Welcome to presentation
GSMA Mobile for Development Utilities: Asia Working Group:
30 July 2015

Working with Governments

HYSAWA

(A Company Limited by Guarantee, without share capital – Licensed under Section 28 of the Companies Act, 1994)

HYSAWA: Overview

Established in 2007, Operational in 2008.

HYSAWA as autonomous, non-profit financial institution, registered under the Companies Act;

The government of Bangladesh, Denmark, and Switzerland collaborate in supporting HYSAWA;

A decentralized WatSan service delivery Model by LGIs – ; Mandated to Finance, Capacity development & technical support to Local governments mainly to Union Parishads.
About 10 million people benefited from HYSAWA investment, 3 million from the safe water supply services

Governed by a Board, majority members from GOB, chaired by the Secretary LGD

Mission and objectives

Mission

HYSAWA is a non-profit financing organisation, registered under the Companies Act, 1994. It primarily aims at mobilizing Resources and capacity building Support to Local governments and communities, empowering them to manage Decentralized WatSan services in Bangladesh

Objectives

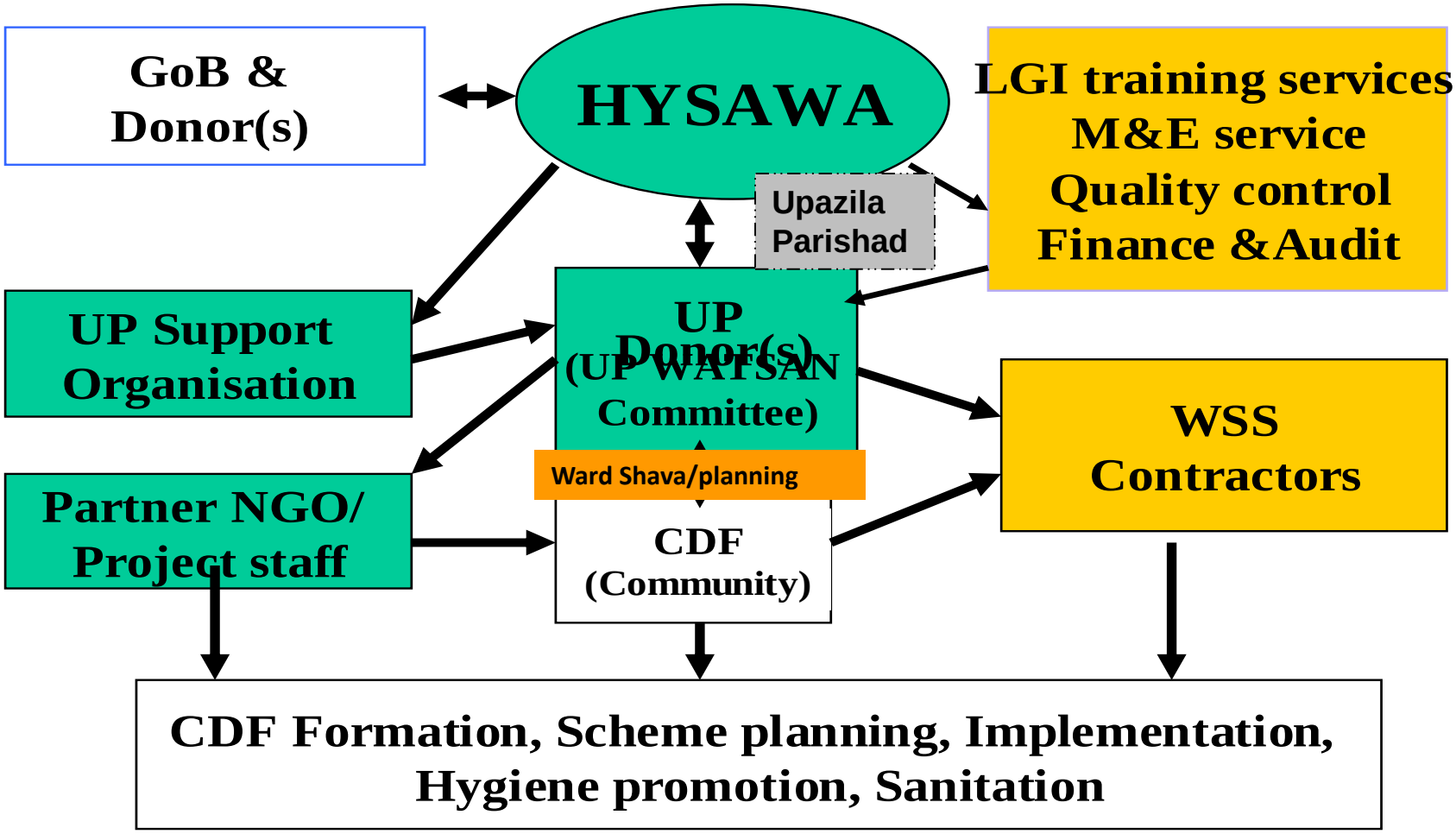
LGI empowerment and capacity building objectives

- **Strengthen the capacity of LGIs and other stakeholders;**
- **Promote greater devolution of administration and financial authority to LGIs;**

WATSAN objectives

- **Improve hygiene behaviour;**
- **Improve sanitation;**
- **Increase access to safe water**

How HYSAWA works with GOB/ LG?



How did you first approach Opportunity: Any Champion who believed in you and supported your project?

- **Piloted before designing the project in 2005; Larger piloting from 2006;**
- **LGD is our line ministry mandated to develop LGIs**
- **HYSAWA started as a government project and then Government proposed to Registrar of Comp. & Firms to register it as an autonomous organisation;**
- **An autonomous Company working outside the ministry but within GOB legal framework of an autonomous organisation, supporting the Local governments;**
- **Mobilized GOB funds as well;**
- **The LGD Secretary and other senior ministry officials sits on our board and is a good forum to discuss advocacy issue relating to local governments;**
- **Development partners are also supportive of HYSAWA approach;**

How HYSAWA leverages mobile technology to enhance its offerings?

- HYSAWA introduced a online reporting system for Ups for reporting of physical and financial progress monitoring – received Manthan Award 2014;
- SMS based report compiled at HYSAWA centrally;
- SMS based functionality tracking of WatSan points:
- Common Message/ advice from HYSAWA to all stakeholders in our network;
- GIS mapping of water points and sanitation facilities;
- Testing Continuing Education for the project workers;

How has mobile enabled solution impacted on our work

- Online and SMS reporting has saved time, paper work, and made monitoring and feedback instant and easier;
- Cost reduction due to reduction of paper work and postal cost;
- Operation and maintenance was easier through functionality tracking and GIS system;
- Demand from communities could be quickly complied and reports generation was made easy and quicker;
- Expenditure tracking and financial control was easier;

Advantages/ Opportunities to Work with GOB/ LG

- **Vision for Digital Bangladesh: Governments political, constitutional, MDG, and PRSP commitments; ICT Act, 2009**
- **More people have mobile phones than sanitary latrines: 64% Vs. 55%**
- **Already good examples in banking sector; Digitalized teaching introduced at schools; GOB information (SMS)**
- **Government is like an Elephant: Moves slowly but when starts to move, it carries a lot;**
- **Union information and Service centre set up everywhere;**
- **LG functionaries are the people representatives – having more accountability;**
- **LGI - A permanent institution, Led by local leadership;**
- **Most services at grassroots level are offered by/ through LGIs; serving 25000 pop. on average;**

Challenges

- 15-20% e-service has achieved maturity level;
- .38% internet users (2010)?
- More than 80% GOB offices and more than 300 public agency's website launched by mostly one way message communication – many not updated:
- Connectivity, especially in rural areas;
- Access (affordability) to mobile (particularly smart) phones and internet;
- Mobile literacy;
- Fear of Abuse of Mobile Technology;
- Administrate decisions based on mobile evidences/ communication yet to be acceptable;
- Change is person and policies??
- Inter-operational/ inter-ministerial integration and Coordination

Thank You

www.hysawa.org