

Digital governance and service delivery reform reference (seed)

Purpose

Supports retrieval for governance reform proposals focused on digital public services, process simplification, and citizen-facing service quality.

Design principles for digital service improvement

- User-centric service design and accessibility
- Process simplification before digitization
- Standard operating procedures and service standards
- Data quality and interoperability practices
- Performance monitoring and feedback loops

Recommended action components

- Service/process diagnostics and bottleneck mapping
- Prioritization of high-impact services
- Capacity development for municipal/agency teams
- Process redesign pilots with measurable service improvements
- Monitoring dashboards and review routines

Illustrative indicators

- Number of services/processes redesigned and piloted
- Average processing time reduction for target services
- Error/rework rate reduction
- Staff trained in service process management and monitoring
- Number of agencies/municipalities adopting service standards

Implementation risks

- Digitizing inefficient legacy processes without redesign
- Low data quality and weak reporting routines
- Fragmented ownership across institutions