to achieve excellence in governance and service delivery; and
- (iii) create an understanding on the roles and responsibilities of public officers in handling improvement projects.

3. The abovementioned Manual is now accessible on this Ministry's website on: [Public Sector Business Transformation Bureau \(PSBTB\) \(govmu.org\)](http://govmu.org)

4. Ministries and Departments willing to embark on this project, will be provided with support and guidance by the Public Sector Business Transformation Bureau.

5. For any additional information, you may wish to contact the Public Sector Business Transformation Bureau on **405-5793, 405-5437 and 405-5461** or *via* email on [psbtb@govmu.org](mailto:psbtb@govmu.org).

6. I rely on your usual collaboration.

**B. Boyramboli**  
Secretary for Public Service

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