CASE STUDY SERIES 6

Innovative Solutions for Effective Governance and Public Services

Case Title: Technology for Good Governance: Project Monitoring in Remote Areas

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The Challenge of Monitoring Project Progress in Remote Areas

Monitoring government projects, especially infrastructural endeavors like road construction, bridge building, and embankment development in remote and rugged terrains, poses a significant challenge for civil servants. Typically, various private sector contractors implement such projects through a competitive tender process. The responsibility for monitoring these projects—, tracking progress, identifying issues, and taking corrective actions to ensure adherence to schedules, budgets, and quality standards—falls upon government employees. However, government officials working in the remote Chor region (a river island) often face an additional burden in monitoring such projects. Meandering rivers and a lack of infrastructure to cross the rivers hinder project oversight. Traditional site visit methods are not only time-consuming but also challenging due to the absence of bridges and proper transportation across the river. The importance of project monitoring is vital in a developing country, where the misuse of government resources and funds is rampant. Project monitoring helps track resource allocation and usage, ensuring effective utilization of time, money, and personnel while maintaining quality. This optimization can lead to improved governance.

PROBLEM

The challenges of regularly monitoring government projects in remote areas (e.g., *Chor* regions) due to accessibility issues.

SOLUTION

Utilized drones to monitor project progress.

OUTCOME

Enhance the effectiveness of project monitoring in remote areas and minimize the necessity for physical site visits.

Initiative of Tech-based Solution

As an Upazila Nirbahi Officer (UNO) (Upazila Executive Officers)[1] in a remote Chor region (River Island), Mr. X witnessed first-hand the challenges of monitoring in rural areas of Bangladesh. To address the issues associated with traditional physical monitoring methods, UNO Mr. X embraced the use of technology. He introduced unmanned aerial vehicles (UAVs), or drones, to oversee project progress. The drones provided a real-time picture of the project areas, enabling Mr. X to monitor multiple ongoing government initiatives, such as the World Food Programme (WFP) floodplain elevating project in the Chor region, without the need to traverse the river by boat or navigate muddy areas on foot. The aerial perspective offered by the drones provided detailed insights into the project's progress. This technology allowed for the rapid identification of any discrepancies or delays, empowering Mr. X to take prompt corrective action and ensure the transparency and accountability of project execution. Furthermore, the ability to fly drones at any time makes the people working in the project areas more punctual and sincere in their tasks, as monitoring can occur at any time. Thus, this approach reduces the necessity for physical visits to the project site and enhances the effectiveness of project monitoring. Mr. X's utilization of drones serves as a compelling example of how innovative thinking can enhance governance procedures. Like this instance, other officials can also leverage such technology to elevate the quality of project monitoring, thereby fostering improved governance practices.

An Upazila in Bangladesh is an administrative region smaller than a district, responsible for local governance and development activities.

Declarations

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