



MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND INSTITUTIONAL REFORMS  
MAURITIUS

09 July 2020

**Ministry of Public Service, Administrative and Institutional Reforms**  
**Circular Letter No.42 of 2020**  
**E/60/28/29/14/02 T**

**From: Secretary for Public Service**

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

**Management Information System for Transformation Implementation Committees**  
**Key Performance Indicators**

Please refer to this Ministry's memoranda dated 18 December 2019 and 11 February 2020, regarding the implementation of the Management Information System (MIS) for the Transformation Implementation Committees (TICs).

2. The MIS, which is fully operational since 03 February 2020, has one key function regarding the setting and monitoring of Key Performance Indicators (KPIs) which underscore the adoption of a whole-of-government approach on Public Sector Business Transformation in line with the Public Sector Business Transformation Strategy (PSBTS).

3. Following consultations with relevant stakeholders, this Ministry has worked out **three** Key Performance Indicators (KPIs) for the Financial year 2020-2021 for Ministries and Departments. This matter was also raised and discussed at the last meetings of the National Planning and Results Committee (NPRC) which I chaired and held on 04 and 18 March 2020.

4. Furthermore, the unprecedented and challenging situation arising out of the outbreak of COVID-19 pandemic has made the monitoring of KPIs in the Public Service more obvious, particularly, in the area of digital transformation, business continuity, capacity building and good governance.



5. Government has, therefore, approved the following KPIs for Financial year 2020/2021 for Ministries and Departments as follows:

a) **E-procurement – Implementation Pillars of the PSBTS: Business Transformation, Innovation and Acceleration, Smart Processes, Performance and Implementation**

Following consultations with the Procurement Policy Office (PPO) and in line with budgetary measures announced in the Budget speech 2020/21 for the e-procurement system to become the mandatory procurement channel for all public bodies, the Ministry is setting a KPI for 100% adoption of the system by Ministries/Departments as indicated at **Annex**.

b) **Corruption Risk Assessment – Implementation Pillar of the PSBTS: Strong Governance and Institutional Arrangements**

With a view to strengthening strong Governance and Institutional Arrangements in the Public Sector, in consultation with Independent Commission Against Corruption, a KPI is being set for two Corruption Risk Assessment (CRAs) to be conducted per year by Ministries/Departments.

c) **Training Budget – Implementation Pillar of the PSBTS: Capacity Building and Capability Development of the PSBTS**

In order to ensure Capacity Building and Capability Development of employees across the public service, this Ministry has set a KPI for the utilisation of 90 % of Training Budget allocated to Ministries/Departments.

6. The implementation of the above-mentioned KPIs by Ministries/Departments will be closely monitored by the Public Sector Business Transformation Bureau of this Ministry and progress thereon will be reported to Cabinet on a quarterly basis.

7. Ministries are reminded that for Departments/Divisions falling under their purview and which do not have a TIC, information pertaining to the above three KPIs need to be collected and recorded on the MIS as an aggregate of overall performance.

8. Secretary of TICs are also requested to:

(i) update the Business Transformation Initiatives (BTIs) of their respective Ministries/Departments in line with the Budget speech 2020/21 or any policy decision; and

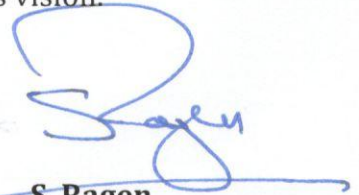
(ii) update the composition of their TICs on the system.

9. For any query, assistance, training requirements or creation of new accounts on the MIS, you may contact the Public Sector Business Transformation Bureau on the following phone numbers: 405-5427, 405-5461 and 405-5450 or email: [psbtb@govmu.org](mailto:psbtb@govmu.org).

10. Enclosed, for your consideration, are a leaflet on the 10 Implementation Pillars and a booklet on the Implementation Guidelines in respect of the Public Sector Business Transformation Strategy.

11. I intend to call, shortly, a meeting of the National Planning and Results Committee set up as part of the PSBTS to discuss on appropriate measures to ensure a timely, effective and successful implementation of the KPIs.

12. I, therefore, solicit the usual collaboration of my colleagues towards building a responsive and productive public service in line with the Government's vision.



**S. Ragen**  
**Secretary for Public Service**

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