Results Brief

Simplification of the Registration Process for Effective & Sustainable Cooperative Societies
A collaboration between Department of Cooperatives & a2i

Department of Cooperatives aims to reduce poverty and improve socio-economic conditions of people through cooperative based activities and ensure the growth of cooperative societies (CS). Despite these objectives, cooperative society registration process has been complex and unwieldy. The overwhelming complicated process discourages many from establishing CS and the opportunities of empowerment.

**RESULTS achieved through Simplification of Registration of Every Cooperative Societies**

<table>
<thead>
<tr>
<th>TIME SAVED</th>
<th>COST REDUCED</th>
<th>VISITS REDUCED</th>
<th>STEPS REDUCED</th>
<th>DOCUMENTS REDUCED</th>
<th>SATISFACTION % AMONG USERS</th>
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<td>52 DAYS</td>
<td>2,473 BDT</td>
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**How empathy training catalysed an innovation pilot**

Inspired by a2i’s Empathy Training, cooperative officer Mamum Kabir initiated an innovation pilot to simplify the registration process of cooperative societies in Panchagarh Sadar upazila. Upon piloting success, this innovation has been replicated in 7 more upazilas in 2015.

**What did this outcome study intend to measure**

- ASSESS EFFECTIVENESS of Process Simplification.
- MEASURE CHANGE in TCV and other indicators.
- HIGHLIGHT SATISFACTION level of service users.

**Objectives**

**Study Methodology**

- **Location** 7 UPAZILAS where SPS has been implemented
- **Target Group** 210 MEMBERS selected from 25 types of cooperative societies

**Primary Data**

- SAMPLE SURVEY with FACE2FACE Interview, KEY INFORMANT INTERVIEW with district/ upazila cooperative officers and inspectors
COMMITMENTS reached by Department of COOPERATIVES following the OUTCOME SHARING SESSION:

- **Scale Up** initiative in all 64 Districts by August 2018
- **Reduce** registration process to **3 steps** during upscaling
- **Decentralise Decision Making** to ensure quick registration process
- **Complete Digitization** of the entire registration process by the first half of 2019

Human Face of Change

“The simplified registration process has made it easier for our cooperative society to focus on what really matters: the empowerment of our members and the betterment of our condition.”

Md. Nurul Islam
President of labor welfare cooperative societies
Golapganj upazila, Sylhet

Catalysing Public Service Innovation by a2i

Access to Information (a2i) is a special program of the Prime Minister’s Office of Bangladesh that catalyzes citizen-friendly public service innovations, simplifying government services and bringing it closer to the people. As a part of its agenda, a2i through its innovative mediation “Empathy Training”, works to empower civil servants with the tools, expertise, knowledge, and resources they need for experimenting and innovating citizen-centric solutions for public service challenges.

As of May 2019, over 4,500 innovators have launched more than 1,200 pilots, of which 148 of them have been replicated and scaled-up, reaching over 18 million citizens.

a2i will continue promoting innovation, service process simplification, and empathy for citizens’ need within both public and private sectors, with the inherent belief that if fostered properly, local innovations have the capacity to improve citizens’ lives. a2i will remain committed to creating a culture of innovation within civil societies that can empower each individual public servant to cultivate a bilateral relationship with its citizens, enabling a creative collaborative process, whereby both parties evaluate challenges and constraints together, leading to a long-term improvement cycle for citizen-centric services and beyond.