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.
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Thank You!