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) (gouv.mu)

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@gouv.mu.

6. I rely on your usual collaboration.

   [Signature]
   B. Boyrâmbolli
   Secretary for Public Service

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