



**United Nations**

Department of  
Economic and  
Social Affairs

# Innovation and Digital Government for Public Service Delivery

*Day 4*

*Toward a Road Map and Action Plan*





## Module 4.5 Case Study: A UNPSA 2020 Award Winner - Reversing an Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative

- Bangladesh, one of the most densely populated countries in the world, with more than 1,200 people per square kilometer, has both a land scarcity problem and a complex property transfer system. These two characteristics make land and land transfer is among the most disputed issues of the country.
- The mutation of land (the method of changing the title of ownership from one person to another when the property is inherited, transferred or sold) has long been a lengthy, expensive and complex process rife with corruption and a lack of transparency which affected the rights of women, the poor and the vulnerable to access land.
- The manual mutation process in Bangladesh typically took up to 60 days to complete, often requiring 3 to 4 in-person meetings and the added expense of ‘middlemen’ who helped with application submission.



## Case Study 4.5. A UNPSA 2020 Award Winner - Reversing an Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative

- An op-ed published in The Daily Star on August 19, 2019 noted that “inefficiency of the land market in Bangladesh” has historically led to “unending anguish and frustration for the general public”.
- The e-Mutation System, was established to ensure transparency and accountability in the mutation process, increase efficiency and ensure a system that is fair to all citizens, particularly the most vulnerable including the illiterate, women, older persons and the poor. The system provides a digital mechanism for mutation applications and allows users to track the progress of those applications.
- With e-Mutation, the Land Reform Board sought to significantly reduce the challenges faced by applicants and costs associated with the lengthy and uncertain process, provide a space for citizens’ feedback on the quality of the service and ideally, increase the credibility of land services provided by Bangladesh public servants.



# Instructions: Case Study 4.5. Reversing an Historical Inefficiency in Land Transfer

- **Group Formation**
  - We will form 5 groups; Count off by 5s
  - Move to your small group location
- **Group Assignment**
  - Refer to the Case Instructions for 4.5.
- **Group Process**
  - Refer to the Case Study Instructions for 4.5.



# Plenary Discussion

**CASE STUDY 4.5.** Reversing an Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative



# Today's Key Concepts

- The Do ability/Priority Analysis is key to avoiding the trap of doing things that you have the capability for, but turn out not to be very impactful in terms of creating public value through PSD innovation
- Action Plans are living documents that capture and communicate the results of design thinking and can inform both iterative processes of prototyping and refinement and implementation
- Many analytical tools and techniques can contribute to design thinking by generating new understanding of problems and analysis of solutions as input to Action Plan
- Performance contracting is an effective tool for increasing transparency and accountability and improving efforts to adhere to the principles of PSD.

# Workshop at a Glance

**Morning Session**
**0900 – 1200**

Day 1  
Understanding the role of government, the public service, innovation and digital transformation in realizing the Agenda 2030

Day 2  
Exploring Key Concepts and Conducting the Digital Transformation Assessment

Day 3  
Mapping the Institutional Environment

Day 4  
Toward a Road Map and Action Plan

Day 5  
Bridging the Gaps in Public Service Delivery Action Plans

Module 1.1. Welcome & Introduction to the Course

Module 2.1. Welcome and Introduction to Day 2

Module 3.1. Welcome and Introduction to Day 3

Module 4.1. Welcome and Introduction to Day 4

Module 5.1. Welcome and Introduction to Day 5

Module 1.2. Government, Public Service and the Agenda 2030

Module 2.2. Innovation and Digital Government: Principles and Strategies to Innovate in Public Service Delivery

Module 3.2. Implications for the Realization of the NDP

Module 4.2. Tools and Techniques for Building Situational Awareness

Module 5.2. Plenary Discussion Prioritizing Recommended Actions

Module 1.3. Our National Development Plan

Module 2.3. Building Situational Awareness with the DTCA, Part 2

Module 3.3. Public Value Framework Part 1

Module 4.3. Do-ability vs Priority Analysis

Module 5.3. What Needs to Change? What Change Will Create the Most Value?

**Lunch Break**
**Afternoon Session**
**1300 - 1700**

Module 1.4. Innovation, Digital Transformation and Digital Government

Module 2.3. Building Situational Awareness with the DTCA, Part 2 Continued

Module 3.3. Public Value Framework Part 2

Module 4.4. Action Planning Part 2

Module 5.4. Case Study: Socio-Technical View of Innovation

Module 1.5. Realizing Digital Government Transformation

Module 2.4. Systems Thinking and Situational Awareness

Module 3.4. Enabling change: Innovation Labs and Design Thinking

Module 4.5 Case Study: Reversing an Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative

Module 5.5. Looking Ahead

Module 1.6. Building Situational Awareness through a DTCA

Module 2.5. Introduction to Components of Action Planning Part 1

Module 3.5. Case Study: UNICEF's Kosovo Innovation Lab

Module 5.6. Course Evaluation and Closing Ceremony

Module 1.7. Wrap-Up

Module 2.6. Wrap Up

Module 3.6. Wrap-Up

Module 4.6. Wrap-Up

Module 5.7. Wrap-Up



**United Nations**

Department of  
Economic and  
Social Affairs

# Innovation and Digital Government for Public Service Delivery

Thank You!

