

Empathy Training for Social Inclusion of Vulnerable Groups

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Enhanced Capacity of civil servants and service providers by Empathy Training

5 days' Empathy training for Govt. officials

2 days' in-house training
Ministry/Directorate/District

Innovation seminar by
Ministry/Directorate/District

3 days' service design training

Documentation training

Mentoring training

Supply
Centric

Citizens Centric

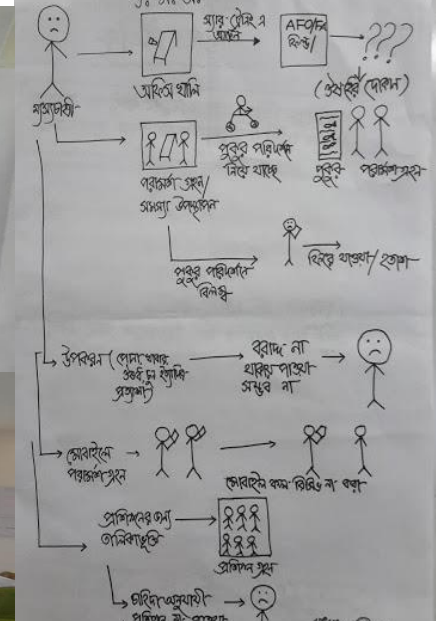
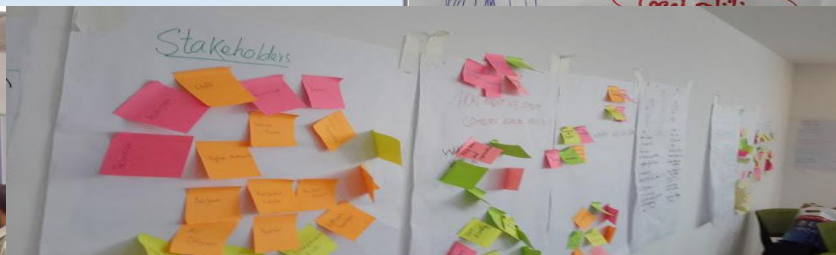
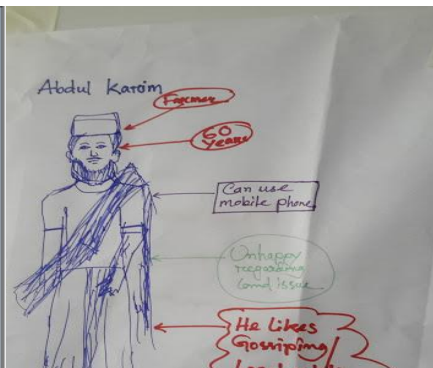
Risk Averse

Risk Taking

Silo

Whole of Govt.
& PPP

“Nudge & Nurture” Process Creating Small Improvements



Collaboration with Cabinet and Ministry of Public Admin

'Empathy' training: more unlearning than learning

Walk a mile in Citizens' shoes

'Failure is OK'

Rules don't forbid change, fears do!

TOOLKIT FOR Empathy-based Public service Innovation

Build Empathy

Stepping into the shoes of the citizens for whom public services are designed

Reduce TCV (Time, cost & Visit)

Defining a clear objective for innovation: Reducing the Time, Cost and Visits required by citizens to access public services

Apply SPS (Service Process Simplification)

Mapping out entire service delivery processes
End-to-end, eliminating unnecessary steps and redesigning them to be more easily accessible to citizens



ATTITUDINAL CHANGE

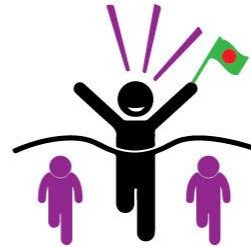


I KNOW EXACTLY HOW YOU FEEL...

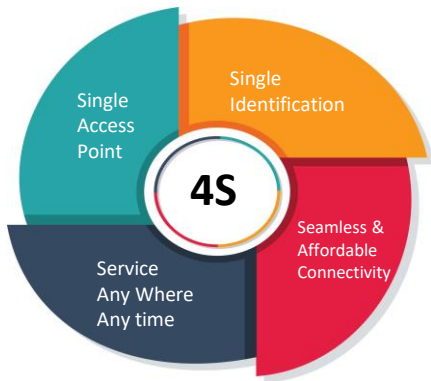
EMPATHY TRAINING

Mindset change
of 10,000 government officials to
re-design services to be
more citizen-friendly

Incentives for Civil Service



Incentivizing civil servants for
innovation in public services and
showcasing & recognizing
novel solutions



TRANSPARENCY & SIMPLIFICATION

Whole-of-Government Services
Simplified, Digitized, Integrated

1500
GOV. SERVICES
SIMPLIFIED

\$ 10 BILLION
SAVED BY CITIZENS



TRANSPARENCY & SIMPLIFICATION



PAPERLESS OFFICE

An integrated, interagency system for 130,000 civil servants enabling faster decision making and greater transparency

Foundation for 1500 services

GOV. OFFICES USING NOTHI (E-FILING)

A case: Digital Financial Inclusion for SSN

Fact of Social Safety Nets Programme

**118 SOCIAL PROTECTION
PROGRAMME NATION WIDE**

**13.5 MILLION
BENEFICIARIES**

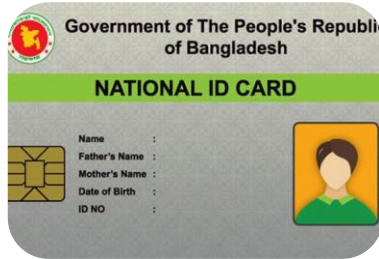
**13.81% OF TOTAL BUDGET
ALLOCATION**

**25 MINISTRIES
INVOLVEMENT**

Payment Digitization Process



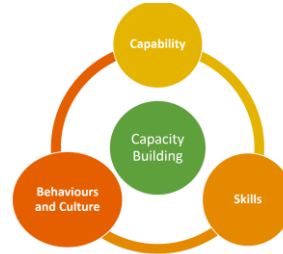
Step 1: Situation Analysis
through Empathy training



Step 4: NID enabled
Electronic Account Opening



Step 2: Consultation workshop



Step 5: Capacity Building

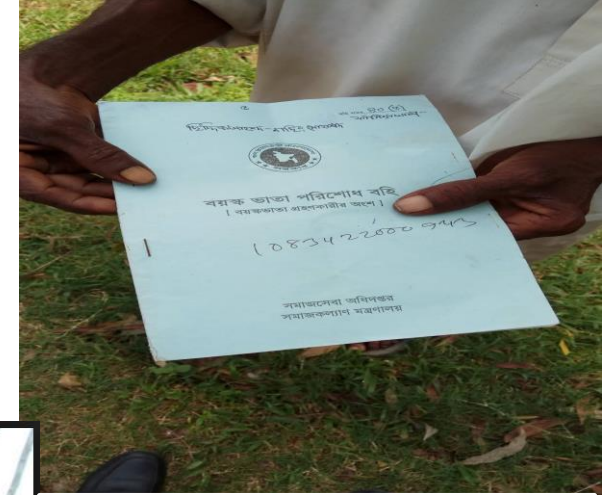
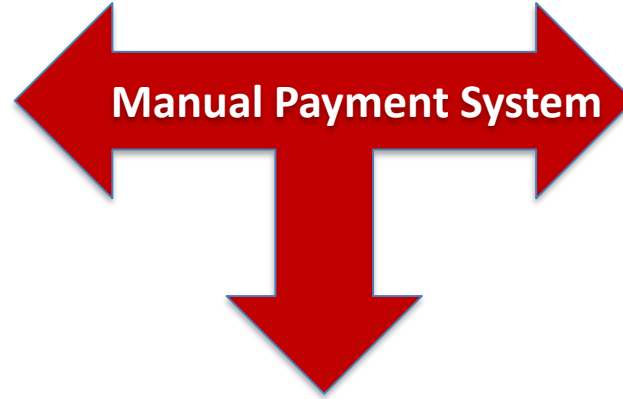


Step 3: Stakeholder
Analysis



Step 6: Payment Disbursed

Situation Analysis through empathy training



- Traditional Thumbprint
- Less Authenticate System

- Wastage of Time
- Hassle for old people
- Stood in queue for long time

Situation Analysis

Deadweight Loss

MICRO LEVEL
COST

185 MINUTES

60 BDT



Macro Level
Cost

Wastage of
40.1m hrs
calculate **\$16.3 B**

32.7 B \$
Monetary
Loss

Total 49B \$ National loss



Stakeholder Analysis

**Cabinet Division
(National
Coordination)**

Lead Agency

- **Ministry of Liberation War Affairs**
- **Ministry of Social Affairs**
- **Ministry of Disaster Management**

Co-lead Agency

- **Ministry of Education**
- **Prime Minister Office**
- **Local Government Division**
- **Election Commission**
- **ICT Division**

**Associate
Ministries/Divisions**

NID enabled Electronic Account Open and Card Issuance



- Identify beneficiaries
- NID enabled biometric account creation
- Account verification



Commercial Banks are issuing safety net card for agent banking

Capacity Development for Officers and Entrepreneurs



- Capacity Building of UDC entrepreneurs
- Providing ICT tools and logistic support
- Engagement of multi layer stakeholders including local government, thana election office, bank agents etc.
- Awareness building of beneficiaries for digital payment

Payment disbursed through cash out points



- Accessible cash out point at the door step.
- **109** bio-metrics enabled cash out point in 1 pilot unions.
- **11 districts** covered 09 exclusively.

Outcome of payment digitalization

- 4 Enhanced socio-economic status of the beneficiaries
- 3 Hassle free and quick process
- 2 Saved up to 91 million hours, \$20 million in costs and 60.4 million visits annually
- 1 Govt. SSN allowances saved upto \$15 million



Reaching out most vulnerable groups



Honorarium for Freedom Fighters



Old Aged Allowance



Widow Allowance



Disabled Allowance

Savings after digitization of Payment Systems

FINANCIAL SERVICES

All G2P Digital
Most P2G Digital

Saving citizens TCV Saved
\$100 million 57%

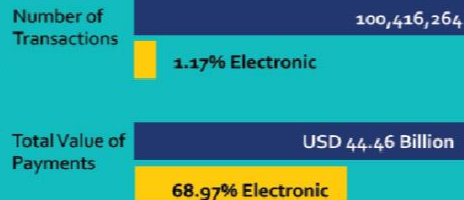
NEW FINANCIAL PRODUCTS

Insurance, Micro-savings,
Credits, Digital payments

SNAPSHOT: BY PAYER PER YEAR

Total Payments (per month)	367 M (by volume)	\$30 B (by value)	% Payment Electronic	5.87% (by volume)	11.76% (by value)
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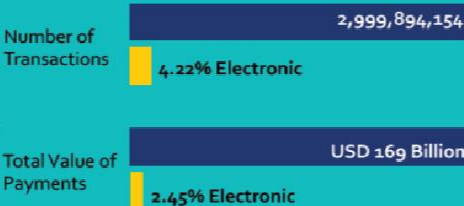
Government (G2G, G2B, G2P)



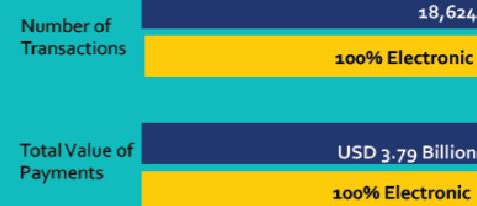
Business (B2G, B2B, B2P)



Person (P2G, P2B, P2P)



Donor (D2G, D2B)



Thank You

Questions, critics and comments....