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Reforms and Innovation in the Government for High Performance

## Quick facts

**Duration:** 2015-2023

**Government partners:** Ministry of Planning, Development and Special Initiatives (MoPD&SI), Prime Minister’s Office (PMO)

**Funding partners:** Government of Pakistan, Foreign, Commonwealth & Development Office (FCDO)

**Location:** Islamabad

**Annual budget (2022):** USD 600,000

**Contact:**  Dr. Samina Taslim Zehra, National Project Manager

The Government of Pakistan recognizes institutional reform and modernization of the public sector as one of the pillars of development and growth framework. The Reforms and Innovation project was created in partnership with the Ministry of Planning Development & Special Initiatives (MoPD&SI) to actualize the vision of enhancing efficiency, effectiveness, transparency and accountability of the public sector through institutional change and robust performance management.

**Objective**

Supporting the government in undertaking governance reforms and innovative measures to enhance institutional capacity, performance and service delivery outcomes.

**Expected results**

* Performance based management system embedded in government institutional architecture
* Civil service and public administration reforms aimed at establishing distinct transparency and accountability mechanisms implemented
* MOPDSI is positioned as a model ministry driving innovation and high-performance delivery

**Achievements**

* Provided support to Government of Pakistan for implementation of Performance Agreements signed by the Prime Minister with all 41 Federal Ministries and Divisions.
* Strengthened MoPDSI’s capacity as a think-tank to Government of Pakistan through development of a comprehensive Technical Assistance (TA) plan to help target high impact areas of MoPDSI to ensure a stronger integration and internalization of reforms.
* Strengthened capacity of Prime Minister’s Delivery Unit by identifying areas and sectors which are constantly failing to perform at the required levels, and propose concrete remedial measures for enhancing performance.
* Completed two rounds of an extensive three-phase survey to measure citizens’ satisfaction with public service delivery in Khyber Pakhtunkhwa and Punjab. The survey covers access and acceptability of public services including WASH, health, education and citizens’ engagement and awareness, with a sample of 27,720 households.
* Provided technical assistance to Prime Minister’s Task Forces on Institutional Reforms and Austerity, the Institutional Reforms Cell and Cabinet Committee on Institutional Reforms
* Revised Planning Commission’s ‘Development Manual’; conducted studies on ‘Executive Recruitment in Public Sector Organizations’, leading to development of ‘Recruitment Manual for Executive Level Hiring’; and ‘Compensation in Public Sector’.
* Implemented training on ‘Building Capacity to use Research Evidence (BCURE)’ modules through NSPP. It was a Harvard designed course for the senior public servants to use data in policy. Over 2,071 civil servants trained.
* A comprehensive Training Needs Assessment (TNA) exercise completed for identifying gaps between demand and supply of skills for public servants and propose measures to address these gaps
* Conducted detailed review and analysis of past reform efforts through research studies, consultations with stakeholders and leveraging UNDP’s international experience. More than 200 meetings conducted with approximately 3000 stakeholders.
* Organized stock-take and consultation sessions to develop roadmaps for institutional reforms in line with latest government priorities
* Conducted an all-encompassing digital readiness assessment of the Ministry of Information Technology & Telecommunication (MoITT) and its key attached organizations: NITB, IGNITE, PSEB and NTC. This assessment gauged organizational digital readiness in three categories: a) infrastructure maturity b) business process continuity c) digital readiness of employees

**What’s next?**

* Provision of technical and operational support to Office of Special Assistant to PM on Government Effectiveness through action research, and development of strategic roadmap for revitalization of economy and energy sectors
* Provision of technical and operational support to National School of Public Policy to strengthen its capacity as premier in-service training institution for civil servants
* Provision of technical and operational support to Prime Minister’s Delivery Unit for enhancing efficiency and effectiveness of Pakistan Citizen Portal
* Provision of technical support to Federal Board of Revenue for enhancing effectiveness of WeBOC system through development and functionality enhancement of reporting dashboards
* Provision of technical assistance to MoPDSI to act as a research think-tank to Government of Pakistan

**Where do we work:**

* Islamabad Capital Territory