

PRESS RELEASE

Tel: (284)468-2730

Official Government Website:

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New Strategic Framework to Enhance Public Service Transformation

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The Office of the Deputy Governor has launched a new strategic framework for the Public Service Transformation Programme.

Public Service Transformation Manager, Mrs. Kishann Cupid-Braithwaite said the framework provides an updated position for the Public Service, considering the extensive work that has been completed and will guide future development.

Mrs. Cupid-Braithwaite said, “The Public Service has worked extremely hard over the last few years to become an organisation that delivers World-Class service. The new Strategic Framework establishes updated guidance on where we are today and how we intend to reach our collective goals. The document now outlines responsibilities across all levels of the Public Service. This allows all individuals to clearly see the role they play in the transformation of the Public Service.”

The new framework seeks to connect Public Service Transformation with other existing national overarching plans, establish key methods for advancement within the Public Service and bridge gaps in organisational development.

The Public Service Transformation Programme is a cross-government approach aimed at advancing the service across four priority areas. The programme focuses on creating pathways and initiatives for improvements in Customer Service, Public Administration/Human Resources, Digital Transformation and Good Governance.

Additionally, the Strategic Framework establishes formal guidelines for the monitoring and evaluation of implementation through a series of Key Performance Indicators (KPIs). The KPIs are unique to each priority area and represents factors that are critical to the successful transformation of the areas and serve as a tool to uphold standards of integrity, transparency and accountability.

The mission of the Public Service Transformation Programme is ‘To transform the Public Service into a high-performing, client-centric organisation that leverages technology, innovation, and s skilled workforce to ensure good governance, exceptional service delivery, and sustainable development.’

Additional Documents or Media

- [2025 strategic framework for the public service transformation.pdf](#)