



Transforming an LDC into a Digital Nation Powered by an Innovation Ecosystem: A story of Development Leapfrogging

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a2i, Prime Minister's Office/UNDP**

**Regional Workshop on Development of
ASEAN Guideline on Public Service Delivery
April 10, 2018**

2007 Failure: Vision documents
and large project plans

2008 Fix: Quick Wins

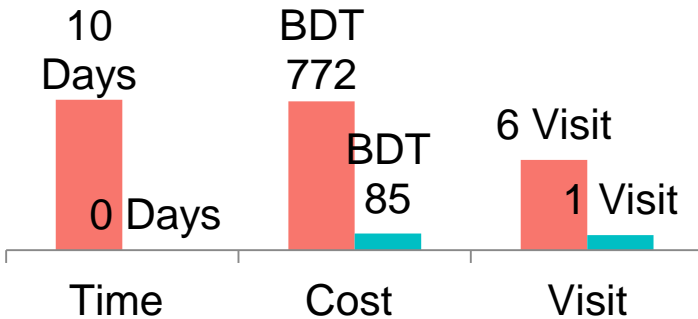
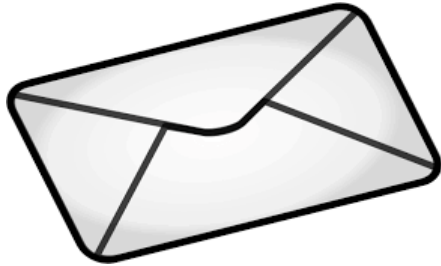
Long 'think', theoretical 'plan', zero 'do'



Short 'think and plan',
almost simultaneous 'do',
continuous 'fine tuning' based on feedback

200,000 Sugarcane Farmers Saved from Rampant Corruption/Bribery

AGRICULTURE



■ before ■ After



PPP and Micro-Entrepreneurship: 5,000+ Digital Centres



2014

10,000+ entrepreneurs

110+ services

5 million+ citizens/month

- ▶ Government services
- ▶ Innovative Financial Products
- ▶ 'Assisted' Rural e-Commerce



Service Process Simplification (SPS), Coupled with Digitization, And Measured with TCV



T = 7+ days
C = USD 63
V = 40 km x
 2-3 times

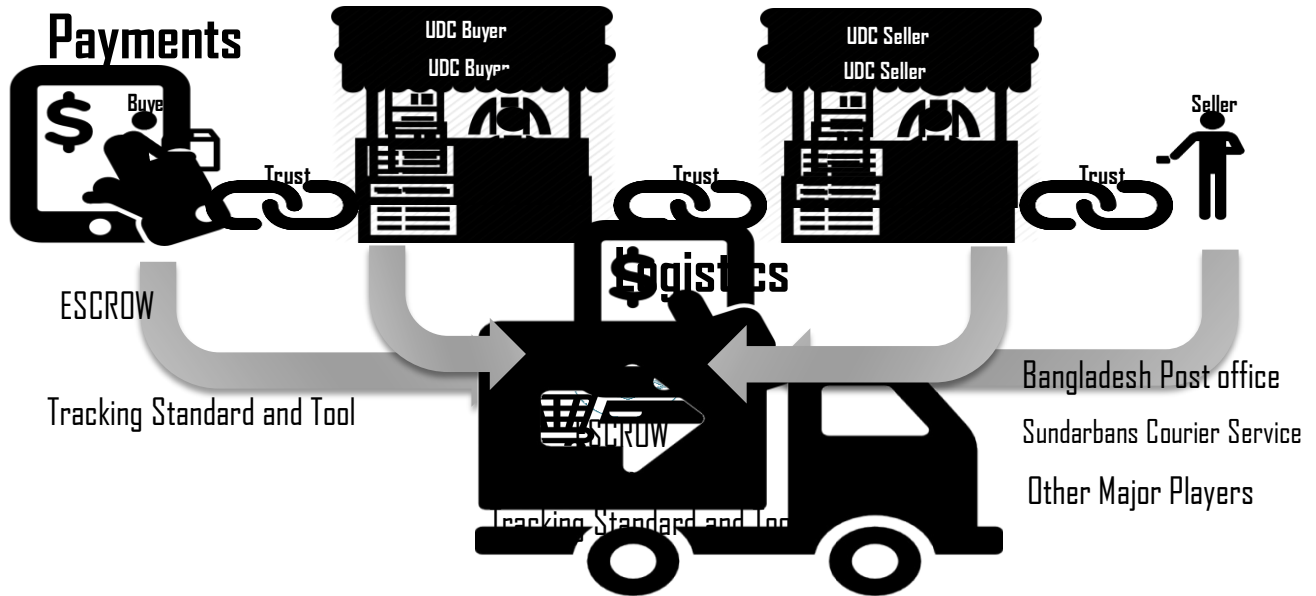
1. Service Process Simplification
2. Decentralization to Digital Centre
3. Digitization of Service

T = 1 hour
C = USD 4
V = Walking
 distance

1st rule of technology: automation applied to an efficient operation will **magnify the efficiency.**

2nd rule: automation applied to an inefficient operation will **magnify the inefficiency.**

Rural Assisted e-Commerce



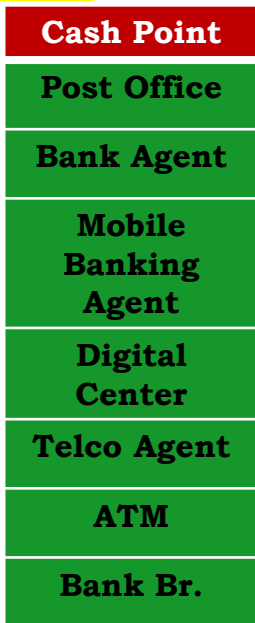
AIM Architecture For DFS



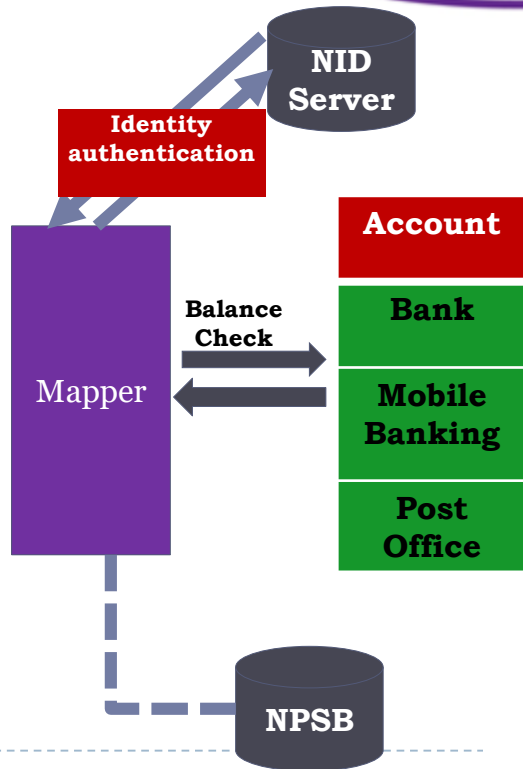
Citizen's Choice of Access
Fast and Secure
Open Architecture (NEA)



NID & bio-metrics for cash out



Request for process



TCV Studies Show Significant TCV Reduction by Mostly Underserved Communities



Health

Utilities

Education

Agriculture

Livestock

Licenses

Land

Safety Nets

Tickets

Saved in 2017

1.2 B Person days

US\$ 2.9 B

471 M visits



Projection for 2021

5 B Person days

US\$ 39 B

1.15 B visit

Collaboration within Government: Lower Cost and Increase Ownership through Crowdsourcing



কন্টেন্ট আপলোড করুন পুরস্কার জিতুন

মূলপাতা | কন্টেন্ট | রূপ | সাধারণ শিক্ষা | কারিগরি শিক্ষা | মাদ্রাসা শিক্ষা | সহায়তা

অনুসন্ধান

প্রতিষ্ঠানের ধরন

দেশ

বিষয়

অপসন্ধান

নোটিশ

শিক্ষক বাতায়নের ব্যাড়া শুরু থেকে আমরা অন্তর আনন্দের সাথে জানাচ্ছি যে, ১৬ মে ২০১৩ শিক্ষক বাতায়নের শুরু উদ্বোধন ঘোষণা করলেন মাননীয় শিক্ষামন্ত্রী জনাব দুলাল হোসেন শাহী, এমপি। এছাড়া থেকে সকল শিক্ষক এই বাতায়নের সুস্বাস্থ্য হবেন। নিজের হেঁচকি জাল মামের কন্টেন্ট...

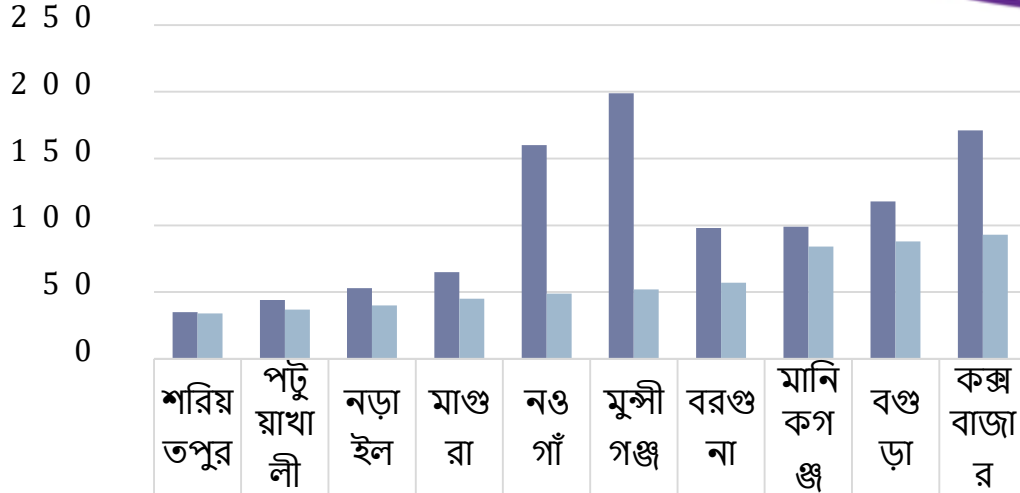
সম্প্রদায়ের সেরা শিক্ষকবৃন্দ

Popular New Mobile Office All e-Services

Admission	Treasury Invoice	Recruitment	Ticket Booking & Purchase	Passport, Visa and Immigration	Agriculture, Fisheries and Livestock
Online Application	Utility Bills	Online Registration	Postal and Courier	Training	Income Tax

Cost 5-10% of silo model.
Ownership naturally higher.

Competition: Increase Transparency, Accountability & Effectiveness through Dashboards



ডাক গ্রহণ	35	44	53	65	160	199	98	99	118	171
মোট নথি কার্যক্রম	34	37	40	45	49	52	57	84	88	93

Nobody wants to be in the bottom 10!

Empathy Training Creating 'Nudges' Leading to Large Transformational Change

Free Healthcare & Health Record Management for Ultra Poor Leading to Universal Healthcare and Health Insurance

- ▶ Problem: Poor always at end of queue, not getting service
- ▶ Solution: Health-card and priority queue for ultra-poor
- ▶ Upscaling: Adopted by Ministry. May form foundation for Universal Healthcare



4,000 trained, 1,200 pilots launched,
20 scaled up nationwide

Risk Capital through Service Innovation Fund

Encourage Failures for Breakthrough Thinking

Defining Innovation

1 Time 

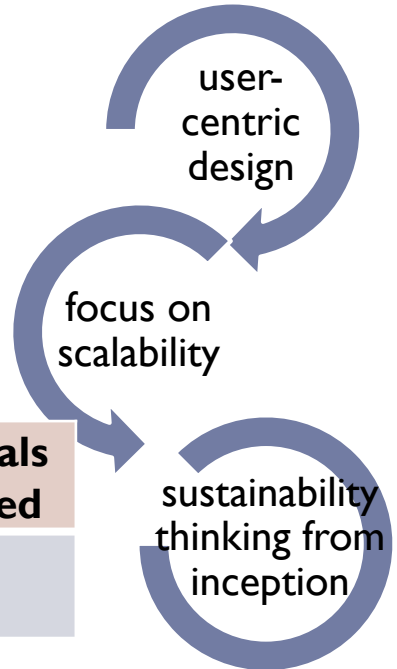
2 Cost 

3 Visit 

4 Quality 



Proposals Received	Proposals Awarded
4,000+	180



Some Disability Projects funded by SIF



6 Service Centers

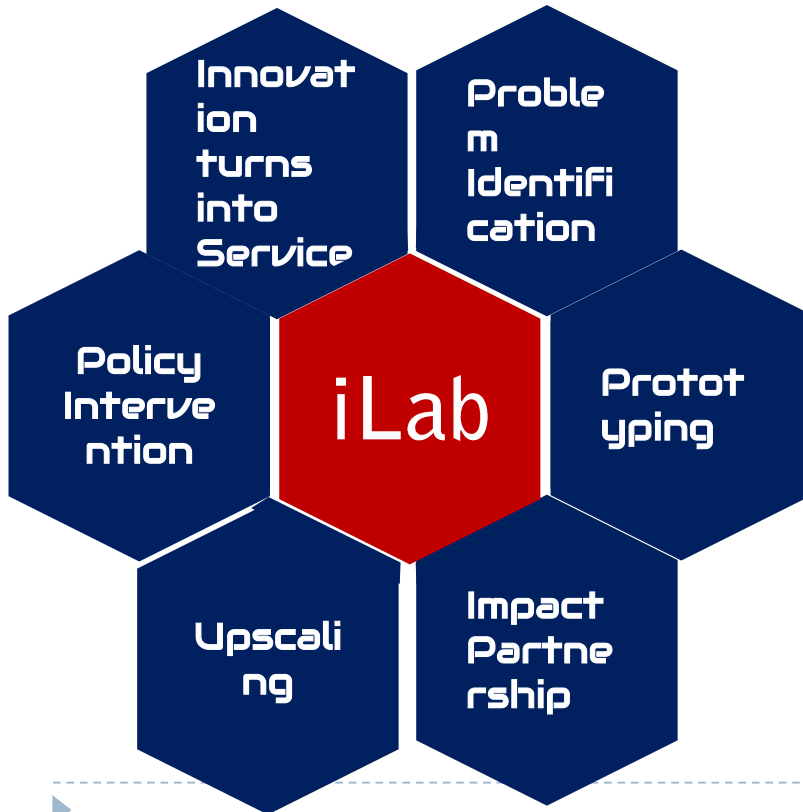
For providing remote therapy advisory prescription



Daisy Player: Smart book reader for visually impaired. Supports digital audio books, periodicals and computerized text.

Locally Created low-cost 3D Printer printing prosthetic limbs. Eva picking up something first time.

Incubation by iLab



- ▶ Remote ECG
- ▶ Centralized Nebulizer
- ▶ Fuel from Plastics
- ▶ Solar-powered mobile shop for self-employment
- ▶ Low-cost ambulance for rural patients
- ▶ Tele-diagnostics device

Agriculture Extension Portal and Call Centre (AISF)



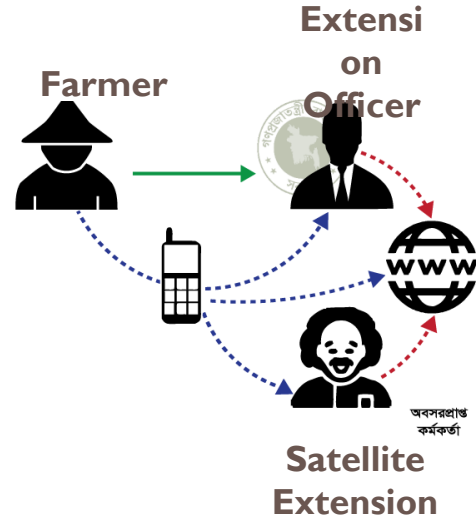
Md. Tauhidin Bhuiya
ইন্দুরকানী উপজেলার
মাল্টা চাষে সাফল্য

Kalim miah
NATP প্রকল্প অনুসরণ
করে গুলিসা ব্লকের
কৃষকদের সফলতার
বিবরণ।

কৃষি বিষয়ক যে কোনো তথ্য খুঁজুন

কৃষক ফসল উপকরণ

যোগাযোগ সংর্গনিবেশ



চলতি কৃষি

ভূটায় উজ্জীবিত সীতাকুন্ডের কৃষক

ভূটা চাষের কথা কখনোই ভাবেননি কৃষক রফিকুল আলম। কারণ, ভূটা চাষের কোনো অভিজ্ঞতাই তার ছিল না। তাছাড়া তার এলাকায় আগে কেউই ভূটা চাষ করেননি। ফলে এ ফসল চাষ করে আশী সফল হওয়া যাবে কিনা তা নিয়ে মনে অনেক সংশয় ছিল। কিন্তু তার সব ভুল ভেঙে দেয় উপজেলা কৃষি অফিস সীতাকুন্ড। উপজেলা কৃষি অফিসার সুশীল সাহা, কৃষি সম্প্রসারণ কর্মকর্তা যান মোহাম্মদ সালেহীন এবং ওপ-সহকারী কৃষি কর্মকর্তা মিত



আহোচনা, প্রশ্ন, সাহায্য

১০৮০০২০১৭

১০৮০০২০১৭

১০৮০০২০১৭

১০৮০০২০১৭



ধামইরহাটের জমিতে দলবেড়ে কৃষকের সোনালী স্বপ্ন।
| সাফল্যগাথা

কৃষকের ভালোবাসা।
| সাফল্যগাথা

আইপিএম ফসল উৎপাদনে সফল নারী জাহানারা।
| সাফল্যগাথা

বিটি বেগুন চাষ করে সফল কৃষক।
| সাফল্যগাথা

Agriculture Knowledge Network

University



Networked
Extension



Research

Lead



Farmer



Union Agri
Officer

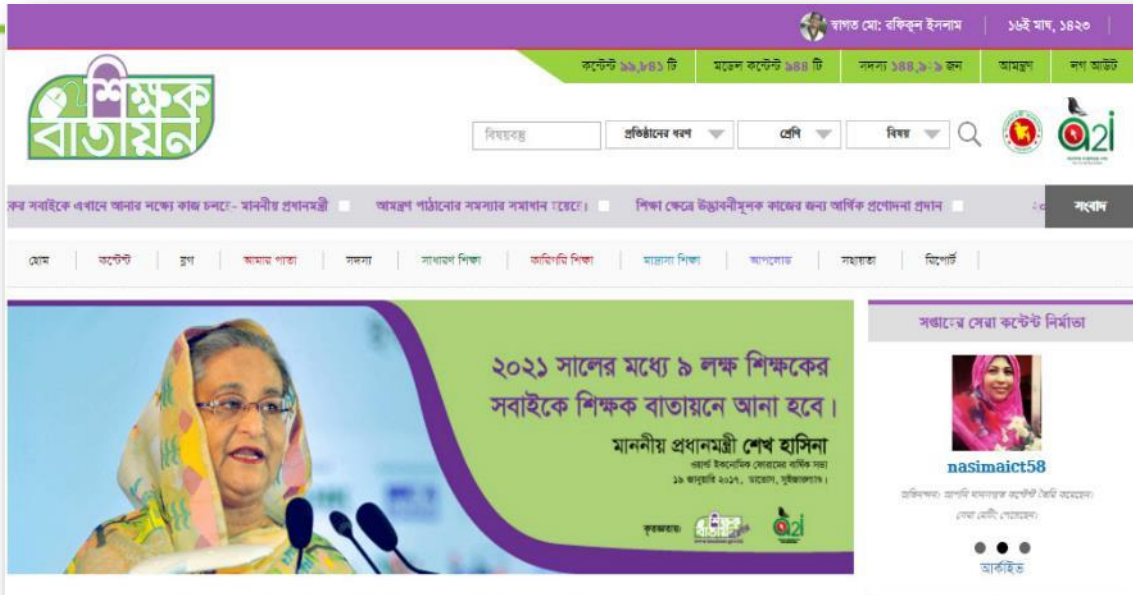


Upazila Agri
Officer

Automatic Call Flow



Teachers' Portal: Empowering Teachers Through online STEM content and peer-learning



The screenshot shows the Teachers' Portal website. At the top, there is a purple header with the user's name 'হাসিনা বেগম: বকিবুন্দ ইসলাম' and the date '১৬ই মার্চ, ১৪২০'. Below this, a green banner displays statistics: 'কন্টেন্ট ৯৯,৮৪১ টি', 'মডেল কন্টেন্ট ৯৪৪ টি', 'সদস্য ১৪৪,৯-৯ জন', 'আমন্ত্রণ', and 'নথী আউট'. The main navigation bar includes a search bar and filters for 'বিষয়বস্তু', 'প্রতিষ্ঠানের ধরণ', 'প্রেমি', and 'বিষয়'. A secondary navigation bar contains several menu items: 'সব নব্বইকে এখানে আনার দক্ষতা কাজ চলবে- মাননীয় প্রধানমন্ত্রী', 'অমন্ত্রণ পাঠ্যক্রমের সমন্বয় সমাধান হয়েছে।', 'শিক্ষা ক্ষেত্রে উদ্ভাবনীমূলক কাজের জন্য আর্থিক প্রণোদনা প্রদান', and 'সংবাদ'. Below this is a horizontal menu with items like 'হোম', 'কন্টেন্ট', 'গ্রুপ', 'আমন্ত্রণ পত্রিকা', 'সমস্যা', 'সাধারণ শিক্ষা', 'অতিরিক্ত শিক্ষা', 'মাস্টার্স শিক্ষা', 'আপডেট', 'সহায়তা', and 'ডিশোর্ট'. The main content area features a large banner for the 2021 National Education Conference, stating '২০২১ সালের মধ্যে ৯ লক্ষ শিক্ষকের সবাইকে শিক্ষক বাতায়নে আনা হবে।' and 'মাননীয় প্রধানমন্ত্রী শেখ হাসিনা'. To the right, there is a user profile for 'nasimaict58' with a profile picture and a bio.

Communication : Collaboration : Co-creation hub

290,000+ teachers learning from each other
135,000+ content (60% content by rural teachers)

MuktoPaath – Bangladesh’s Coursera with a Focus on Skills



Konnect – Engage Students: Learning by Doing and Learning through Fun



The screenshot shows the Konnect website interface. At the top, there is a navigation bar with the URL konnect.edu.bd/public/ and search, star, and social media icons. The main header features the 'Konnect' logo in purple and green, with the text 'কিশোর বাতায়ন' (Children's Garden) and 'পরীক্ষামূলক প্রচার' (Experimental Promotion). Below the header, there are three tabs: 'ফোরাম' (Forum), 'সদস্য' (Member), and 'লগ-ইন' (Login). The main content area is divided into several sections. On the left, there is a comic strip titled 'প্লুটো কেন গ্রহ নয়?' (Why is Pluto not a planet?). The comic panels show a character asking the question, followed by a discussion about the scientific criteria for a planet. In the center, there is an illustration of a hot air balloon with a person inside, floating above a cloud. To the right, there is an illustration of a woman in a red shirt and pink skirt, wearing glasses and holding a magnifying glass, looking at a small object on the ground. In the background, there is a silhouette of a camera on a tripod. The overall theme is educational and fun, focusing on science and learning through various media.

- Solve scientific problems with low-cost materials
- STEM books, movies and documentaries
- Comics: full of scientific knowledge, Mathematics, project ideas and fun

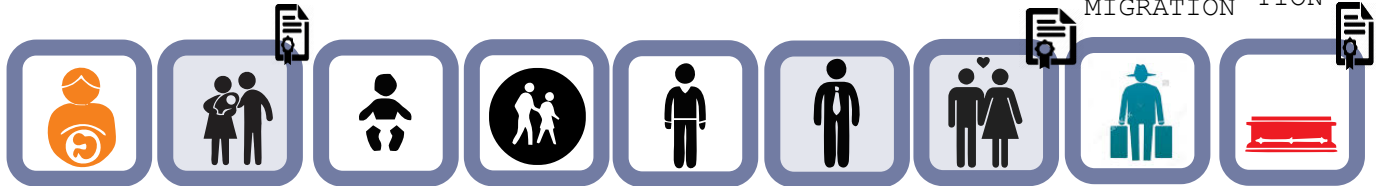
Civil Registration and ISDP: Citizen's Lifecycle with Government

BIRTH
REGISTRATION

MARRIAGE
REGISTRATION

DEATH
REGISTRATION

MIGRATION



A citizen is coming

The citizen is born

The citizen is immunized

Enrolled in school

Completes exams

Becoming a voter

Marrying another citizen

Migration

HEALTH SYSTEM

EDUCATION SYSTEM

SOCIAL SAFETY NET SERVICES

VOTER ID SYSTEM

CIVIL REGISTRATION: BIRTH, DEATH, CoD,
MARRIAGE, DIVORCE, ADOPTION,
MIGRATION IN/OUT, INTERNAL MOVEMENT

Institutionalizing New Data Mindset: Bangladesh Open Data Portal



data.gov.bd
সকলের জন্যে তথ্য

বাংলা

Home Topics Datasets Stories About Us

Bangladesh Open Data

Data For All

GDP Growth Rate



Latest Datasets

Popular Searches

Popular Datasets

Bangladesh National Portal

Bangladesh by Numbers

1,466

7.11

117.76

Per Capita Income
(USD)

GDP Growth Rate
(%)

Mobile Penetration
(Mn)

Browse Topics



Agriculture



Health



Infrastructure



Finance



Education



Technology



Society



Local-Govt



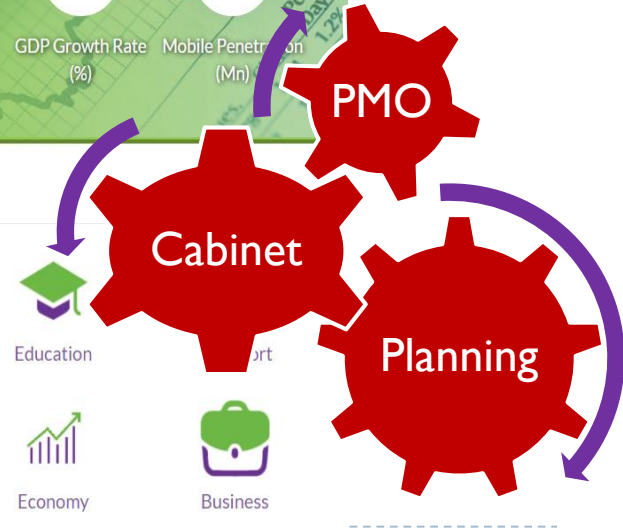
Environment



Economy



Business



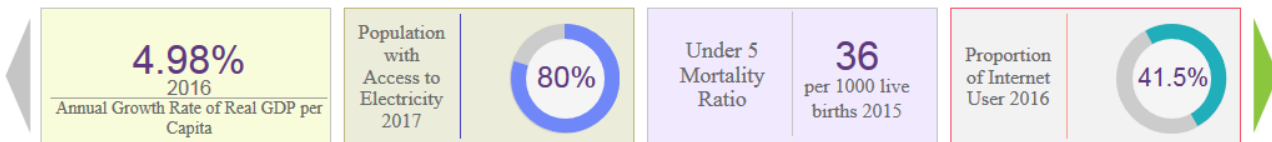
SDG Tracker: Data → Insights Launch by HPM at UNGA 2017



SDG Tracker
Bangladesh's Development Mirror

English

HOME ABOUT GOALS FIVE YEAR PLAN RESOURCES MEDIA



GOAL 1 : No Poverty



Single Comparison

SDG

1.1.1-Proportion of the population below the intern...

2 of 2 Disaggregation Selected

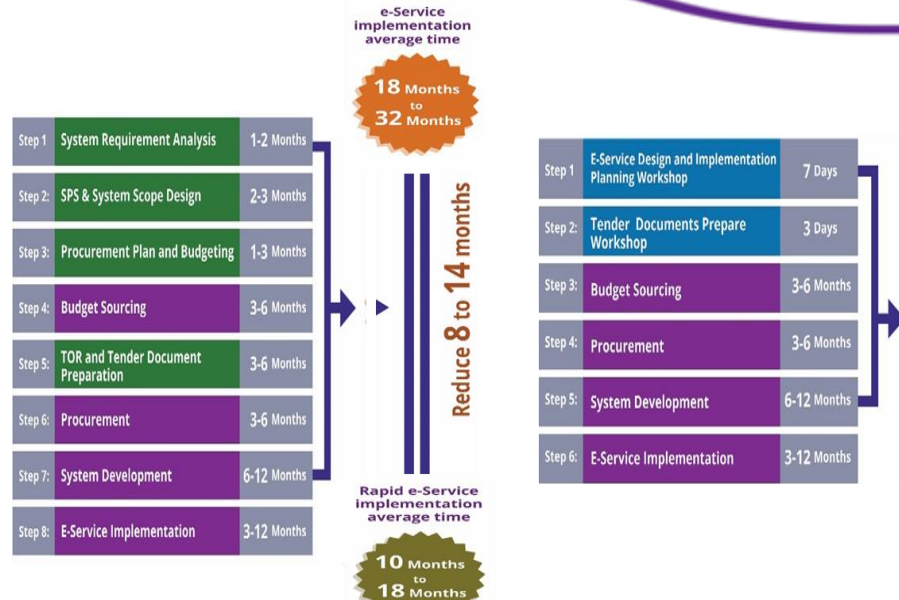
5 of 5 Time Period Selected

WB

1. Interoperable data standards
2. Trend over time
3. Comparison across geographic areas
4. Correlation across related indicators

Whole-of-Government to Maximize Resources and Reduce Duplication

- ▶ Digital Centres
- ▶ Innovation Fund
- ▶ Service portals
- ▶ Contact centre
- ▶ Payments
- ▶ Competitions

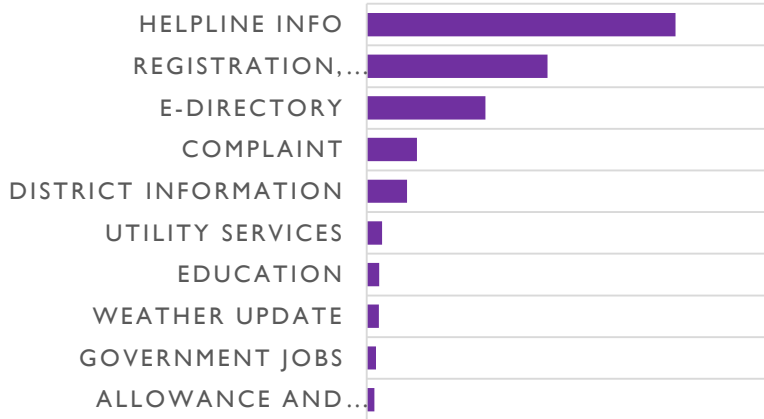


Joint identification of Shared Services funded from a pooled fund

Moving to Mobile First Strategy



TOP 10 QUERIES

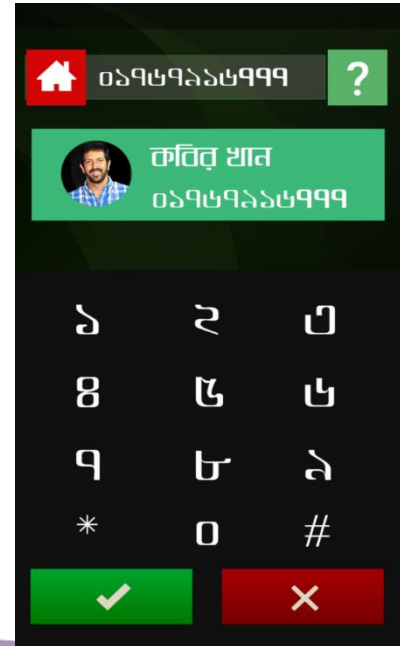


Total Calls = 290K

2100+ Social Problem Resolved

UX / UI and Many Apps

- Simplified dial pad
- Always available vocalized and animated help tool
- Clear and understandable iconography
- Ergonomics in UX design



Whole-of-Society Collaboration

THE CASE OF TANGAIL LOUHOJONG RIVER CLEANING DRIVE



E-INFORMATION

CITIZENS OF TANGAIL INFORMED DISTRICT ADMINISTRATION ABOUT LOUHAJANG RIVER. THEY USED SOCIAL MEDIA FOR THIS PROCESS



E-CONSULTATION

GOVERNMENT AND CITIZENS EXCHANGED THEIR VIEWS REGARDING CLEANING DRIVE THROUGH ONLINE



E-DECISION

GOVERNMENT AND CITIZENS CAME TOGETHER TO CLEAN THE RIVER



Lesson in Establishing a Culture of Innovation



Innovation is a bottom-up process.
Scaling up is a top-down process.
One needs to combine the two.



Role-reversal:
Services go to
citizens

**Leverage
instinct:**
Compete for
excellence

No big-bang:
Bottom-up and
interactive
development

6
**Paradigm
Shift for
Inclusive
Innovation**

**Gov-
preneurship:**
Failure is OK

Death to silo:
Whole-of-
government and
whole-of-society

**End of
subsidies:**
Business model
and PPP

How Should We Build the Future?



Future is All about Leapfrogging!



South-South Network for Public Service Innovation launched on November 27 at GSSD in Antalya, Turkey



Küresel Güney - Güney
Kalkınma Fuarı 2017
27-30 Kasım 2017 | Antalya



United Nations
Office for South-South Cooperation

Global South - South
Development Expo 2017
27-30 November 2017 | Antalya



Please join the
South-South Network for
Public Service Innovation
(SSN4PSI)



Thanks

