



Presentation on

# **“Innovations in Public Systems**

Dr Harsh Sharma

Director, CIPS

Centre for Innovations in Public Systems

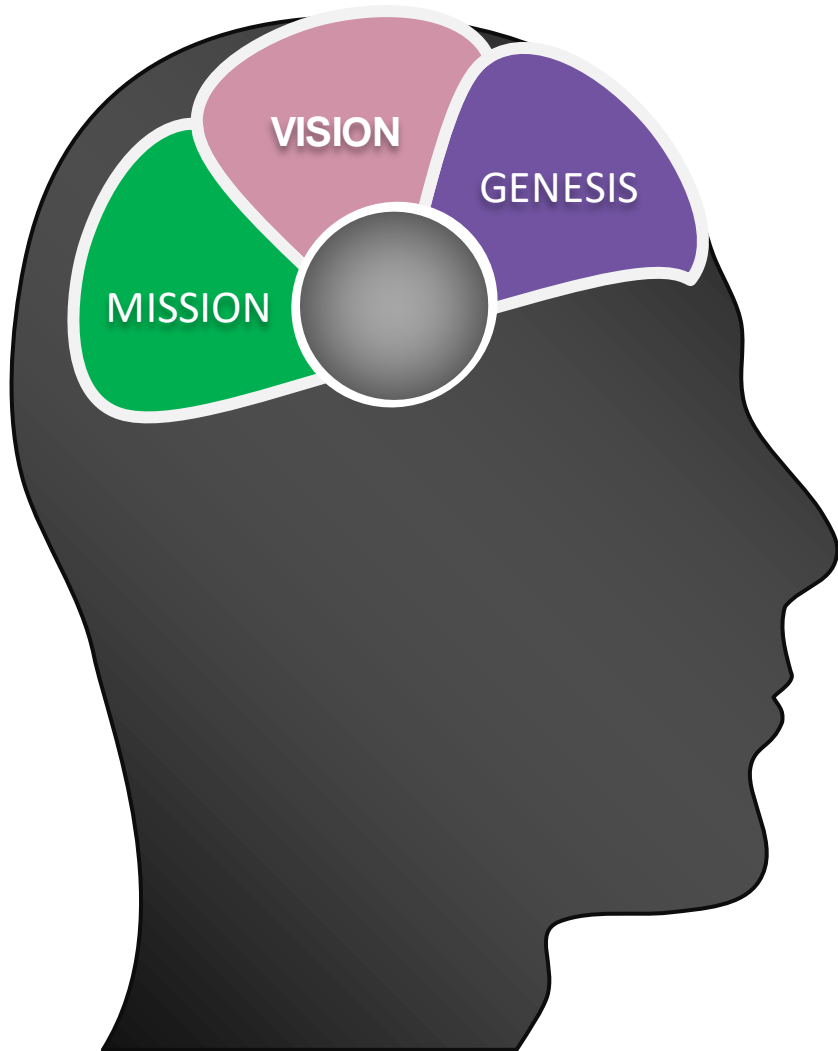
(An Autonomous Centre of Administrative Staff College of India Established by Government of India)

Administrative Staff College of India, Hyderabad



# Centre for Innovations in Public Systems (CIPS)

## GENESIS, VISION & MISSION



- Recommended by the 13<sup>th</sup> Finance Commission
- Established in May 2010, Located at ASCI, Hyderabad
- To be a catalyst for transformation of governance in public systems
- Nurture an eco-system and develop a culture of innovation in public systems

# Types of Innovations in Public Systems

## Service Innovations

- Introduction of a new service product or improvement in the quality of an existing service product (Ex. *Bharat Interface for Money Mobile Application*)

## Service Delivery Innovations

- New/improved ways of delivering specific public services to the citizens - Improving Accessibility, Targeting user needs more accurately, Bringing in simplification of procedures etc. (Ex. *Common Service Centres*)

## Administrative/ Organizational Innovations

- Changes in the vertical and horizontal structures and routines (Ex. *Electronic National Agriculture Market (Ex. e-NAM)*)

## Conceptual Innovations

- Development of new views that challenge assumption underlying in existing service products, processes etc. (Ex. *Biodiversity, Bioresources, Access and Benefit Sharing Mechanism*)

## Systemic Innovations

- New or improved ways of interacting - Engaging users in service design (Ex. *India Innovation Growth Programme*)

## Policy Innovations

- Changes to the thought or behavioural intentions associated with a policy belief system (Ex. *National Policy on Biofuels (2018)*)

# DOCUMENTING INNOVATIONS



**Concepts of  
Innovation**



**Skills & Tools  
Involved**



**Learning  
based  
Monitoring &  
Evaluation  
System**



**Processes &  
Linkages for  
scaling up**



**Change in  
Practices**



**Use of new  
knowledge/  
new use of  
existing  
knowledge**





The most terrifying words in the English language are --  
I am from the Government and I am here to help

- *Ronald Reagan*



# Three Pillars

Ability

Willingness

Context