



○ **MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND
INSTITUTIONAL REFORMS
MAURITIUS**

13 August 2021

Ministry of Public Service, Administrative and Institutional Reforms

Circular Letter No. 34 of 2021

E/60/28/29/14/03

From : Secretary for Public Service

To : Supervising Officers in charge of Ministries/Departments

Implementation of a SMART Process Framework

As you are aware, the SMART process is one of the critical pillars identified under the Public Sector Business Transformation Strategy to accelerate the transformation process in the Public Sector. The SMART process not only helps an organization to streamline its processes but also promotes a culture of innovation, elimination of waste and unnecessary processes.

2. In this context, this Ministry proposes, in collaboration with the National Productivity and Competitiveness Council (NPCC), to develop a SMART process framework for adoption in the Public Service. This Framework will assist Ministries and Departments to re-engineer their business processes and render Ministries flexible, citizen-centric and responsive to the needs of the public, employees and other stakeholders. It will also provide clear and concise steps to be taken when embarking on Business Process Re-engineering (BPR) exercises, facilitate the implementation of transformation initiatives and institutional reviews.

3. In the course of the formulation of the SMART process framework, the NPCC would be called upon to -

- (i) implement Business Process Re-Engineering (BPR) exercises in Ministries and Departments;
- (ii) undertake capacity building programmes on best practices and methodologies; and
- (iii) promote a culture of continuous improvement in the Public Service.

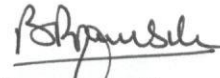
A Project Steering Committee, chaired by the Secretary for Public Service will monitor the implementation of this framework.

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4. In this regard, Supervising Officers are requested to identify any Department/Division/Section/Unit that could be considered for re-engineering under the SMART process framework. These proposals will have to be submitted to this Ministry by **27 August 2021** along with a project write-up which should include among others, information on the work of the concerned entity, the staffing structure and challenges being faced to enhance service delivery.

5. For any additional information, you may liaise with Mr S. Ramgolam, Assistant Director of the Public Sector Business Transformation Bureau by telephone on 405 5433/ 405 5437/ 405 5793 or by email on psbtb@govmu.org.

6. I rely on your usual collaboration and support for the successful implementation of the SMART process framework in the Public Service.



B.Boyramboli
Secretary for Public Service

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