

**Statement by**  
**Helen Clark, UNDP Administrator**  
**At**  
**Side Event on South-South and Triangular Co-operation on**  
**Scaling Up Innovations in Public Service Delivery**  
**UN Headquarters, New York**  
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I am delighted to join the Honourable Prime Minister of Bangladesh at this important side event.

In our world, new challenges to development are continually emerging. Thus there is an urgent need to be agile and flexible in the way we do development. The bold *2030 Agenda for Sustainable Development* and its associated *Sustainable Development Goals* provide a good framework for this.

To realise the promise of the new global agenda, quality public services are needed. Ending poverty, malnutrition, illiteracy, preventable deaths of children, and more all require significant investments and good public policy. Strong and broad-based partnerships are essential too, and these must include South-South and Triangular co-operation.

As we have heard from the Prime Minister, Bangladesh has long been committed to innovation in public service delivery. The *Access to Information Programme – a2i* – and the wider *Digital Bangladesh* initiative have greatly improved transparency, effectiveness, and efficiency in service delivery in Bangladesh. UNDP is proud to have supported the development of these award winning programmes.

In 2010, I had the honour of inaugurating with the Prime Minister one of the thousands of *Digital Centres* which are the hallmark of the a2i programme. These centres enable citizens to access public services much more easily. A survey of 23 of the close to one hundred public services provided by the centres suggests that the initiative has saved citizens an estimated half a billion US dollars over six years, while also increasing their trust in public institutions.

The success of a2i is now in the process of being replicated in the *Maldives* and *Bhutan* which have, with the support of UNDP, established a learning partnership with the Bangladeshi programme. *Nepal*, *Mongolia*, and *Seychelles* have also expressed interest in joining in. This is a good example of how South-South and Triangular Co-operation can play an important role in public service delivery reform. We thank Bangladesh for making this happen.

Supporting partners to build responsive and accountable institutions at all levels of government is central to UNDP's mission. We see this as essential to securing effective and equitable public service delivery.

A significant part of this work is to help countries identify where innovative approaches and tools can make a difference; scale-up successful innovation; increase the reach and quality of the services they provide; and ensure equitable access to those services.

As we can see from the Bangladesh example, South-South and Triangular Co-operation is now playing a prominent role in public service delivery reform. UNDP is supporting such exchanges; for example:

- In partnership with the Government of *Singapore*, we established *The Global Centre for Public Service Excellence* in 2012. Its main objective is to promote innovation in public service delivery as a means of promoting sustainable development and SDG achievement, and to share proven solutions and lessons learnt with senior policy makers worldwide;
- Together with *Kazakhstan*, we established the *Astana Regional Hub on Civil Service* whose mission is to promote solution-exchange and effective systems of civil service in the region; and
- As an important part of UNDP's *Corporate Strategy on South-South and Triangular Co-operation*, we are now in the process of establishing a *Development Solutions Exchange*.<sup>1</sup> Innovations in public services made by Bangladesh and other countries are among those which can be shared through this exchange, and we hope that they will inspire reform efforts elsewhere.

### *Conclusion*

In conclusion, let me commend Bangladesh once again for its proven commitment to public service delivery reform, and for its willingness to share those experiences with other countries – as exemplified by this event.

We thank the Honourable Prime Minister of Bangladesh for her proposal to establish a South-South network of public organizations to identify and share good scalable practices in public service innovations.

UNDP is committed to support this excellent initiative.

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<sup>1</sup> The Global Development Solution Exchange is a system that facilitate demand-supply matching for SSC, which will be facilitated by an on-line platform. It offers on-line and off-line services such as brokering and consultancy support in order to support operationalization of SSC partnerships.