Challenges of Public Service

- The pandemic was a force multiplier to introduce remote work in government, digital service delivery, virtual service teams, and even new portfolios

- If not contained, the pandemic will jeopardize meeting the 2030 deadline, by diverting resources from development efforts to crisis response

- The pandemic has also brought new needs for digital government services and more demand on existing services

Challenges of Public Service

- Review of the national portals of the 193 UNs Member States showed that by 25 March 2020, 57% (110 countries) have put in place some kind of information on COVID-19, while around 43% (83 countries) did not provide any information; but a further analysis showed that by 8 April 2020, around 86% (167 countries) have included information and guidance about COVID-19 in their portals

- The pandemic has highlighted the necessity of robust, responsive and effective public service delivery and the critical role of public servants, particularly frontline public servants, such as health care workers, law enforcement, educators, transit workers and others

Challenges of Public Service

- It has also shone a spotlight on the necessity of reliable and timely data in making informed policy choices, as well as the increasingly critical role of technology in times of crisis, including in education and healthcare, working from home, tracking of information and provision of information

Way forward

- As the world continues to grapple the COVID-19 pandemic attention must be given to ensuring the resources and innovation shown by public servants throughout the past year are strengthened and leveraged to reach the internationally agreed Sustainable Development Goals (SDGs)so that the world can keep on track to meet the 2030 deadline, tackle global inequality and leave no one behind

- The future public service needs to be more agile, tech-savvy, data-driven, and human-centric. These are core elements to build future readiness, ensure inclusive policies and responsive services, to reduce inequalities and to raise trust in government

Way forward

- Introducing remote work in government, digital service delivery, virtual service teams, and even new portfolios

- Today, every country in the world needs to re-think the structure and operating model of its civil service as we enter the third decade of the 21st century. The next era will see fundamental changes in how public servants, are hired, trained, and retained

- Reinventing public administration is a positive and necessary way forward. Without continuous innovation in public administration to adapt to today's needs, realizing a better future for all will be impossible

Way forward

- Transition from 'traditional' to 'modern' concept of rendering services (e.g., e-government)

    Re-adjustment of "Back Office-Front Office" to focus

    on the citizens

"সমস্ত সরকারি কর্মচারীকেই আমি অনুরোধ করি, যাদের অর্থে আমাদের সংসার চলে, তাদের সেবা করুন। যাদের জন্য যাদের অর্থে আজকে আমরা চলছি, তাদের যাতে কষ্ট না হয়, তার দিকে খেয়াল রাখুন। "