Public Sector Business Transformation Strategy

Government has approved a Public Sector Business Transformation Strategy (PSBTS) in October 2017. The PSBTS was developed with the assistance of the Commonwealth and its main objective is to prepare and equip the Public Sector to remain efficient, resilient and responsive in order to face a complex and highly competitive global landscape by leveraging on innovative technologies, lean and smart processes and a fit-for-purpose organisational structure.


The 10 Implementation Pillars has to guide the process of effective transformation and implementation of the PSBTS. Each Pillar has corresponding actions and/or deliverables that serve as guidelines. The Pillars are the indicators and benchmarks on which progress, performance and results will be monitored. The bottom line is to offer superior Government services to the citizens and the business community. The end result is to bring about a positive impact on socio-economic growth and that development is at the heart of our policies, programmes, actions and activities.

The Public Sector Business Transformation Bureau (PSBTB), which operates under the aegis of the Ministry of Public Service, Administrative and Institutional Reforms, has been set up in line with the PSBTS. The PSBTB has the ambition to be the main catalyst of Government’s transformation agenda, contributing to the creation of a new model for the Mauritius Public Service aligned to a common purpose, vision, sense of belonging, behaviour and goals.

Main objectives of the PSBTB

- To drive, coordinate, evaluate and monitor the Business Transformation Programmes, Initiatives and Processes in the Public Service
- To strengthen institutional effectiveness, capacity and response for transformation, improvement and innovation
- To provide guidance and support to Ministries and the Transformation Implementation Committee (TIC)
- To support the National Planning and Results Committee (NPRC)
- To work in close collaboration with the High Powered Committee (HPC).

The Transformation Implementation Committee (TIC)

The Transformation Implementation Committee (TIC) set up in Ministries and Departments oversee, monitor and evaluate the development and implementation of their respective Business Transformation Initiatives and Action Plan in line with the PSBTS. The TIC reports to the National Planning and Results Committee (NPRC).

The National Planning and Results Committee (NPRC)

The National Planning and Results Committee (NPRC) oversees and monitors the implementation of the PSBTS. The NPRC is chaired by Secretary for Public Service and reports to the High Powered Committee (HPC) under the chair of the Secretary to Cabinet and Head of the Civil Service.

The High Powered Committee (HPC)

The High Powered Committee (HPC) oversees the effective and timely implementation of the PSBTS by ensuring a joint ownership model for implementation, action and results and to develop and position the public sector into a continuously evolving world class Public Service. The HPC is chaired by Secretary to Cabinet and Head of the Civil Service and reports to the Prime Minister.

Management Information System

A Management Information System has been implemented by this Ministry and it provides an online platform for all Ministries and Departments to better manage the operations of the TICs. The system is centrally hosted on the Government Online Centre (GOC) and accessible only via the Government Intranet Network System (GINS). The URL to access the system is: https://publicservice.govmu.org/tic/login.php

The System aims at:

(i) Supporting TICs in managing Meetings, Action Plans and Business Transformation Initiatives; (ii) Setting KPIs related to Public Sector Business Transformation for Ministries and Departments for proper follow up by the PSBTB; (iii) Constantly updating the composition of the TICs set up in Ministries and Departments; (iv) Enabling the PSBTB to follow up and advise on the implementation of the Business Transformation Initiatives in Ministries and Departments; (v) Enabling data analytics for evidence based planning; (vi) Generating reports for enhanced decision making; and (vii) Providing a useful tool for the proper conduct of the National Planning and Results Committee and the High Powered Committee meetings.