

# Innovation in Fisheries Services: Capturing Best Practices from the Field

A report on review workshop



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## Background

To provide the support in vision 2021 in building digital Bangladesh, Access to information programmes (a2i), Prime minister's Office has taken lot of initiatives. Among those, service simplification is one of the important agendas whose motto is to provide the services at citizen's doorstep in more simplified approach.

In order to fulfill this agenda, a2i programme has focused on public service capacity building of government officials through e-government and service innovation. In the context of service innovation, the objective is focused on bringing an innovation practice in diverse sector of public service. Therefore, a2i programme offers an experimental learning process through which entry level young officers (who have limited authority and control over resources but directly responsible for delivering service to the people) develop an attitude for initiating small innovation pilot by going beyond of their comfort zone and undertaking challenges to add new values (reduction of time, cost and visit) in their respective service sector. In this learning process they are suggested to find out the embedded problems of prevailing system from an empathetic point of view and to explore solutions based on user research, so that more user friendly approaches can be emerged from the reflection of their discovered pathway.

The execution process of these pilot initiatives contains user research and stakeholder consultations that help the officer in leading to an implementable solution design and devising an implementation plan for respective problems with local resource and neighboring support. Then solution and implementation plan are shared and discussed with the concerned directorate and ministry before finalization of the pilot initiative. After finalizing the pilot initiative, trainee officers form an implementation team to ensure collective efforts to execute the pilot. They also explore into local resources to mobilize and search for potential partnerships to carry out the pilot project.

Since April 2014, a2i programme has been brought into 2200+ government officers (particularly the field level officers, who are directly involved with delivering services to citizens) into under the capacity building process. And this process succeeds to bring 521 innovation pilot projects in diverse service sectors and among those 138 of the projects have been completed, so far. Out of these 521 innovation pilot projects, 22 projects come from fisheries sector and by now 7 of those projects have been completed.

To review the pilot projects on fisheries sector, Department of fisheries, Ministry of Fisheries and Livestock, Cabinet Division and Access to information Programme (a2i) of the Prime Minister's Office jointly organized a workshop on 30 May 2016 at Seminar Room of National Theatre (Floor-6), Bangladesh Shilpakala Academy, Segunbagicha, Dhaka, Bangladesh. 18 field level officers with 9 innovative ideas took part in the workshop to exhibit their pilot initiative. The workshop was basically designed to scrutinize each idea's pros and cons in the respect of further possibilities for scale up and monitoring. During the workshop the innovation pilot owners described their innovation ideas, implementation process, experiences and lessons learning from their innovation implementation journey to the senior government

officials from Ministry of Fisheries and livestock, Department of Fisheries, Prime Ministers' Office and a2i programme. In this regard, senior government officials, as being subject expert, offered necessary suggestions, guidelines and admiration to the young officers. As well as, the scopes of further experimentation and replication for each idea were also explored in this workshop by the Department of Fisheries and Ministry of Fisheries and Livestock.

## **Objectives**

The overall objective of the workshop was to review the innovation pilots on fisheries sector which are completed or near completion. This was also an opportunity to bring relevant pilot initiating officers in a single platform so that they can share their innovation ideas, execution process, learning and experiences of their innovation journey. That would help his juniors, peers and seniors to comprehend the project idea more vividly towards following specific objectives,

- To capture and share learning from success and failures of pilot initiatives
- To identify the scalable ideas for further replication/piloting
- To define further scale up of the potential ideas

## **Participants & Guest List**

- Mr. Md. Maksudul Hasan Khan, Secretary, Ministry of Fisheries and Livestock
- Mr. Syed Arif Azad, Director General, Department of Fisheries, Bangladesh
- Md. Anisur Rahman, Additional Secretary (Fisheries), Ministry of Fisheries & Livestock
- Mr. Anir Chowdhury, Policy Advisor, a2i Programme, PMO
- Dr. S. M Sanaul Hoque, Director, Capacity Development, a2i Programme
- Mrs. Farhim Veena, Deputy Secretary, Ministry of women and Children Affairs
- Mr. Manik Mahmud, Capacity Development Specialist, a2i Programme
- Eighteen (18) innovation owner
- Selected member from Department of Fisheries & a2i Programme

## **Resource persons from the DoF :**

- Mr. Sk. Mustafizur Rahman, Principal Scientific Officer, Department of Fisheries
- Md. Aminul Islam, Deputy Director, Department of Fisheries
- Mr. Manawar Hossain, Project Director, Department of Fisheries
- Mr. Alamgir Kabir, assistant director, Department of Fisheries
- Mr. Yousuf Khan, Senior System Analyst, Department of Fisheries

## Program Details

Detailed programme of the workshop is given in Annex I. Major activities of the programme Included 4 separate working sessions, such as,

### Session I: Registration, Introduction & Workshop Background

The workshop was commenced with registration of participants and an introduction speech by the Mr. Syed Arif Azad, Director General, Department of Fisheries where he uphold the background and objective of the workshop. He also thanked a2i for initiation and intervention of this innovation journey. The speech was followed by a learning review presentation by Dr. S. M Sanaul Hoque, Director, Capacity Development, a2i Programme; in which he showed an anlysed result from an online reserach that was conducted to capture the outcomes of the innovation pilots and participants' self-perception in respect of individual capacity enhancement. At that time, he explained how this innovation are playing an significant role in enhancing innovators' individual capability in different areas including identifying a problem, in making partnership, undertaking several risks, office management, in documentation, in sharing and disseminating and in inspiring others for initiating such innovation.



### Session II: Categorization, Showcasing and Review of innovation Pilots

In this session, eighteen (18) initiators were split into eight groups on the basis of their project ideas. Each team was tasked to display their innovation pilots by means of wall showcasing. For that one facilitator was assigned in each group to moderate the group members in presenting their ideas, implementation process and for sharing leaning and experiences. When the showcase were ready for presentation, the experienced senior officials from Department of Fisheries visited each of group's presentation and reviewed each individual idea, its solution process, strengths, weakness and results achieved, so far. At that time, they scrutinized each idea's future prospects and opportunities for border experimentation and replication. In this context, they also gave suggestion for necessary adjustments of the ideas.

### **Session III: Compilation, Identification of Replicable Idea & Generating a Pathway for Replication**

The showcase presentation session was followed by another round of group work which focused to examine each idea more precisely. In this regard, one senior officer from Department of Fisheries was assigned in each group. He discussed with each group member and assisted them to incorporate the received feedback of previous session and to generate a compile idea for each group. At that time, he also helped them in making necessary modification of their showcase for more vivid explication and presentation.

### **Session IV: Showcase Visiting by the Honorable Guests & their Speeches**

Final session of the workshop started with another round of showcase visiting by senior officials of fisheries sector followed by in-depth discussion and recommendation in respect of each idea. As a honorable guests, Mr. Md. Maksudul Hasan Khan, Secretary, Ministry of Fisheries and Livestock; Mr. Syed Arif Azad, Director General, Department of Fisheries; Mr. Sk. Mustafizur Rahman, Principal Scientific Officer, Department of Fisheries; Md. Anisur Rahman, Additional Secretary (Fisheries), Ministry of Fisheries and Livestock; Mr. Anir Chowdhury, Policy Advisor, a2i Programme attended the workshop. During visiting the guest took part in open discussion with the initiators of innovation project regarding each pros and cons of each idea. They also interacted with the officers of the Department of fisheries who remained actively involved in this day-long workshop processes. After that, the Mr. Sk. Mustafizur Rahman Principal Scientific Officer & Innovation Officer, Department of Fisheries, gave a summarized presentation on the workshop outcomes. In his presentation he described each idea's strengths, weakness, possibilities along with the decision in respect of further replication and monitoring. He also upheld the leaning points that innovators were gained from their innovation journey. This presentation was followed by open floor discussion where numerous topics were briefly discussed.



### **Speeches by the guests**

At the ending part of the workshop, the guests delivered speeches from where several suggestion, recommendation and admiration came out.

At first, Dr. S. M Sanaul Hoque, Director, Capacity Development, a2i Programme in speech upheld two different aspects of this workshop. 1) The presence of multi mid-level officials of fisheries sector along with innovators who remained active all the time during this workshop by providing suggestions and guidelines to innovators with a positive approach; 2) A decision taken on providing training to 105 innovation officers and mid-level officials in 5 batches for the purpose of guiding innovators more effectively. He ended up his speech by giving thanks to all who graced this workshop by their presence.

Mr. Anir Chowdhury, Policy Advisor, a2i Programme mentioned in his speech that digital Bangladesh does not mean only technological advancement but it actually means the simplified approaches of the services. He also shared one of his experiences from an international conference, that Mr. got astonished after hearing the achieved success history of an innovation project in a poor country like Bangladesh. He appreciated each innovator for whom it made possible and concluded his speech by congratulating them.

Mrs. Farhim Veena, Deputy Secretary, Ministry of Women and Children Affairs highly praised all innovators' work. She also acclaimed the Department of Fisheries and a2i programme for their assistance in innovators' innovation journey which resulted in Time, Cost and Visit reduction for the service along with their individual capacity enhancement. She mentioned she got to learn numerous matters from this workshop which would help to guide her Department's innovation pilot project.

Mr. Md. Maksudul Hasan Khan, Secretary, Ministry of Fisheries and Livestock acclaimed each pilot owner for initiating their project despite of facing a lot of challenges. He requested each



innovator to disseminate their ideas, acquired learning points and success stories in district and divisional level so that their other colleagues get to know about it and get inspiration. In this regard, he ensured all moral and financial support from his ministry. He also assured to provide all financial support for the replication of selected projects. He said towards mid-level officials of Fisheries sector to provide all necessary guidance and support to the innovators since they were entry level young officers in this sector. These young officers have enough potential but to develop their potentialities they need assistance and proper guideline. If the Department and Ministry of Fisheries can direct them properly they would be more responsible and active. Consequently, the fisheries sector of Bangladesh would get more innovative ideas and projects.



Mr. Syed Arif Azad, Director General, Department of Fisheries, expressed his wonders to watch all those projects and admired all innovators for their courageous project work and its nice presentation. He mentioned innovators were beginner and inexperienced persons, so it's their duty to guide them properly. And in this regard his department would ready to provide all necessary advocacy and guidance to them. He said towards innovators that the main purpose of innovation should be ensuring of the reduction of general peoples' suffering inservice receiving. So their concern should be how a service can be provided in more less time by simplified way. He also mentioned in innovation work it also necessary to combine honesty with innovation for the welfare of people. It helped to sustain the project work as well. He ended the program with a request to all level officers and officials of fisheries sector to work with honesty, sincerity for the overall development and improvement of the quality of work of this department.

## **Recommendations**

Nine (9) innovative ideas from 18 innovators were exhibited and analyzed on this workshop. Each iead's name with its owners profile are given in Annexure II. The recommendations came out in respect of each idea from senior officials' of Fisheries sector expert point of view after watching each idea's presentation, interacting with respective pilot owner and examiningof each idea's future aspect & opportunities.

### **Replicable Ideas (01) :**

Senior officials from fisheries sector found following one ideas out of 9 ideas suitable for immediatereplication.

1. Fish Advisory Service through Mobile Apps(মোবাইলঅ্যাপসেরমাধ্যমেমৎস্যপরাশর্ষদান)



### **Further Piloting (07):**

They also found 7 ideas could be replicable by department of fisheries, however before replication they suggested further experimentation of these ideas in few more locations. Following those 7 ideas are given with decided number of experimental areas.

1. Simplification of Fisheries Services through Intensive Communication [1 Upazila].(নিবিড়যোগাযোগস্থাপনেরমাধ্যমেমৎস্যচাষসেবাসহজিকরণ)
2. Package Based Training Programme According to Field Demand [3 Upazilas] (মাঠপর্যায়েরচাহিদানিরূপণপূর্বকপ্যাকেজভিত্তিকপ্রশিক্ষণপ্রদান )
3. Simplification of Fisheries Services [5 Upazilas](মাছচাষসেবাসহজিকরণ )
4. Application of Advanced Technology in Fish Advisory Service [1 Upazila](প্রযুক্তিব্যবহারকরেমৎস্যপরামর্শসেবাপ্রদান )
5. Simplification of Micro Credit Sanction in Fisheries Sector. [2 Upazilas] (মৎস্যখাতেক্ষুদ্রঋণপ্রদানসহজিকরণ(
6. Simplification of Providing and Renewing Process of Fish Food license [1 Zilla- Gazipur] (মৎস্যখাদ্যলাইসেন্সপ্রদানওনবায়নসহজিকরণ)
7. Socio-Economic Development of Unemployed Youth through Fish Farming [1 Upazila] (খাঁচায়মাছচাষেরমাধ্যমেজেলেদের / বেকারযুবকদেরআর্থ-সামাজিকউন্নয়ন )

### **Action Plan for replication and further experimentation:**

The innovation officer, in his presentation, has committed that they would prepare a project specific detailed plan of action to materialize the recommendations by June to July, 2016 and actual implementation will start from August, 2016.

### **Further experimentation (01):**

They appreciated following 1 idea as well and directed the corresponding officer to continue the piloting so that in next review workshop their project can be assessed again.

1. Usage of PH stone in Fisheries Sector [10 ponds from 3 unions of 1 upazila](পিএইচস্টোনব্যবহারসম্প্রসারণ)

## **Conclusion**

In presence of field levels' innovation owner, respective departmental senior officials and instructors, the workshop became a get together place where all innovators were praised for their pilot projects as an attempt to bring new practice in their respective job sector. All of them were admired for bearing the essence of innovation and for that to take lot of challenges by going beyond their comfort zone.

Discussions at the workshop demonstrate how different innovators face and solve particular challenges in particular context and how all these solution approaches play an important role for constructing future guideline in this regard. Along with, the recommendation and admiration that comes from senior officials point out no matter what innovators faced and endured at earlier stage of innovative ideas' implementation journey, if they succeed to make the service process easier, eventually they get its acknowledgement. Thus all innovators should always keep an optimistic vision towards their innovation project and should carry on the innovative practice for any problem solution through out of his life. An innovation project may be decided for replication or not but through these new attempts we are gradually moving towards the way of service process simplification with new technologies and thoughts. Therefore, all those innovation projects are significant for achieving the goal the vision 2021.

#### Annexure I

Workshop on Innovation in Fisheries Services: Capturing Best Practices from the Field

Jointly organized by: Department of Fisheries, MoFL, Cabinet Division & a2i Programme, PMO

Date: 30 May 2016

Venue: Seminar Room of National Theatre (Floor-6), Bangladesh Shilpakala Academy, Segunbagicha, Dhaka

**Objectives:**

- Review service innovation pilots by the field level officers
- Identify scalable ideas for replication/broader piloting
- Define a pathway for further scale up of potential ideas

Program Outline

Time	Activity	Facilitator	Comment
9:00 am	Registration	DoF	
9:10	Introduction/Opening Session	Mr. Syed Arif Azad Director General Department of Fisheries, Bangladesh	
9:20	Workshop background	Dr. S. M Sanaul Hoque, Director, Capacity Development, a2i Programme	
9:30	Learning review	Dr. S. M Sanaul Hoque, Director, Capacity Development, a2i Programme	Innovators feedback Compile PPT (Survey Monkey)
		Mr. Sk. Mustafizur Rahman Principal Scientific Officer & Innovation Officer, Department of Fisheries	
10:00	Showcasing of innovation pilots by category	Participants	Wall preparation/ Display
11:10	Tea Break		
11:30	Review of innovation pilots	DoF & a2i	Wall visits
13:00	Lunch & prayer Break		
14:00	Compilation & identification of replicable ideas - Group work	DoF	DoF will require to deploy experienced 5 officers
14:30	Pathway for replication: Interaction with Participants	Mr. Sk. Mustafizur Rahman Principal Scientific Officer & Innovation Officer, Department of Fisheries,	DoF Preparation
14:45	What next: Take away	Mr. Mizanur Rahman, Domain Specialist, a2i	Open-floor discussion
14:55	Modification of wall Showcasing		
15:25	Short Briefing for the Hon' MoFL Secretary		
15:30	Showcase visit by the Hon' guests	DoF & a2i	
16:10	Concluding session	a2i	
16:15	Presentation on replicable innovation pilots	Mr. Aminul Islam, Deputy Director, Department of Fisheries	PPT
16:25	Open discussion on replicable innovation pilots/SIF	DoF & a2i	Manik Mahmud Capacity Development Specialist, a2i Programme
16:35	Speech of the Special Guest	Mrs. Farhim Veena, Deputy Secretary, Ministry of women and Children Affairs	
16:40		Mr. Anir Chowdhury, Policy Advisor, a2i Programme	
16:50		Md. Anisur Rahman, Additional Secretary (Fisheries), Ministry of Fisheries and Livestock	
16:55		Remarks by Hon' Secretary, Ministry of Fisheries and Livestock	
17:10	Vote of Thanks	Mr. Syed Arif Azad Director General Department of Fisheries, Bangladesh	

17.15	Closing tea
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Annexure II

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ক্র.নং	আইডিয়ার শিরোনাম	কর্মকর্তার নাম, পদবি ও কর্মস্থল	মোবাইল নম্বর	গ্রুপ নম্বর
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1.	মোবাইল এপ এর মাধ্যমে মৎস্য সংক্রান্ত পরামর্শ সেবা মৎস্য চাষির দোরগোড়ায় পৌঁছানো	জনাব সাধনচন্দ্রসরকার, সিনিয়র উপজেলামৎস্যকর্মকর্তা, নোয়াখালীসদর	০১৭১৮০০৫১৭৫	Group-1
2.	উন্নত প্রযুক্তি ব্যবহার করে প্রশিক্ষণের চাহিদা নিরূপণপূর্বক প্রশিক্ষণ প্রদান।	জনাব ফনীন্দ্রচন্দ্রসরকার, সিনিয়র উপজেলামৎস্যকর্মকর্তা, গোলাপগঞ্জ, সিলেট	০১৭১৬৪৮৯৪০৫	Group-2
3.	উন্নত প্রযুক্তি ব্যবহার করে প্রশিক্ষণের চাহিদা নিরূপণ এবং চাহিদাভিত্তিক প্রশিক্ষণ প্রদান	সীমারানীবিশ্বাস, উপজেলামৎস্যকর্মকর্তা, দক্ষিণসুনামগঞ্জ	০১৭১১২৪৮৭৩৭	
4.	মাছচাষ সেবা সহজীকরণ	জনাব অলককুমারসাহা, সিনিয়র উপজেলামৎস্যকর্মকর্তা, সদর, সিরাজগঞ্জ	01711954738	Group-3
5.	প্রযুক্তি ব্যবহার করে মাছচাষ সেবা চাষীর দোরগোড়ায়	জনাব দ্বিজরাজবর্মন, সিনিয়র উপজেলামৎস্যকর্মকর্তা, সদর, সিলেট	01722105944	
6.	মৎস্য খাতে খুদ্র ঋণ কার্যক্রম সহজীকরণ	জনাব সৈয়দমোঃ আলমগীর সিনিয়র উপজেলামৎস্যকর্মকর্তা, কেরানীগঞ্জ, ঢাকা	০১৭৩২৫০৮৮৫৮	Group-4
7.	পিএইচস্টোনব্যবহারসম্প্রসারণ	জনাব হাদিউজ্জামান উপজেলামৎস্যকর্মকর্তা, তালা, সাতক্ষীরা	০১৭৬৮৬৯১৬৪৬	
8.	নিবিড় যোগাযোগ স্থাপনের মাধ্যমে মৎস্য সেবা সহজীকরণ ও ডাটাবেইজ তৈরি	জনাব মোঃ জহিরুল্লাহী, খামারব্যবস্থাপক, মৌলভীবাজার	০১৭২৩৩৮৮৪২৩	Group-5
9.	প্রযুক্তি ব্যবহার করে মৎস্য পরামর্শ সেবা চাষীর দোরগোড়ায়	জনাব মোঃনাসিরউদ্দিন উপজেলামৎস্যকর্মকর্তাবাকেরগঞ্জ, বরিশাল	01710580676	
10.	মৎস্যচাষীদেরজন্যই-পরামর্শ বার্তা	জনাব তুষার কান্তি বর্মন উপজেলা মৎস্য কর্মকর্তা, তাহিরপুর,সুনামগঞ্জ	01729724922	
11.	মৎস্যচাষীদেরজন্যই-পরামর্শ বার্তা	জনাব মোঃ মাহবুব আলম তালুকদার, উপজেলা মৎস্য কর্মকর্তা, দশমিনা, পটুয়াখালি	01712146629	
12.	প্রযুক্তি ভিত্তিক আদর্শ চাষির আঙিনায় পরামর্শ কেন্দ্র স্থাপন, আদর্শ চাষিকে প্রাথমিক পরামর্শক তৈরী এবং পরামর্শ কেন্দ্রের সাথে উপজেলা মৎস্য দপ্তরের মোবাইল লিংকেজ স্থাপন	জনাব জয়ন্তকুমারঅপু উপজেলা মৎস্য কর্মকর্তা, আমতলীবরগুনা	০১৭২২৭৮৬৭৬২	
13.	প্রশিক্ষণের মাধ্যমে উন্নত প্রযুক্তি হস্তান্তর	জনাব নুরেআলমসিন্দীকী উপজেলামৎস্যকর্মকর্তা(ভারপ্রাপ্ত) আজমিরিগঞ্জ, হবিগঞ্জ	01937356160	Group-6
14.	মৎস্যচাষবিষয়কপরামর্শপ্রদান	জনাব রিপনকুমারঘোষ, উপজেলামৎস্যকর্মকর্তা, খোকশা, কুষ্টিয়া	০১৭১৮৬৪৩৫১৪	
15.	প্রযুক্তি ভিত্তিক আদর্শ চাষির আঙিনায় পরামর্শ কেন্দ্র স্থাপন, আদর্শ চাষিকে প্রাথমিক পরামর্শক তৈরি এবং পরামর্শ কেন্দ্রের সাথে উপজেলা মৎস্য দফতরের মোবাইল লিংকেজস্থাপন।	আয়শাখাতুন, উপজেলামৎস্যকর্মকর্তা, বোরহানউদ্দীন,ভোলা	০১৭২৪৫৪০৭৬৬	
16.	Achieving Socio-economic & Nutrition development of GK	জনাব গোলামসারোয়ার, উপজেলামৎস্যকর্মকর্তা, ভেড়ামারা, কুষ্টিয়া	০১৭২৩০০৫৮০৭	Group-7

	Canal & Padma river surrounded people through cage culture development of GK canal & Padma river.			
17.	লাইসেন্সপ্রদানসহজীকরণ	জনাব তারাপদচৌহান, উপজেলামৎস্যকর্মকর্তা, পার্বতীপুর, দিনাজপুর	০১৭১৭৭৮৫১৭৬	<b>Group-8</b>