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

Anir Chowdhury, Policy Advisor
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

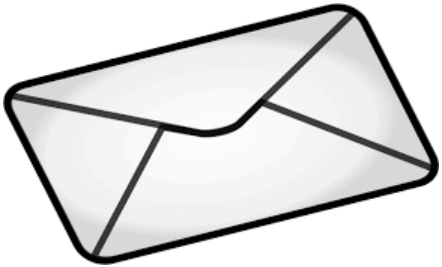
2008 Fix: Quick Wins

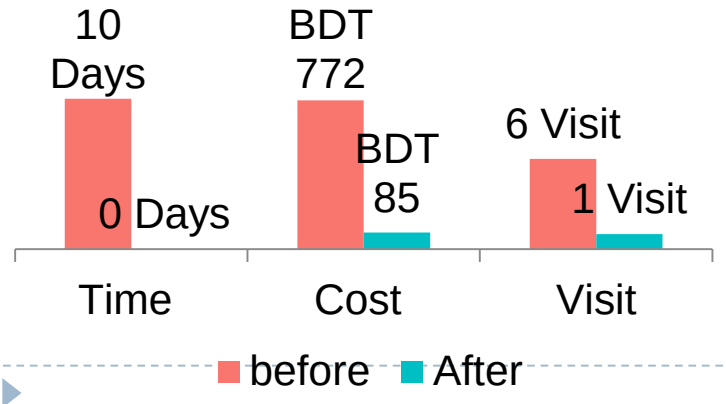
Long 'think', theoretical 'plan', zero 'do'

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

200,000 Sugarcane Farmers Saved from Rampant Corruption/Bribery

AGRICULTURE





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

10,000+ entrepreneurs

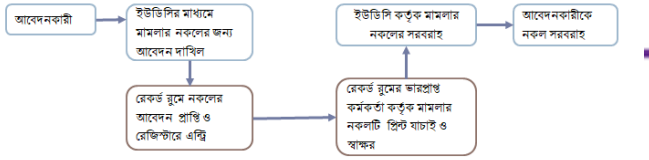
110+ services

5 million+ citizens/month

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

2014

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



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

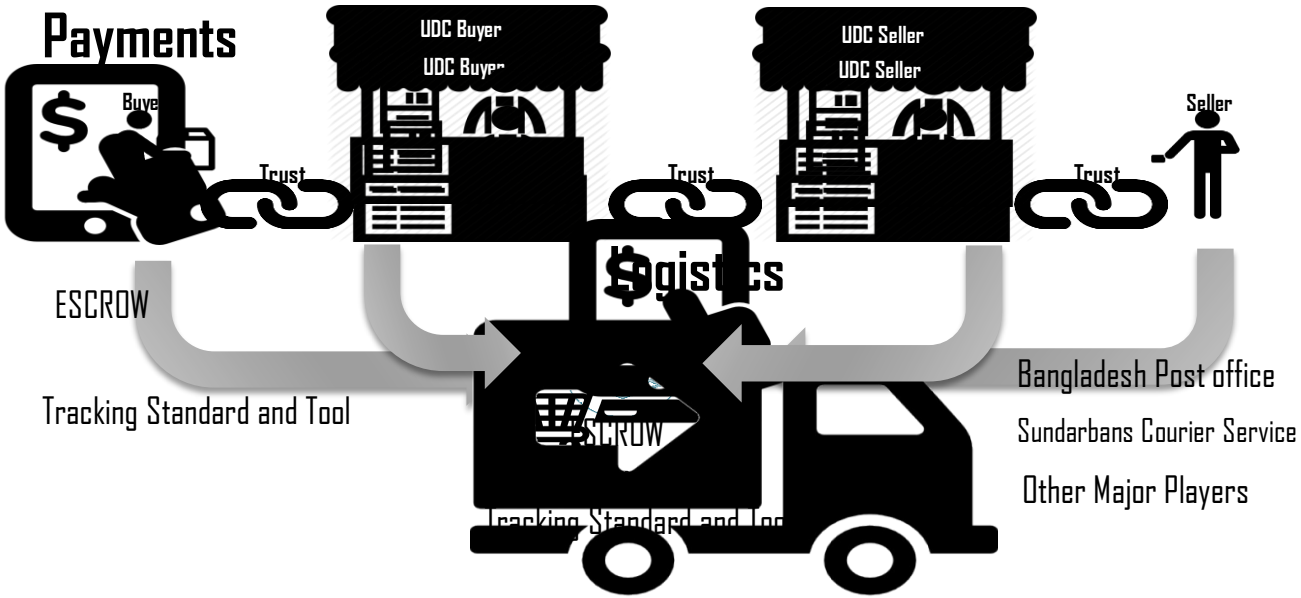
1. Service Process Simplification
2. Decentralization to Digital Centre
3. Digitization of Service

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)

Haider Ali

NID & bio-metrics for cash out

- Cash Point
- Post Office
- Bank Agent
- Mobile Banking Agent
- Digital Center
- Telco Agent
- ATM
- Bank Br.

Request for process

Identity authentication

NID Server

Mapper

Balance Check

- Account
- Bank
- Mobile Banking
- Post Office

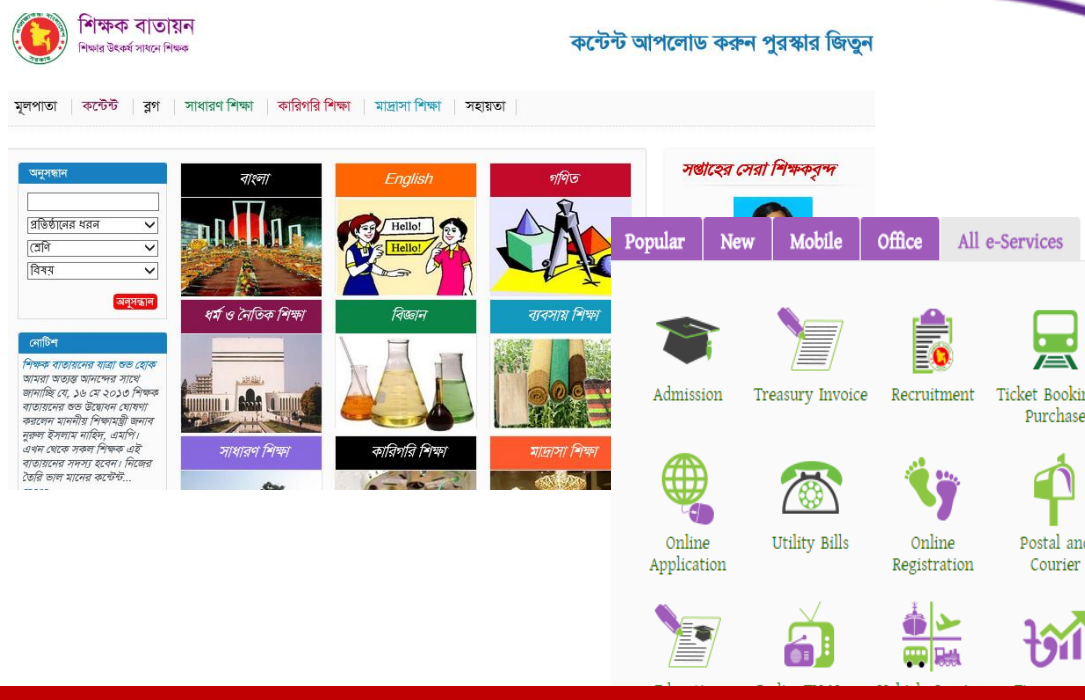
NPSB

TCV Studies Show Significant TCV Reduction by Mostly Underserved Communities

Health	Utilities	Education
Agriculture	Livestock	Licenses
Land	Safety Nets	Tickets

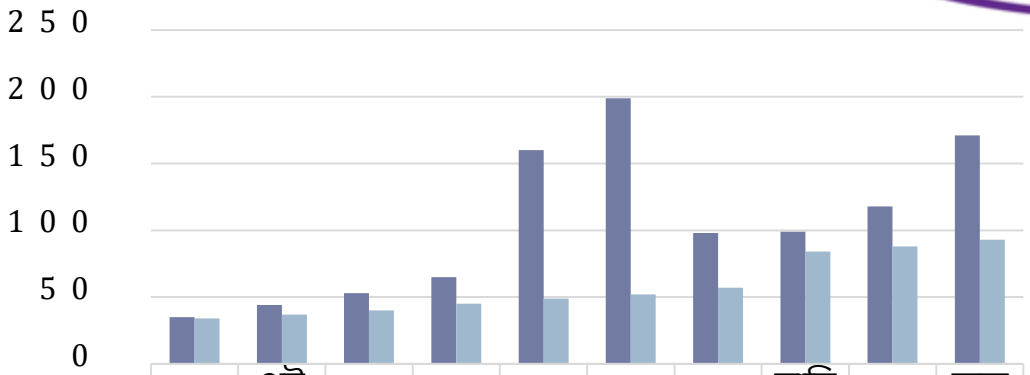
Saved in 2017		Projection for 2021
1.2 B Person days		5 B Person days
US$ 2.9 B		US$ 39 B
471 M visits		1.15 B visit

Collaboration within Government: Lower Cost and Increase Ownership through Crowdsourcing



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

Competition: Increase Transparency, Accountability & Effectiveness through Dashboards



	শরিয়তপুর	পটুয়াখালী	নড়াইল	মাগুরা	নওগাঁ	মুন্সীগঞ্জ	বরগুনা	মানিকগঞ্জ	বগুড়া	কক্সবাজার
ডাক গ্রহণ	৩৫	৪৪	৫৩	৬৫	১৬০	১৯৯	৯৮	৯৯	১১৮	১৭১
মোট নথি কার্যক্রম	৩৪	৩৭	৪০	৪৫	৪৯	৫২	৫৭	৮৪	৮৮	৯৩

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

Service Innovation Fund

Proposals Received	Proposals Awarded
4,000+	180

- user-centric design
- focus on scalability
- sustainability thinking from inception

Some Disability Projects funded by SIF

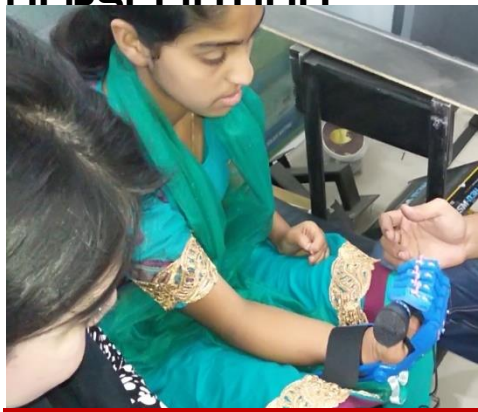
CRP Centre for the Rehabilitation of the Paralysed

a2i জনগণের দোরগোড়ায় সেবা Service @ Doorsteps

6 Service Centers

For providing remote therapy advisory prescription

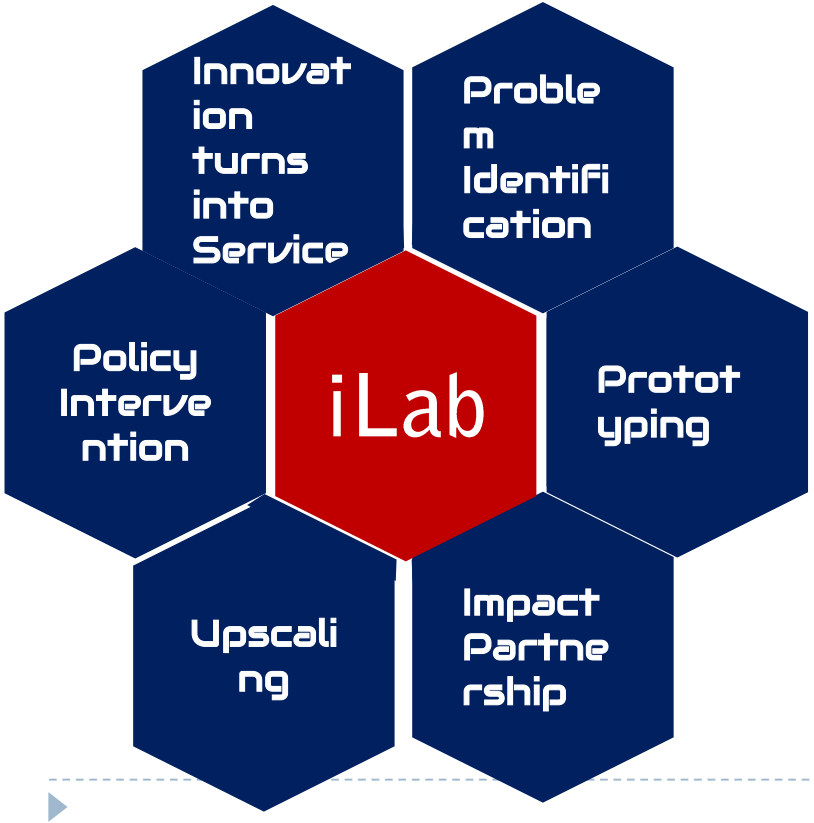
2017



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

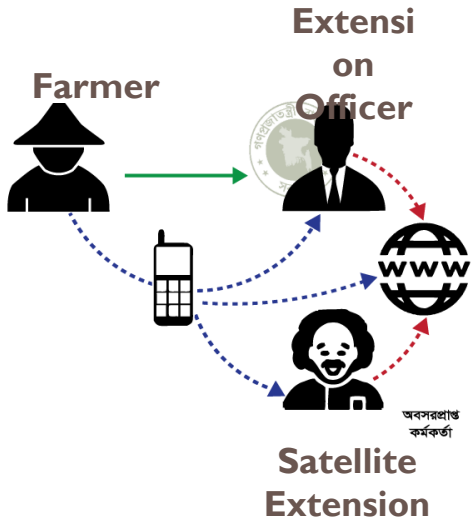
Locally Created low-cost 3D Printer printing prosthetic limbs. Eva picking up something first time.

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)



Agriculture Knowledge Network

University

AEP

Networked Extension

Research

Lead

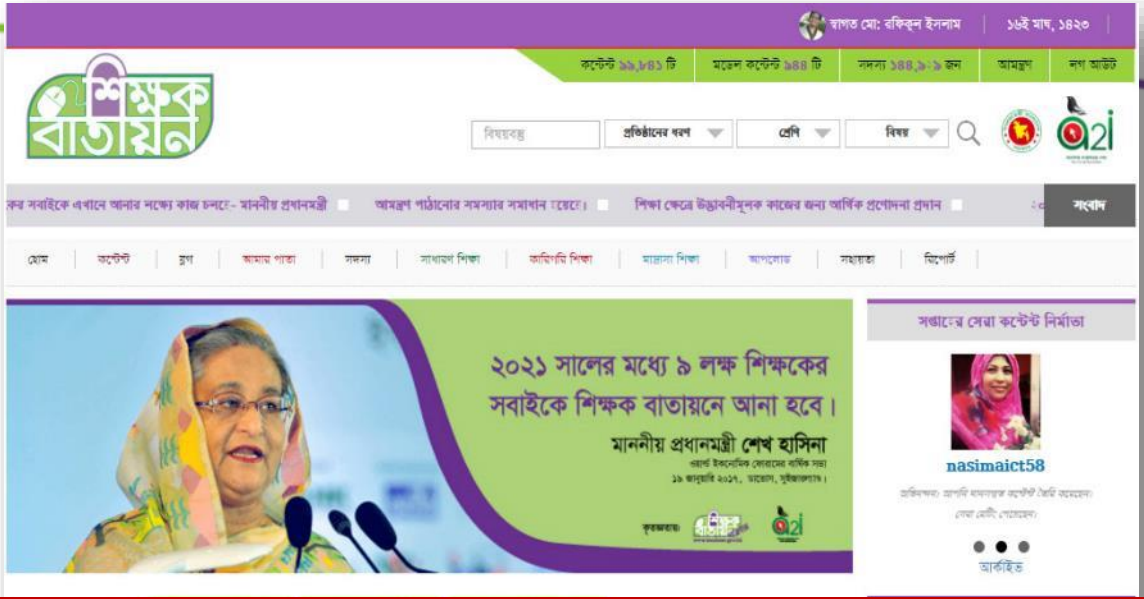
Farmer

Union Agri Officer

Upazila Agri Officer

Automatic Call Flow

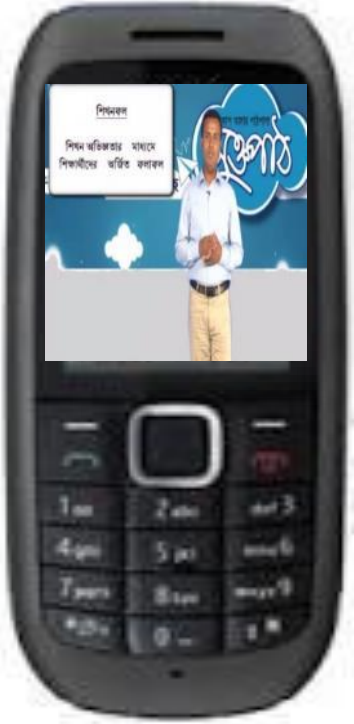
Teachers' Portal: Empowering Teachers
Through online STEM content and peer-learning



Communication : Collaboration : Co-creation hub

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

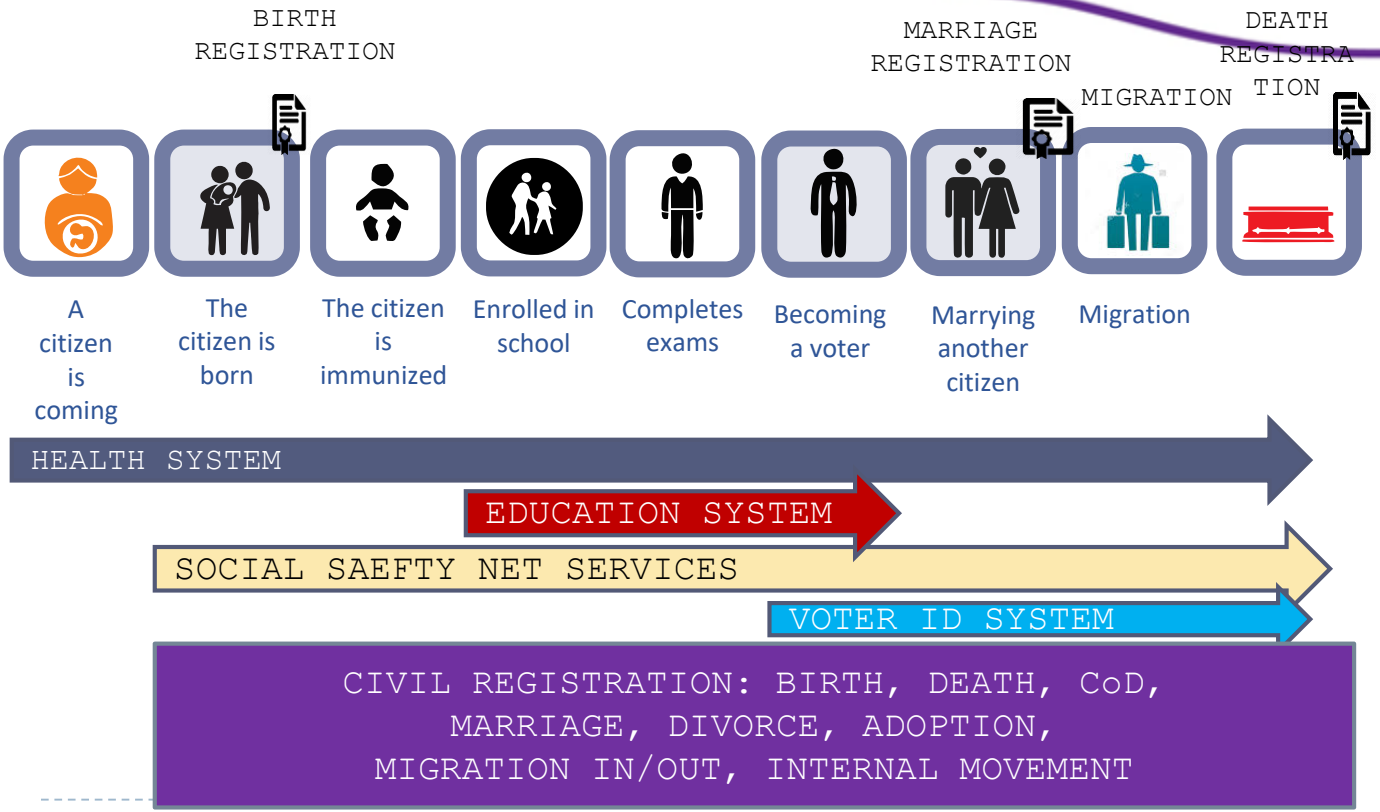
MuktoPaath – Bangladesh's Coursera with a Focus on Skills



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

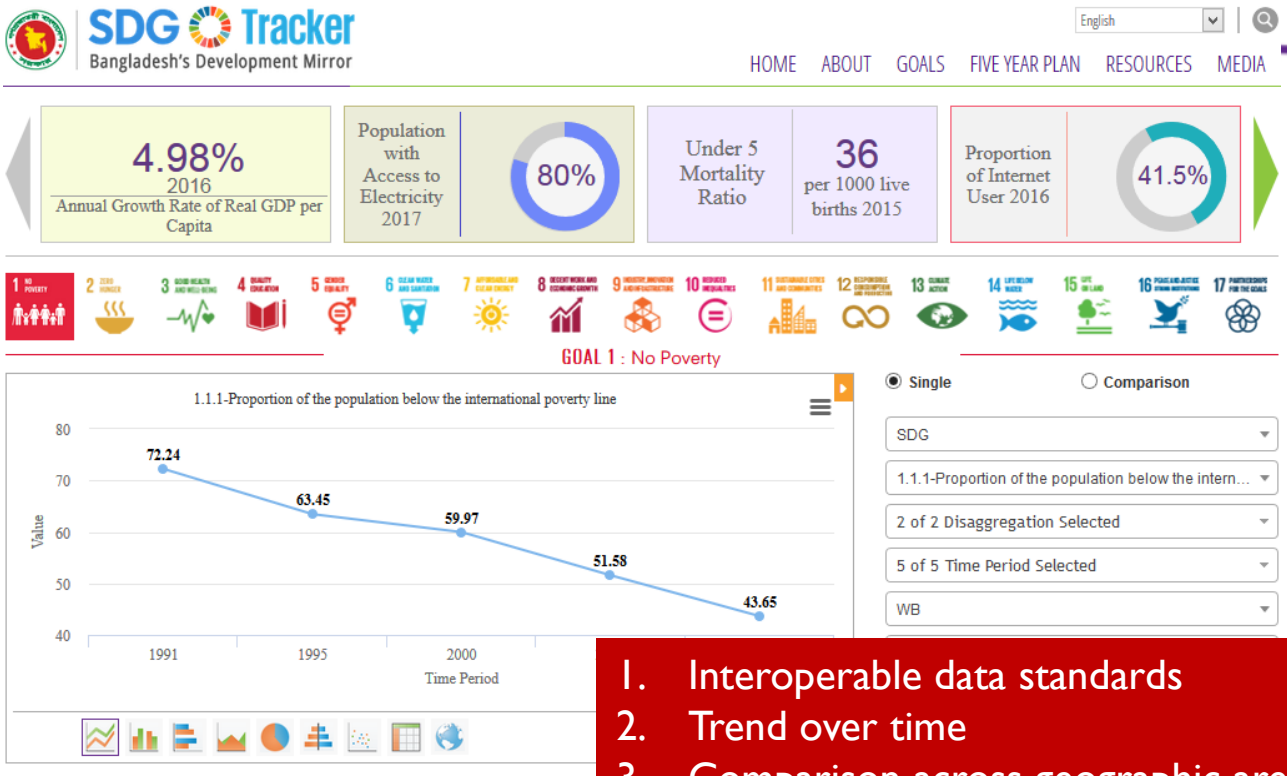
- Solve scientific problems with low-cost materials
- STEM books, movies and documentaries
- Comics: full of scientific knowledge, Mathematics, project ideas and fun

Civil Registration and ISDP: Citizen's Lifecycle with Government



Institutionalizing New Data Mindset: Bangladesh Open Data Portal

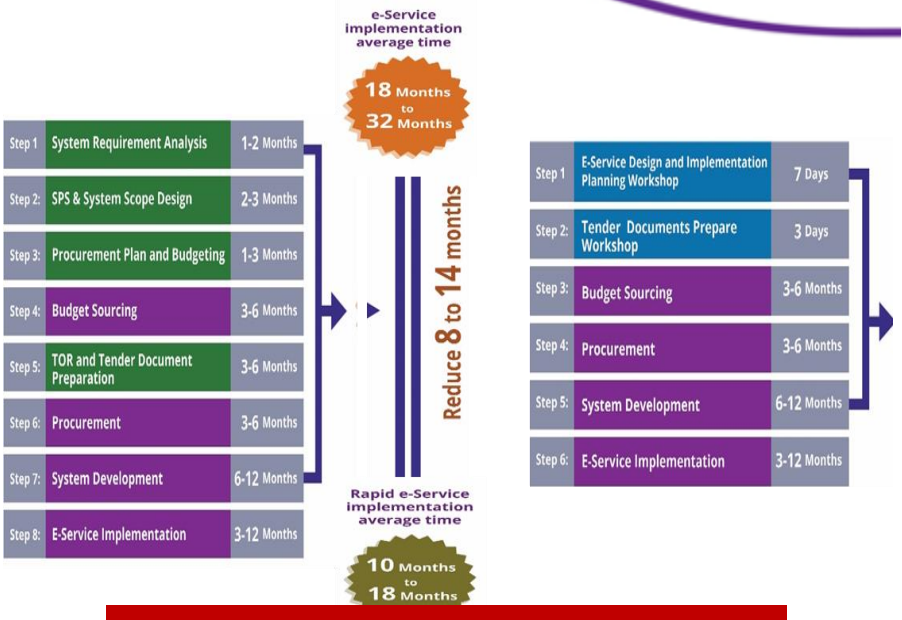
SDG Tracker: Data → Insights
Launch by HPM at UNGA 2017



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

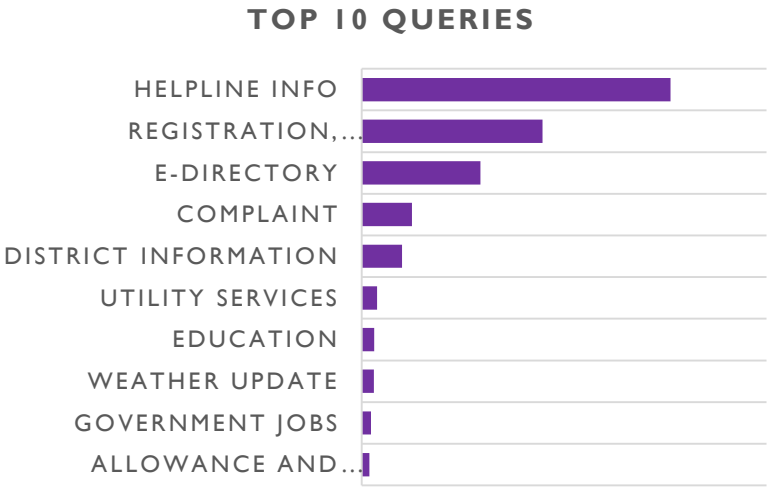
Whole-of-Government to Maximize Resources and Reduce Duplication

- 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



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

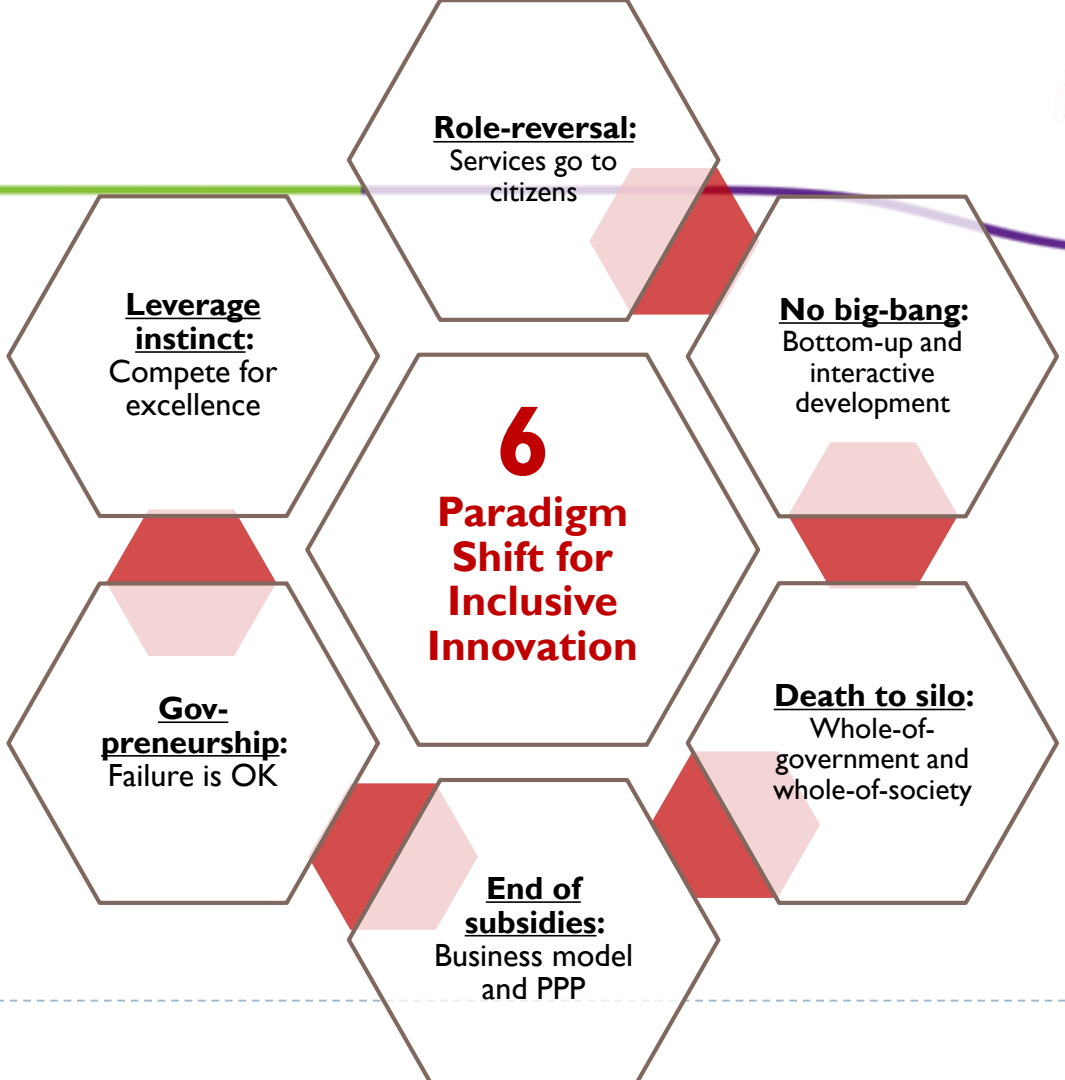
Government and citizens came together to clean the river

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
No big-bang: Bottom-up and interactive development
Death to silo: Whole-of-government and whole-of-society
End of subsidies: Business model and PPP
Gov-preneurship: Failure is OK
Leverage instinct: Compete for excellence
6
Paradigm Shift for Inclusive Innovation

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

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

Thanks