



Ministry of Land

UNPSA Award 2020

Ministry of Land of
Bangladesh won 2020
UNPSA Award
for e-Mutation initiative



United Nations  Nations Unies

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1 June 2020

Excellency,

I am pleased to inform you that the Ministry of Land of your country has won the 2020 United Nations Public Service Awards, in the category of “Developing transparent and accountable public institutions”, for the initiative “e-Mutation”. Its outstanding achievement has demonstrated excellence in serving the public interest and I am confident it has made a significant contribution to the improvement of public administration in your country. Indeed, it will serve as an inspiration and encouragement for others working for the public service.

The General Assembly, in its resolution 57/277, designated 23 June as United Nations Public Service Day for the purpose of celebrating the value and virtue of service to the community at the local, national and global levels. On 23 June each year, the United Nations organizes a ceremony to commemorate the United Nations Public Service Day, during which the most innovative initiatives in the public sector around the world are recognized.

However, as the world continues to be impacted by the ongoing COVID-19 pandemic, our plans to host a 2020 United Nations Public Service Awards Ceremony have been postponed until further notice. While it is regrettable that we cannot honour the 2020 United Nations Public Service Award initiatives via a ceremony at this time, we are planning numerous outreach activities to showcase the winning initiatives online, including over United Nations social media channels. We also encourage Member States to highlight the winning initiatives in their countries.

In the meantime, if you have any additional questions, please do not hesitate to contact Ms. Elizabeth Niland, Programme Management Officer, Division for Public Institutions and Digital Government, UN DESA (nilande@un.org).

Please accept, Excellency, the assurances of my highest consideration.

LIU Zhenmin
Under-Secretary-General

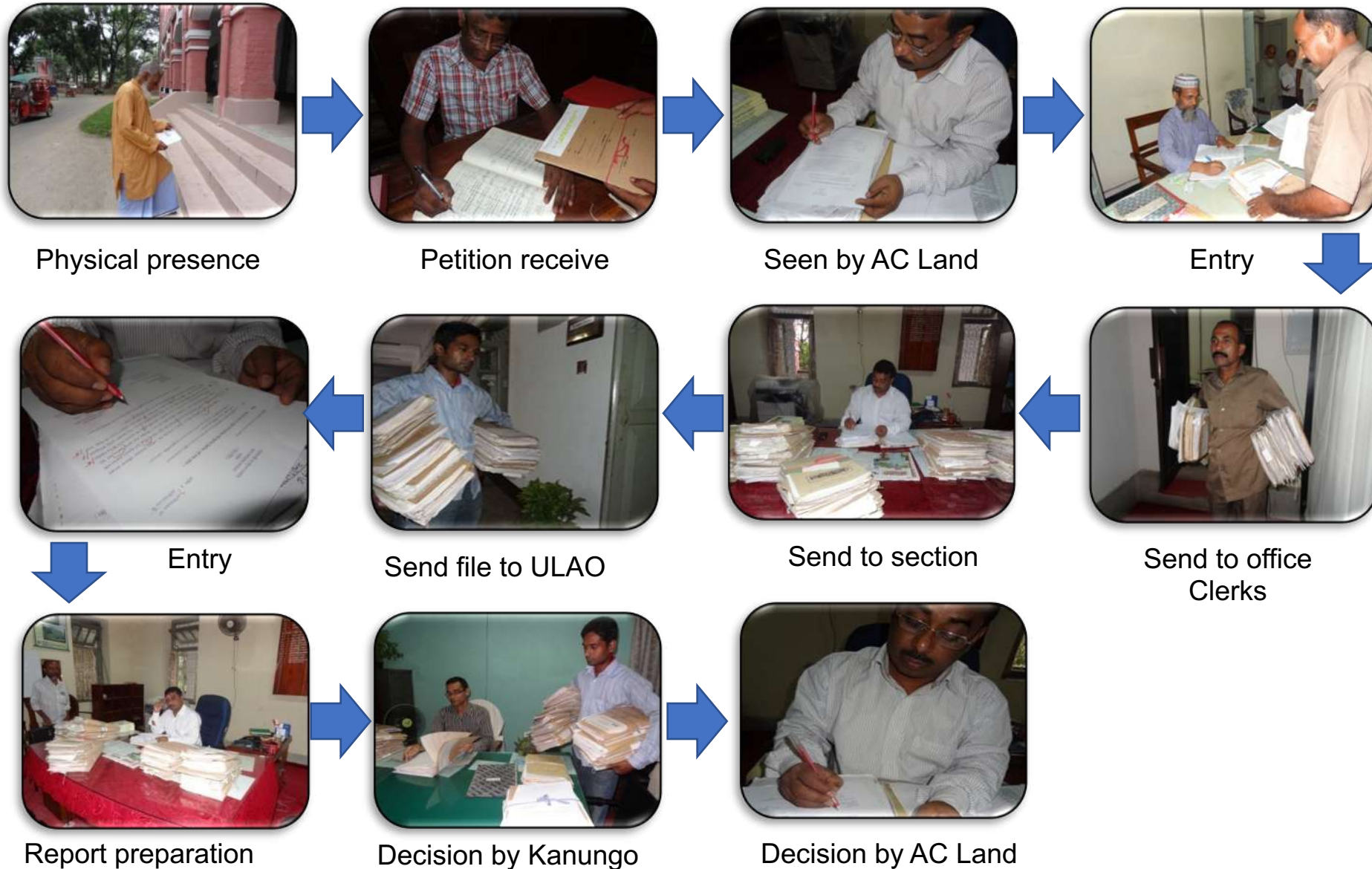
Objectives of e-Mutation Initiative

- Implementation of Digital Bangladesh Agenda by 2021
- Reduce Time, Cost & Visit (TCV)
- Ensure Transparency & Accountability

E-mutation is the digital process for submitting application for record correction. Citizens receive SMS notifications at every step!

Manual System of Mutation

A Transformation was a necessity to Reduce TCV!

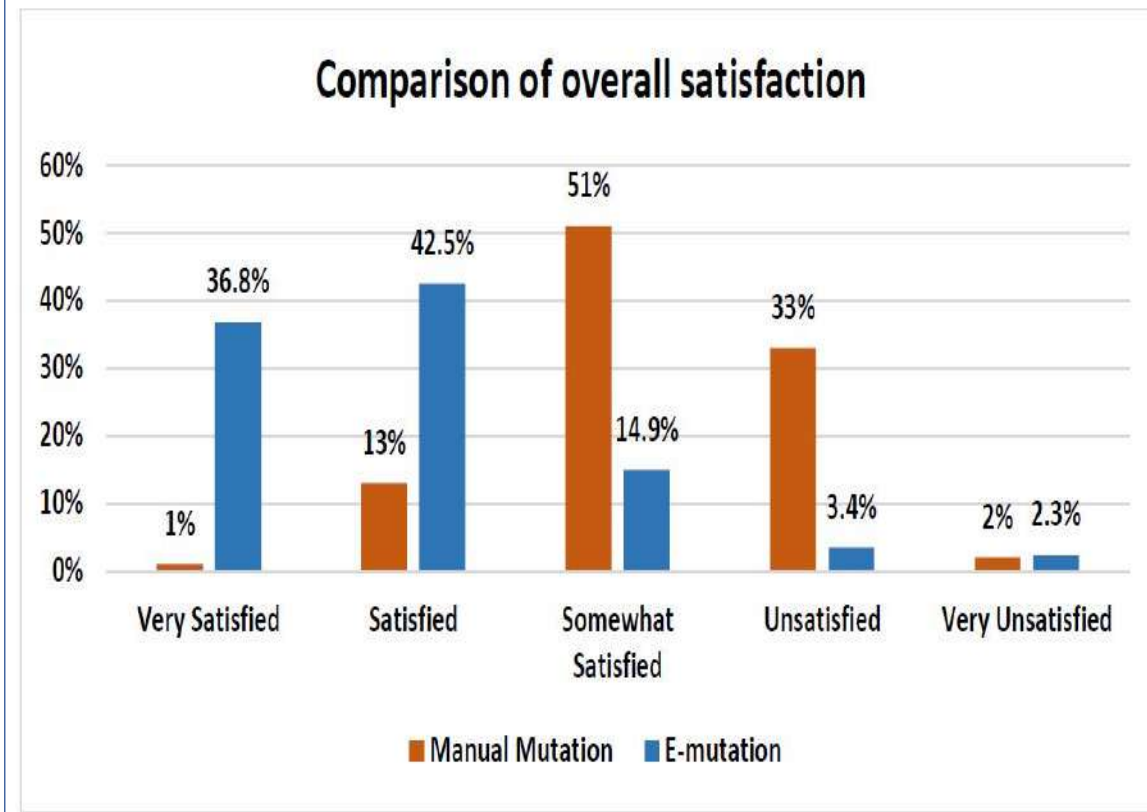


30 - 60 Days

e-Mutation at a Glance

- *Online application submission*
- *Instant service ID*
- *Submission assistance from 5000+ UDCs*
- *Tracking application status*
- *Receipt of SMS at every step*

Figure 5: Comparison of manual mutation and e-mutation processes regarding satisfaction level



E-Mutation's Impact on TCV

Manual Mutation



e-Mutation



30 – 90 Days

Average 15 Days

- *Transparency & Accountability enhanced*
- *Corruption reduced*
- *Central Monitoring through Dashboard*

For **2.5 million** e-Mutation cases until 30 May 2021:

1. Time saved: 2.5M X
5 man-hours = **1,25,00K hours**
2. Costs saved: 2.5M X
BDT 500 = **BDT 125,00K**
3. Visits saved: 2.5M X
2 times = **50,00K times**

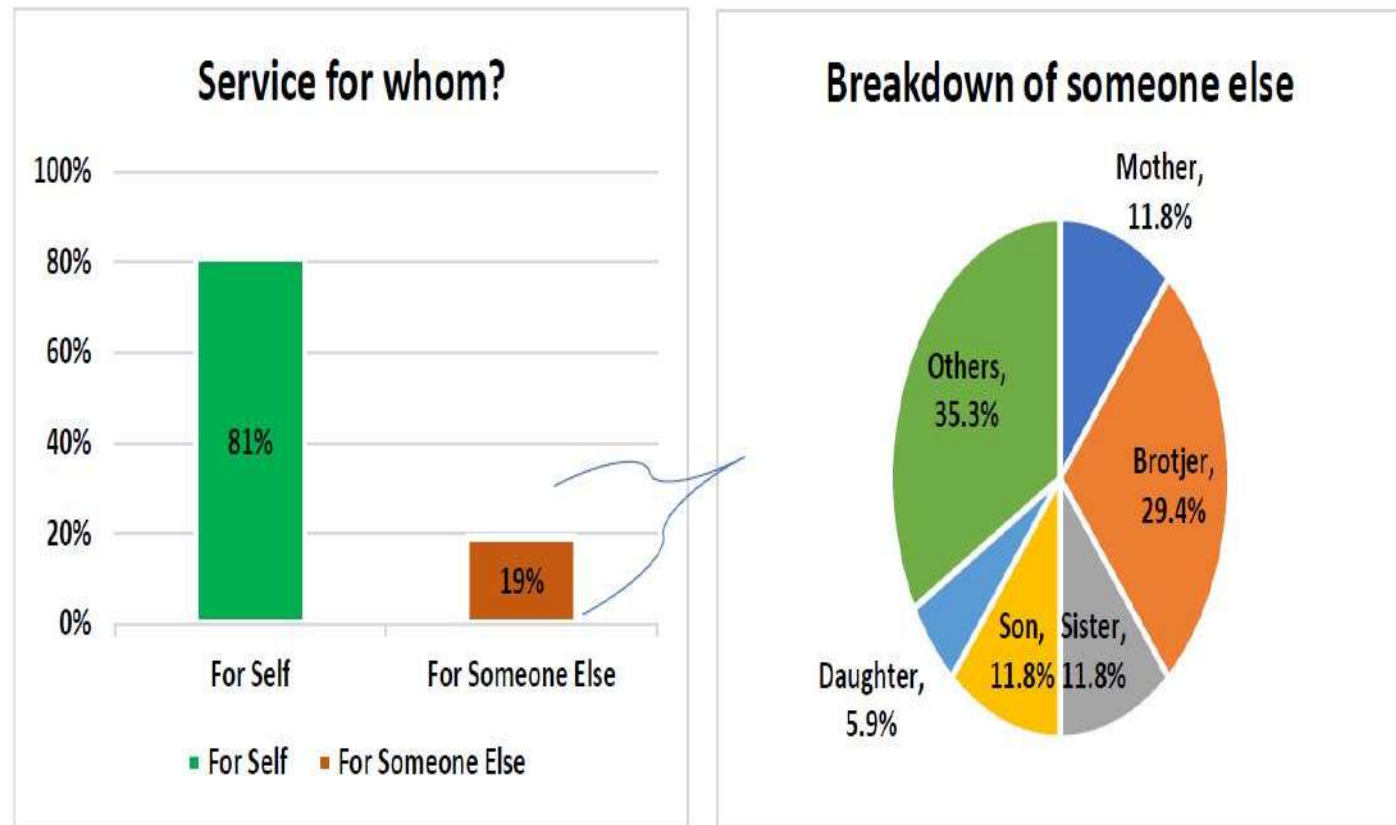
E-Mutation: *Way Forward*

- *Mutation by 7-10 days*
- *Call center 333/16122*
- *Online payment system*
- *Virtual hearing system*
- *NID/Passport verification system*
- *BIDA OSS system*
- *Grievance Redresal (Complaint Receipt) System*

Learning Points of e-Mutation System

- *Removal of Unwanted Human Interactions*
- *Avoidance of Middlemen*
- *Dissolving Public Officials Discretionary Powers*
- *Integration with other departments' systems*
- *Services from home 24/7*
- *Virtual Hearing*
- *Online Payment*

Figure 1: Reliance on middleman for e-mutation



Thank you