



Bangladesh Public Administration Training Centre Savar, Dhaka-1343

INTERNATIONAL CONFERENCE
ON

*MANAGING CHANGE FOR BETTER PUBLIC SERVICE DELIVERY: SOUTH AND
SOUTH-EAST ASIAN EXPERIENCE*

05-06 November 2017

TENTATIVE CONFERENCE SCHEDULE

DAY-1
DAY AND DATE: Sunday, 05 November 2017

Time	Event	Facilitator /Speaker	Venue
09.45 hrs	Guest and Participants take seats and Registration	Conference Management	Auditorium
10.00 hrs	Arrival of the Chief Guest	Conference Management	Auditorium
10.01 hrs	Offering Bouquet to Chief Guest and Chairperson	Conference Management	Auditorium
10.05 hrs	Welcome Address by the Conference Convenor	Mr. Md. Zaydul Hoque Mollah, ndc, MDS (Project) , BPATC	Auditorium
10.12 hrs	Speech by the Chief Guest	Dr. Md. Mozammel Haque Khan , Senior Secretary, Ministry of Public Administration.	Auditorium
10.25 hrs	Speech by the Chairperson	Dr. M. Aslam Alam , Rector (Senior Secretary), BPATC	Auditorium
10.40-11:05hrs	Health Break	Deputy Director (Service)	Auditorium
11.15 hrs	PLENARY SESSION: Keynote Presentation on 'Practices of Managing Change in the Public Sector'	Professor Bernadine Van Gramberg Pro-Vice Chancellor, Graduate Research and Research Training Swinburne University of Technology, Australia	Auditorium Chairperson: Dr. M. Aslam Alam, Rector, BPATC
13.00-14:00hrs	Lunch & Prayer Break	Deputy Director (Service)	Cafeteria

WORKING SESSION-01 (14:00-16:00 hrs, Venue: Room No-205, ITC)			
Theme: Institution Building for Change Management		SESSION CHAIRPERSON: Dr. Nasiruddin Ahmed, Commissioner, Anti Corruption Commission	
SI No	Title of the Paper	Author(s)	Presenter
1.	Detours, Dead-Ends and Diversions: Singapore's Road to Development Reconsidered	Dr Nigel Goh Senior Advisor UNDP Global Centre for Public Service Excellence, Singapore	Dr Nigel Goh
2.	Effective Change Management in Public Organisation using Organisation Development Process	Mr. Mohan Das Manandhar Executive Director NITI Foundation, Katmandu, Nepal	Mr. Mohan Das Manandhar
3.	Accountability Framework for Local Governments: Redesigning Institutions for an Accountable Mechanism of Service Delivery in Nepal	Dr. Hari P. Dhungana Senior Research Fellow Southasia Institute of Advanced Studies, Kathmandu, Nepal	Dr. Hari P. Dhungana
4.	Explaining a "Development Miracle": Poverty Reduction, Economic Growth, and Human Development in Malaysia	Dr. M Niaz Asadullah Professor, Faculty of Economics and Administration, University of Malaya	Dr. M Niaz Asadullah
5.	Governance and Integrity: A Comparative Study of Selected Anti-Corruption Agencies (ACAs) of the Asia Pacific	Professor Salahuddin M. Aminuzzaman, Department of Public Administration, Dhaka University & Dr. Sumaiya Khair Professor, Department of Law University of Dhaka	Professor Salahuddin M. Aminuzzaman

WORKING SESSION-02 : (14:00-16:00 hrs Venue: Room No-209, ITC)			
Theme: Collaboration and Co-production for Better Service Delivery		SESSION CHAIRPERSON: Professor Julian Teicher, Deputy Dean, Research, Central Queensland University, Melbourne	
SI No	Title of the Paper	Author(s)	Presenter
1.	Conceptualizing Public-Private-Partnership as a Design for Public Service Delivery: Lessons from Global Experiences	Professor Bidyut Chakrabarty Department of Political Science, University of Delhi	Professor Bidyut Chakrabarty
2.	Restructuring Policy Networks for Better HIV/AIDS Service Delivery in Yunnan, China	Dr. Mei Li Associate Professor School of Public Administration Yunnan University, China	Dr. Mei Li
3.	An Embedded Collaborative Governance Model for Creating Public Value: A Case of	Dr. Quamrul Alam Associate Professor, Monash University, Melbourne &	Dr. Shahanoor Alam

	E-filing Application in the Deputy Commissioner's Office in Bangladesh	Dr. Shahanoor Alam ADC, Brahmanbaria & Post-Doctoral Research Fellow Centre for Global Business, Monash University, Australia	
4.	Collaboration between Government and Universities for Utilizing International Remittances for the Development of Micro-enterprises in Rural Bangladesh	Dr. Shahadat Khan, Senior Lecturer, Business IT & Logistics, Professor Supriya Singh RMIT, Melbourne and & Dr. Quamrul Alam, Associate Professor, Monash University	Dr. Shahadat Khan

WORKING SESSION-03 (14:00-16:00 hrs, Venue: Room No-207, ITC)

Theme: Bureaucratic Culture and Change Management		SESSION CHAIRPERSON: Prof. Niaz A. Khan, Department of Development Studies, University of Dhaka	
SI No	Title of the Paper	Author(s)	Presenter
1.	Bureaucratic Culture and Change Management	Mr. Anir Chowdhury Policy Advisor of a2i programme Prime Minister's Office & member of the Prime Minister's National Digital Task Force	Mr. Anir Chowdhury
2.	Administrative Culture in South Asia: Can it Facilitate Organizational Change?	Dr. Sk. Tawfique M. Haque Professor and Director PPG Program, North South University & Dr. Syeda Lasna Kabir, Professor, Department of Public Administration, University of Dhaka	Dr. Sk. Tawfique M. Haque
3	Managing Change for Better Public Service Delivery: The Sarawak Civil Service Experience	Mr. A.L A. Ganana Sageran <i>Chief Operating Officer</i> Leadership Institute of Sarawak Civil Service SDN BHD Sarawak, Malaysia	Mr.A.L A. Ganana Sageran
4.	Governance and Public Service Delivery in Bangladesh: Culture, Context and the Rational Actor	Dr. Muhammad Sayadur Rahman Associate Professor & former Chairman, Department of Public Administration, Jahangirnagar University, Savar	Dr. Muhammad Sayadur Rahman

AFTERNOON TEA

TIME- 16: 15 hrs	VENUE- ITC LOBBY	FACILITATOR- Deputy Director (Service)
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DAY-02

DAY AND DATE: Monday, 06 November 2107

WORKING SESSION-4 (9:00-11: 00 hrs, Venue: Room No-205 , ITC)

Theme: Citizen Engagement in Public Service Delivery		SESSION CHAIRPERSON: Ambassador M. Humayun Kabir	
SI No	Title of the Paper	Author(s)	Presenter
1.	Exploring the Role of Citizen Engagement in Public Service Delivery in South Asia: Trends, Challenges and Prospects	Dr. Abu Elias Sarker Associate Professor, Department of Management University of Sharjah & Ms. Farhana Razzaque, Research Associate, BIGD, BRAC University	Ms. Farhana Razzaque
2.	Citizen Voice in Improved Public Service Delivery: Cases from India	Mr. R.Suresh, Consultant, & Former Director, Public Affairs Centre Bangalore, India	Mr. R. Suresh
3.	Elite Governmentality: Participatory Governance and the Role of the New Middle Class in India	Dr Ipshita Basu Senior Lecturer (Associate Professor) in International Relations, Department of Politics and International Relations, University of Westminster, London	Dr. Ipshita Basu
4.	Rethinking Public Service Delivery in Nepal: The End-User Perspectives	Mr. Rajendra Adhikari Director of Studies & Head, Centre for Governance and State Management & Centre for Development Policy Management, Governance and Development Management Learning Group Nepal Administrative Staff College Kathmandu Mr. Trilochan Pokharel, Director of Studies, Research and Consulting Services Department, Nepal Administrative Staff College & Ms. Achala Dahal Director of Studies Nepal Administrative Staff College Kathmandu	Mr. Rajendra Adhikari
5	Stakeholder Participation and Cross Country Engagement for Clean Power Generation in South Asia	Professor Firoz Alam Professor, RMIT, Melbourne & Dr. Quamrul Alam Associate Professor Monash University, Melbourne	Professor Firoz Alam

WORKING SESSION-05 (09:00-11: 00 hrs, Venue: Room No-209 , ITC)

Theme: Innovations in Public Service Delivery		SESSION CHAIRPERSON: Professor Bidyut Chakrabarty, Department of Political Science, University of Delhi	
SI No	Title of the Paper	Author(s)	Presenter
1.	Innovation in Public Service Delivery	Mr. Manik Mahmud Capacity Development Specialist a2i Programme Prime Minister's Office, Dhaka	Mr. Manik Mahmud
2.	Taking Services to Citizen's Doorsteps and Fingertips	Dr. Abdul Mannan Director for Enabling Environment of a2i in Prime Minister's Office	Dr. Abdul Mannan
3.	Social Media in Public Service Innovation	Mr. Manik Mahmud Capacity Development Specialist a2i Programme, Prime Minister's Office, Dhaka	Mr. Manik Mahmud
4.	Innovation in Service Delivery: A Case Study of Restraining Child Marriage	Mr. Md. Abdul Halim Director General, Governance Innovation Unit, Prime Minister's Office, Dhaka	Mr. Md. Abdul Halim
5.	Innovations in Service Delivery: Role of Bangladesh Public Service	Professor Dr. Amir Mohammad Nasrullah, Chairman, Department of Public Administration, University of Chittagong,	Professor Dr. Amir Mohammad Nasrullah

WORKING SESSION-06 (09:00-11: 00 hrs, Venue: Room No-207 , ITC)

Theme: Reforming the Public Services		SESSION CHAIRPERSON: Professor M.M Khan, Former Professor, Department of Public Administration, University of Dhaka	
SI No	Title of the Paper	Author(s)	Presenter
1	Pluralistic Public Services; a 'think piece'	Dr. Donald Curtis Hon. Senior Research Fellow IDD, University of Birmingham, UK	Dr. Donald Curtis
2.	Evidence and the Politics of Policy Making: Where Next?	Dr. Joe Devine Head of Department Social and Policy Sciences University of Bath, England	Dr. Joe Devine
3.	From Public Administration to Governance Innovation: Bangladesh Perspective	Professor Akhter Hussain Chairman, Department of Public Administration, Dhaka University & Member, National Human Rights Commission, Bangladesh	Professor Akhter Hussain

4.	Strengthening the Public Service Delivery: Renovate or Innovate?	Ms. Tamanna Hossain Lecturer, Dept. of Information Studies and Library Management East West University, Dhaka	Ms.Tamanna Hossain
5.	Managing Changes in Bangladesh Police for Ensuring Better Service to People	Mr. Md..Masud Karim Director (Training) Police Staff College Bangladesh	Mr..Md.Masud Karim
HEALTH BREAK			
TIME- 11: 00 hrs		VENUE- ITC LOBBY	FACILITATOR- Deputy Director (Service)

WORKING SESSION-07 (11:20-13:20 hrs, Venue: Room No-205 , ITC)			
Theme: E-Governance for Better Public Service Delivery		SESSION CHAIRPERSON: Professor Bernadine Van Gramberg Pro-Vice Chancellor, Graduate Research and Research Training Swinburne University of Technology	
SI No	Title of the Paper	Author(s)	Presenter
1.	Why Political Ecologies Matter in Technology-led Service Delivery Reforms: A Case Study from Sri Lanka	Dr. Gopa Kumar Thampa, Director, Economic Governance and Ms. Neluni Tillekeratne, Programme Officer, Research and Knowledge Management, The Asia Foundation, Colombo	Ms. Neluni Tillekeratne,
2.	How big is Big Data for Developing Countries?: Leadership and Managing change in the public sector in the digital age	Professor Akhlaque Haque Director, Department of Government, University of Alabama at Birmingham, USA	Professor Akhlaque Haque
3.	Improving Public Service Delivery towards Sustainable Development through Data Visualization	Dr. Ramiz Uddin, Head of Results Management & Data of a2i in Prime Minister's Office	Dr. Ramiz Uddin
4.	Significance of E-governance in Bangladesh for Better Public Service Delivery	Dr. Pradip Royhan Coordinator of Professional Development Training Program for Bangladesh Government Officials, Macquarie University, Sydney & Md. Rakib Hossain ndc Additional Secretary, Ministry of Public Administration, Dhaka	Mr. Md. Rakib Hossain ndc
5.	Bottom-Up Collaborative Governance and the Role of Union Digital Centres (UDCs) in Bangladesh	Dr Md Humayun Kabir Joint Secretary (CP) Ministry of Public Administration Bangladesh	Dr. Md Humayun Kabir

WORKING SESSION-08 (11:20-13: 20 hrs, Venue: Room No-209 , ITC)			
Theme: Improving Service Delivery at the Local Level		SESSION CHAIRPERSON: Dr. Donald Curtis, former Head, IDD, University of Birmingham	
SI No	Title of the Paper	Author(s)	Presenter
1.	From Participatory Rural Development to Good Local Governance: Thirty Years JICA's Experiences of Rural Development in Bangladesh	Dr. Akira Munakata JICA Advisor, Local Government Programme, JICA	Dr. Akira Munakata
2.	Social Franchising and Integrated, User Friendly, Sustainable Public Health Services in Rural Bangladesh	Mr. Suman Reza, Prime Minister's Office & Dr. Quamrul Alam, Monash University	Dr. Quamrul Alam
3.	Can a Proactive Approach to Service Delivery be Useful in Improving Public Service Delivery at the Local Level?: A Case of Union Digital Center in Bangladesh	Dr. Pranab Kumar Panday Professor, Department of Public Administration & Harold Sougato Baroi Assistant Professor University of Rajshahi	Dr. Pranab Kumar Panday
4.	Bangladesh's Experiment with Social Media: Can IT Media Strengthen the Principal-Agent Relationship?	Dr. Asif M. Shahan Associate Professor Development Studies University of Dhaka & Dr. Rizwan Khair Member Directing Staff, BPATC	Dr. Rizwan Khair

LUNCH & PRAYER BREAK		
TIME-13:30-14:15 hrs	VENUE- Cafeteria	FACILITATOR- Deputy Director (Service)

WORKING SESSION- 9 (14:15 -16:00 hrs, Venue: Room No-205, ITC)			
Theme: Information Literacy For Better Public Service Delivery		SESSION CHAIRPERSON: Dr. Jagtar Singh, Professor, Department of Library and Information Science, Punjabi University	
SI No	Title of the Paper	Author(s)	Presenter
1.	Information Literacy and Public Service Management: Towards Better Public Service Delivery in Bangladesh	Dr. M. Aslam Alam Rector, BPATC	Dr. M. Aslam Alam

2.	Information Literacy and Digital Literacy Skills and Competencies for Providing Quality Services: A special reference to public sector employees of Bangladesh	Md. Hasinul Elahi Lecturer, Dept. of Information Studies & Library Management & Dr. Dilara Begum Chairperson & Associate Professor, Dept. of Information Studies & Library Management East West University	Mr. Md. Hasinul Elahi
3.	Promoting Media and Information Literacy for Good Governance and Zero Tolerance to Corruption	Dr. Jagtar Singh, Professor, Department of Library and Information Science, and Professor In charge, Bhai Kahn Singh Nabha Library, Punjabi University, Patiala-INDIA	Dr. Jagtar Singh
4.	Possible and Potential Areas of Joint Collaboration between Community Health Workers and Health Information Professionals for Promoting Health Information Literacy in the Communities of Bangladesh: A Study	Dr. Dilara Begum Chairperson & Associate Professor, Dept. of Information Studies & Library Management East West University; Md. Nazmul Hasan Associate Professor Department of Information Science & Library Management, University of Rajshahi & Md. Tarik Aziz, Junior Officer, United International University Library	Dr. Dilara Begum

WORKING SESSION-10 (14: 15 -16:00 hrs, Venue: Room No-209, ITC)

Theme: Leadership for Managing Change in the Public Sector		SESSION CHAIRPERSON: Professor AK Majumder, Pro-VC, BUP	
Sl No	Title of the Paper	Author(s)	Presenter
1.	Leading the Change in the Public Sector in Viet Nam: Experiences and Lessons Learnt	Prof. Dr Ngo Thanh Can Vice Dean of the Faculty of Organisation & Personnel Management, NAPA, Hanoi, Vietnam	Prof. Dr Ngo Thanh Can
2.	Public Administration Leadership in Bangladesh: Dealing with Enduring Traditions and Contemporary Complexities	Professor Julian Teicher Deputy Dean, Research Central Queensland University Melbourne & Dr. Quamrul Alam Associate Professor, Monash University and others	Professor Julian Teicher
3.	Leading Change for Better Public Service Delivery: Reaching the Disadvantaged Groups	Mr. Md. Siddiqur Rahman DDLG, Narail & Mr. SM Mehdi Hasan, UNO, Kishoreganj	Mr. SM Mehdi Hasan
4.	Philosophical Aspects of Approach Towards Better Public Service Delivery: Indian Experience	Dr. Satyajeet Nanda Sr. Program Officer- PGRG Public Affairs Centre, Bangalore, India	Dr. Satyajeet Nanda

AFTERNOON TEA

TIME- 16: 00 hrs	VENUE- ITC LOBBY	FACILITATOR- Deputy Director (Service)
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CLOSING CEREMONY (16:15-17:00hrs)

Time	Event	Facilitator	Venue
16.15 hrs	Guest and Participants take seats		Auditorium
16.20 hrs	Arrival of the Chief Guest	Conference Management	Auditorium
16.21hrs	Offering Bouquet to the Chief Guest & Chairperson	Conference Management	Auditorium
16.25 hrs	Welcome Address by the Conference Convenor	Mr. Md. Zaydul Hoque Mollah, ndc MDS (Project) , BPATC	Auditorium
16.35 hrs	Speech by the Chief Guest	Professor Dr. Farzana Islam , Vice Chancellor, Jahangirnagar University	Auditorium
16.45 hrs	Speech by the Chairperson	Dr. M. Aslam Alam Rector (Senior Secretary), BPATC	Auditorium
16.55 hrs	Vote of Thanks by the Conference Director	Dr. Rizwan Khair MDS	Auditorium
18.30 hrs	Dinner	Deputy Director (Service)	Cafeteria