



Sub-National Governance
Programme

Improving public service delivery

Punjab Innovations Showcase

DDCF EXHIBIT REPORT

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List of Abbreviations

CSO	Civil Society Organization
DCO	District Coordination Officer
DDCF	District Delivery Challenge Fund
DFID	Department for International Development
EmONC	Emergency Obstetrics and Newborn Care
ICT	Information and Communication Technology
IPAL	Innovations for Poverty Alleviation Lab
ITU	Information Technology University
LB	Learning Boost
LG	Local Government
PITB	Punjab Information Technology Board
SNG	Sub-National Governance Programme

Introduction

District Delivery Challenge Fund (DDCF) instituted under the Sub-National Governance (SNG) Programme Punjab has funded seven (7) innovative pilots (3 in the education sector and the rest in primary healthcare) to date. Three of these projects have almost matured with impact results available while the remaining four projects are in field implementation. The projects have been designed in adherence to the principle of sustainability and with the aim of eventual adoption by the public sector. In furtherance of this objective, it was essential to share positive results with relevant stakeholders.

DDCF Punjab organized an event, in collaboration with Punjab Information Technology Board (PITB) at Arfa Software Technology Park, Lahore on 11th February, 2016, to showcase the SNG pilots as well as the innovative solutions for improvements in health and education services being piloted by the PITB. The event provided government officials, donors and other key stakeholders an opportunity to learn more about these pilots and support replication of successful ideas. The key purposes of conducting the innovation showcase were:

- i. to share the DDCF project selection process, its achievements, lessons learned and possibilities for improvement, with key relevant stakeholders and policymakers.
- ii. to share and invite stakeholders' feedback and create understanding of specific projects under the DDCF and demonstrate how these contribute towards improving governance, delivering services, fighting corruption and enhancing planning and budgeting efficiency.
- iii. to pave the way for formally transferring knowledge about these innovations (which directly or indirectly involve ICT) to the PITB, the lead agency for IT and innovation in the Punjab Government.

The showcase was attended by decision-makers at the district-level including District Coordination Officers (DCOs), academia and Civil Society Organizations (CSOs), representatives from DFID, as well as implementing organizations for the DDCF projects. During the general session, guests were introduced to the SNG Programme, and familiarized with the DDCF pilots, as well as innovative projects being implemented in Punjab by the PITB and their role in improving governance and service delivery. The session also included a special talk by Dr. Kamal Munir (Dean Mushtaq Ahmad Gurmani School of Humanities and Social Sciences, LUMS), a renowned expert on innovation and social change. The guests also visited dedicated stalls for each project and took keen interest in their unique features, implementation details and impact on service delivery outcomes.

About the DDCF:

The DDCF was established in April 2013 by the SNG Programme to test new ways of delivering basic services at the district level, to generate evidence of success and to support province-wide replication of successful models.

The DDCF offered grants to public and private sector entities through a transparent and competitive process. Applications for grants were invited through advertisements in the media, district and provincial level workshops and through one-to-one contact with potential applicants.

Certain thematic areas were identified that provided the focus for health and education sector projects.

1. Showcased Projects

1.1 Learning Boost (LB)

An ICT-based teacher training model, whereby a training facility is created at a convenient location (especially for female teachers, to obviate the necessity of their travelling to far-off locations) and is equipped with modern training materials. The project, which has completed its pilot duration, was a full-spectrum intervention that worked on multiple teaching and learning dimensions to achieve significant gains in teacher and student competencies. LB's objectives included (I) improving teacher and student competencies in early and primary grade reading and mathematics, (II) standardizing literacy and numeracy assessments and benchmarking improvements in student learning outcomes, (III) exposing students and teachers to innovative learning materials and (IV) enhancing parental engagement and community support for early grade literacy and numeracy skills in school children.

LB aimed to achieve holistic improvement in learning outcomes through the following ICT-assisted components: (I) teacher training and evaluation, (II) student assessment and performance reports and (III) community action.



Representatives from DFID learn about the project outcomes at the Learning Boost desk

1.2 Education Data Management System

Education Data Management System has automated the end-to-end student assessment process and is a convenient learning outcomes data analysis tool for policy making. The system is capable of linking and cross-referencing monitoring indicator improvements with learning outcome gains. The system can also **monitor enrollment status at student level**.

1.3 Learn While You Teach

An ICT-enabled model for teacher training which focuses on building the capacity of District Teacher Educators (DTEs) along with development of advanced training material and techniques.

A female participant expresses her interest in the Learn While You Teach Project



1.4 Tele-medicine

An innovative model of delivering health care services through tele-diagnostic equipment enabling remote assessment of patient condition and 17 basic medical tests, and linking Basic Health Units (BHUs) with medical consultants at central, district hospitals.



Participant demonstrating the use of the Tele-medicine equipment for diagnosis

1.5 Har Zindagi – Every Life Matters

The Har Zindagi pilot aims to increase the coverage of immunization in low resource communities and create traceable records of ensuring that children once immunized are retained in the system over time. The key objective of the Har Zindagi project is to create a new e-vaccination card with an inbuilt Near Field Communication (NFC) electronic chip and with visual instructions and graphic illustrations for low literate users. Other project components include, creation of digital immunization records in the field, ICT based monitoring, evaluation and learning (MEL) for vaccine administration and data-driven policy prescriptions for decision-makers.



Mustafa Naseem, Director IPAL, Information Technology University (ITU), explaining the project to guests from DFID

1.6 Temaardar

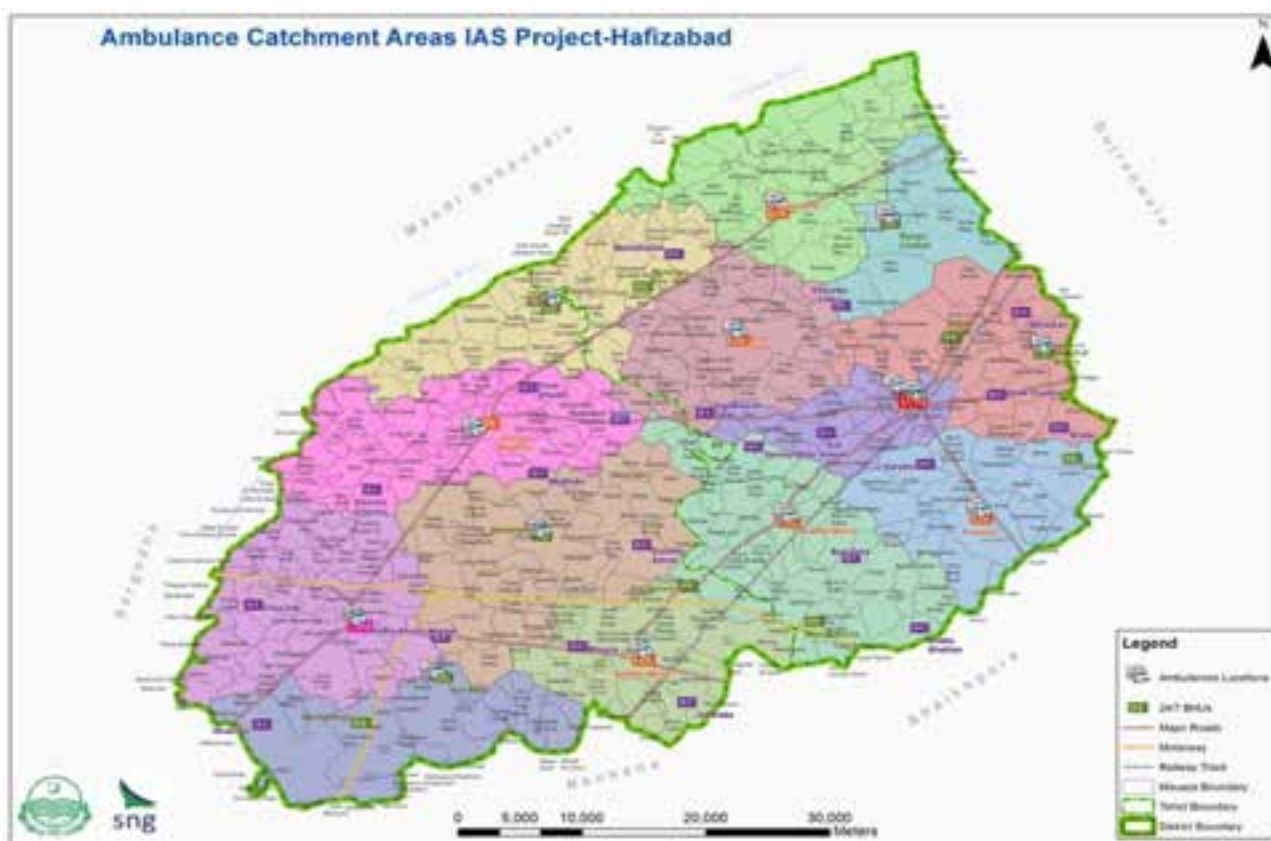
Temaardar aims to introduce an ICT-based system of procurement and distribution of medicines at district health facilities to reduce pilferages and mismanagement of resources at the primary level. It would also enable surveillance and patterning of diseases for needs based planning and budgeting in districts.



Mr. Amir Aqiq, Project Director Temaardar interacting with a guest

1.7 Integrated Ambulance Service

A GIS-based automated ambulance dashboard to increase access to Emergency Obstetrics and Newborn Care (EmONC) services in rural areas.



A GIS Map indicating operational areas for deployment of the ambulances in Hafizabad

1.8 Geographic Information System (GIS)

GIS involves geo-coding data and placing it on maps generated through a variety of formats including satellite imagery, in ways that allow spatial analysis of the data, i.e. understanding where things are and how they relate to each other. It is a critical technological tool that ensures prudent urban governance with its ability to visualize, share and manage data while bringing transparency and accountability at all levels.

The SNG Programme established GIS cells on pilot basis in two districts of Punjab, Sheikhupura and Vehari. Recently the GIS Cells have been extended to four additional districts of Punjab: Hafizabad, Mandi Bahauddin, Sahiwal and Bahawalnagar. Over 750 maps have been generated in all these districts to assist district governments to identify problems, design solutions and constantly monitor/measure the impact of decisions for effective service delivery, particularly in health and education sectors. As a result of GIS based interventions, amongst other things, LG elections in the two pilot districts were conducted very effectively with least problems and complaints. Additionally, the district of Sheikhupura was able to increase its Capital Value Tax (CVT) collection this year as compared to last year by over 270% due to GIS intervention that increased the CVT rating area by 50%.



Jahangir Gulzar, GIS manager explaining the utility of GIS maps for decision-making to a participant at the event

2. General Session: Highlights

Mr. Hamed Yaqoob Sheikh, Provincial Team Leader, SNG Programme Punjab, introduced the DFID-funded SNG Programme and congratulated the Challenge Fund grantees on successfully demonstrating innovative solutions to service delivery issues in Punjab. He added that the success of these projects would not have been possible without the support of government partners such as the PITB, Directorate of Staff Development (DSD), the Policy and Strategic Planning Unit (PSPU) and the district governments of Sheikhpura, Hafizabad, Sahiwal, Vehari, Bahawalnagar and Mandi Bahauddin.



Mr. Usman Khan from the SNG Programme summarized the progress of each of the projects and explained their significance to the overarching objective of bringing about improvements in service delivery at the district level. He said that the purpose of the showcase was to advocate for the province-wide implementation of successful models.

Dr. Kamal Munir gave a stimulating talk on how innovations were driving social change around the world and emphasized on the fact that innovations in the public sector needed to be grounded in economic realities while remaining focused on the actual needs of the people.



Dr. Umar Saif, Chairman PITB said in his remarks that there was no gainsaying the importance of innovation for ensuring accessibility of health and education services in the remotest corners of the province and in enhancing public perception of service delivery in the province. He said that traditional methods of delivering services to the people, particularly in less developed districts, were no longer capable of adequately meeting the requirements of the people.

Mr. Ben French expressed appreciation for the innovative yet indigenized models of service delivery as these were best suited to meeting the needs of the local communities. He reiterated DFID's commitment to supporting meaningful interventions to improve governance standards at the local and provincial levels.



3. Reception and Media Coverage

The event was well-attended with over a hundred participants who visited each of the stalls in turn and praised the innovative models of service delivery being showcased. In particular, different district governments had various questions concerning the outcomes of the projects and their impact on service delivery and further discussed the possibility of replication in their respective districts.

The showcase received extensive coverage in print media with news reports featuring the event appearing in The News, The Express Tribune, Khaleej Mag, Daily Dunya, and Daily Ausaf, among others. It also garnered attention on social media sites like Facebook and Twitter. One of the mainstream channels, ARY News, aired a news report about the event in which the technology-driven, innovative models showcased were described as ground-breaking in the context of public service delivery.





4. Innovations Showcase in Pictures

Annex 1: Selected Press clippings

The Express Tribune

12th February, 2016

IT-based solutions to education, health issues showcased

OUR CORRESPONDENT

LAHORE

The Punjab Information Technology Board (PITB) and the Sub-National Governance (SNG) Programme on Thursday showcased IT-based innovative models of governance employed by the provincial government at Arfa Karim Software Technology Park.

PITB Chairman Umar Saif was the chief guest. Department for International Development (DFID) representative Ben French, SNG Programme provincial team leader Hamed Yaqoob Sheikh, Usman Khan from the SNG Programme and Prof Kamal Munir from the LUMS were among the guests.

Saif showcased some of the projects the PITB had worked on for the provincial government. He said that other provincial governments had asked the PITB to replicate the projects there. "The PITB has been helping them deploy the tools in Khyber Pakhtunkhwa and Balochistan," he said.

He said the projects presented at the event included those funded by the UKaid under the SNG Programme's District Delivery Challenge Fund and those currently being implemented by the PITB.

He talked about the importance of innovation for ensuring accessibility of health and education services in remote areas. He said that traditional methods of delivering services to people, particularly in less-developed districts, were no longer capable of adequately meeting their requirements.

Kamal Munir lauded the PITB and the SNG Programme for highlighting innovations that were not only practical and relevant to local realities but could significantly impact the level of satisfaction communities were getting from the services provided by the government. Hamed Yaqoob Sheikh said that the success of these projects would not have been possible without the support of government partners.



Punjab IT Board (PITB) in collaboration with Sub-National Governance (SNG) Programme showcased innovative models of governance at the Arfa Karim Software Technology Park on Thursday.

Daily Dunya

12th February, 2016



آئی ٹی منصوبوں کی کامیابی یقینی بنائیں گے

لاہور (اپنے سٹاف رپورٹر سے) پنجاب آئی ٹی بورڈ اور یو کے ایڈ کے نیشنل گورننس پروگرام کے اشتراک سے ارفع سافٹ ویئر ٹیکنالوجی پارک میں محکمہ تعلیم اور صحت کے چودہ منصوبوں کی آگاہی کے لئے نمائش کا اہتمام کیا گیا۔ اس موقع پر چیئرمین پنجاب ب آئی ٹی بورڈ ڈاکٹر عمر سیف نے خطاب کرتے ہوئے یقین دہانی کرائی کہ پی آئی ٹی بی کی ٹیم ان منصوبوں کو کامیاب کرنے کے لئے جدید ٹیکنالوجی کو مہارت سے بروئے کار لائے گی۔ انہوں نے سکولوں اور ہسپتالوں کی سمارٹ مانیٹرنگ، ای ویکسی نیشن پروگرام، ای لرننگ، سٹیزن فیڈ بیک، ای سیٹیمپنگ سمیت پی آئی ٹی بی کے متعدد منصوبوں پر بریفنگ دی، تقریب میں ایس این جی کے ٹیم لیڈر حامد یعقوب، ڈیفنڈ کے نمائندہ مسٹر بن فرنج اور لمز کے پروفیسر ڈاکٹر کمال منیر نے بھی شرکت کی



Nai Baat

12th February, 2016



آئی ٹی بورڈ کے چیئرمین ڈاکٹر عمر سیف، ڈیفنڈ کے نمائندہ مسٹر بن فرنج اور لمز کے پروفیسر ڈاکٹر کمال منیر نے بھی شرکت کی۔ (11-2-16)

Annex 2: Twitter Feed



DFID Lahore Retweeted



PunjabITBoard @PITB_Official · 13h

Provincial Representative and Head of #DFID #Lahore Ben French as special guest at #PunjabInnovations #ChallengeFund

Umar Saif, Fasih Mehta, Govt Of The Punjab and 7 others



Retweet 1 Like 2

DFID Lahore Retweeted



PunjabITBoard @PITB_Official · 2h

#PITB & #SNG organised #PunjabInnovations in which Head of #DFID Lahore Ben French was the prestigious guest.

Umar Saif, DFID, DFID Lahore and 7 others



Retweet 5 Like 6

DFID Lahore Retweeted



PunjabITBoard @PITB_Official · 11h

Dr @umarsaif thanked #SNG & #PITB team for bringing together an interesting & informative event.

#PunjabInnovations

👤 Fasih Mehta, Govt Of The Punjab, DFID Lahore and 5 others



Annex 3: Attendance Sheets

Showcasing of DDCF Pilot Projects

Held on February 11, 2016 at PITB

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Showcasing of DDCF Pilot Projects

Held on February 11, 2016 at PITB

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Showcasing of DDCF Pilot Projects

Held on February 11, 2016 at PITB

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Showcasing of DDCF Pilot Projects

Held on February 11, 2016 at PITB

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Showcasing of DDCF Pilot Projects

Held on February 11, 2016 at PITB

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Showcasing of DDCF Pilot Projects

Held on February 11, 2016 at PITB

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