Coping with the crisis: Multi-level Systems in Action

10 September 2020, 2:00 – 3:30 pm CEST
Webinar Structure

1. **Input 1**: Ms. Sarada Muraleedharan, Principal Secretary, Local Self-Government Department, Kerala, India

2. **Input 2**: Ahmed Javed Qazi, Secretary, Local Government and Community Development, Punjab, Pakistan
   - Q & A

3. **Input 3**: Dr. Dhawal Shumshere Rana, Mayor, Nepalgunj, Nepal

4. **Input 4**: Prof. Diah Natalisa, Deputy for Public Service Delivery, Ministry for Administrative Reform, Indonesia
   - Q & A

5. **Wrap-Up**
Control Panel

• Grab Tab: From the Grab Tab, you can
  1. Hide the Control Panel
  2. You have been muted by the organizer
  3. View the webinar in full screen
  4. Raise hand
  5. Language
  6. Question box

Type any questions during the webinar into the Questions window and click Send. Questions can be read by moderators.
Ms. Sarada Muraleedharan

Principal Secretary, Local Self-Government Department, Kerala, India
Coping with the Crisis: Multi-level Systems in Action

(Webinar jointly organized by ADB, DeLoG, and LOGIN Asia)

Presentation by

Dr. Ahmed Javed Qazi (PAS)
Secretary
Local Government & Community Development Department
Government of the Punjab
Pakistan
The Key Questions

• When responding to the COVID-19 Crisis, were the legal mandates of each level sufficiently clear? What was the role of local governments in crisis response/management? Did each level know what it was supposed to do? Is there a need for a more thorough functional assignment analysis in the field?

• What has been (and still is) the actual role of the different levels of government and administration (national – intermediate – local) in responding to the crisis? Why are institutional responses and set ups on the local level so important for the COVID-19 crisis response?

• How effective and efficient were existing mechanisms and processes of coordination and communication between levels of government and administration?

• To what extent did the governments use digital tools for data gathering and sharing, for sharing information and raising awareness for tracking COVID-19 cases and infection chains?
Combating COVID-19 (The Corona Pandemic)
Introduction:
Federation of Pakistan & it’s administrative structure

Punjab LG System (PLGA-2019)
(319+136=455 LGs)
No elected heads at present
Cases in China & Punjab cautious (Journey begins) CM chairs 1st meeting on 11 Jan

PSL Cricket

Understanding COVID-19?

‘Pandemic’ by WHO

National debate Comparison of provinces

Aggressive Public Awareness & Talk Shows

Role of NCOC Provincial and District Control Cells

Declaration of Emergency by Pb Govt. and LGs

Daily briefing by CM and Minister Health

Chief Minister

Cabinet Committee

Major Departments Health Local Govt. Home Field Administration

First decision of a general lock down 19-3-2020
COMBATING COVID-19 (The Corona Pandemic)

- Infectious Diseases Ordinance 2020
- NDMA Act 2010
- Pb. Civil Administration Act 2017
- Development Budgetary cuts and allocation for Health services
- Shifting of COVID-19 Positive Cases to Quarantine Centres
- Forecasting & Projections
- Testing Capacity enhanced
- Developed & implemented tracing & testing system
- Enhancing curative healthcare
IMPROVIZATION FOR MASSIVE DISINFECTION

1,418

Sanitary Workers Safety

2,187

Hand washing facilities established

3,200

SOPs compliant Burials
1,513,080

Social Distancing during Ehsaas Kafaalat Program

Places Disinfected

1,513,080

Training of Staff

Disinfection Tunnels
COMBATING COVID-19 (The Corona Pandemic)

Last to open
Schools and Banquet Halls

Gradual opening up of industries and businesses

Enforcing lockdown
Unemployed labour
Law enforcement

Impact on federal, provincial and local revenues
Litigation

From Lockdown to Smart Lockdown & Opening Up

Major Events
* Holy month of Ramzan
* Eid ul Fitr
* Purchase of Cattle
* Eid ul Azha
* Ashura-e-Muharram

Punjab Municipal Services Programme
Labour intensive civil works in urban & rural areas

Cash Transfers to the poor (‘Ehsas’ Programme)

Relief
* Rent Payment
* Electricity dues
* UIPT for 3 months waived of
The Key Questions

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• What has been (and still is) the actual role of the different levels of government and administration (national – intermediate – local) in responding to the crisis? Why are institutional responses and set ups on the local level so important for the COVID-19 crisis response?

• How effective and efficient were existing mechanisms and processes of coordination and communication between levels of government and administration?

• To what extent did the governments use digital tools for data gathering and sharing, for sharing information and raising awareness for tracking COVID-19 cases and infection chains?
If you can’t fly, then run. If you can’t run, then walk. If you can’t walk, then crawl, but by all means, keep moving.

- Martin Luther King Jr.
Dr. Dawal Shumshere Rana

Mayor, Nepalgunj, Nepal
WEBINAR
“Coping with the Crisis: Multi-level Systems in Action”

Prof. Dr. Diah Natalisa, M.B.A
Deputi for Public Services
Ministry of Administrative and Bureaucratic Reform
Republic of Indonesia

10 September 2020
National Policy Regarding COVID-19

- Presidential Regulation on the Committee for COVID-19 Mitigation and National Economic Recovery
- Transportation Control to Prevent the Spread of COVID-19
- Health
- Curriculum Implementation in Educational Units under Special Circumstances.
- Covid-19 Prevention and Control Guidelines
- Education
- Government Administration
- Other Regulations regarding Covid 19 in trade, religion, agriculture etc.

Stages of Government Administration in the New Normal Order
Stages of Government Administration in the New Normal Order

Ministry of Administrative and Bureaucratic Reform has issued Circular Number 58 of 2020 on the Work System of State Civil Apparatus in the ‘New Normal’ order

1. **Adjustment of Work System**
   - Flexible working locations:
     - Work from Office
     - Work from Home

2. **Human Resources Support**
   - Performance Appraisal
   - Monitoring and Supervision
   - Ensuring Employee Discipline

3. **Infrastructure Support**
   - Facilities and infrastructure
   - Implementation of information technology
   - IT security and cybersecurity.

Circular Number 67 of 2020

WFO Implementation
1. Unaffected area = 100%
2. Low Risk Zone = 75%
3. Middle Risk Zone = 50%
4. High Risk Zone = 25%
Complaints regarding COVID-19 during March-August 2020

Number of complaints: 29,804
The average complaints per day: 162

Complaints Recipients Institutions

- Jakarta Capital City: 2246
- Financial Services: 2054
- Indonesian National Police: 1473
- Ministry of Social Affairs: 1102
- Ministry of Health: 461
- Ministry of Education: 447
- Bandung City: 424
- Semarang City: 347

Status Report

- Complete: 58%
- On Process: 5%
- Hasn't been verified: 24%

Report Topic

- Social Assistance (application for social assistance, uneven social assistance, suspected misuse of social assistance)
- Economic Impact - Request for Credit Deferment
- Physical Distancing offense
- Pre-Employment Card report
- Mask Fraud
- Regional Quarantine Implementation
- Work From Home Implementation
- Procurement of Rapid Test/PCR/Swab

*) Export 02/09/2020
Appreciation of Public Services Innovation in Handling COVID-19

1204 Public Services Innovations in Handling Covid-19 Successfully Collected*

<table>
<thead>
<tr>
<th>Cluster</th>
<th>the number of innovations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministries/Agencies</td>
<td>141</td>
</tr>
<tr>
<td>Provinces</td>
<td>168</td>
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<tr>
<td>Regencies</td>
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<td>Cities</td>
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<td>Higher Education</td>
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<td>Private Companies</td>
<td>50</td>
</tr>
<tr>
<td>Civil Society / Public</td>
<td>144</td>
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</tbody>
</table>

*innovations that meet the assessment criteria

BACKGROUND

- Appreciating Innovators
- Disseminating Good Practices / Innovations
- Inspire Others

AIM

Obtaining a Covid-19 Innovation database that meets the requirements and criteria so that it can become learning and exchange of knowledge at both the national and international levels

This activity was held in collaboration between the Ministry of Administrative and Bureaucratic Reform and GIZ Transformasi
Hospitals in Indonesia have carried out swab tests as a diagnostic standard for COVID-19 recommended by the World Health Organization (WHO). However, the swab test has its own challenges, because medical personnel must face or be in direct contact with the person who is sampled.

Higher Education
UI Swab Chamber which is safe and in accordance with Indonesian conditions, University of Indonesia

Private Companies
1000 Promoters of COVID-19 Prevention, Jago Preventif

MillennialFest invites a group of young people to create a millennial movement against COVID-19 in Indonesia which is spearheaded by a collaboration between Jago Preventif, the Indonesian Public Health Student Senate Association and the Indonesian Medical Student Senate Association.

“This activity is in the form of inviting all young people to contribute in fighting COVID-19 as promoters for preventing the virus”

Civil Society
Solidaritas Pangan (Food Solidarity) Jogja

The Corona outbreak has kept people at home and keeps their distance. But on the other hand, there are groups of people who have to leave the house to make a living. Informal workers have little income. So we took the initiative to help them by opening donations in the form of groceries, money, medicines, vitamins, masks, and hand sanitizers. In addition, we invite all of us in solidarity to become volunteer cooks and food sharing teams.
Q & A

Dr. Dawal Shumshere Rana
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Prof. Diah Natalisa
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Wrap-Up / Poll Question

Will the lessons from Covid-19 strengthen SNGs' potentials for implementing the 2030 Agenda (Localisation of SDGs)?
Thank you for your attention!
For more information, please contact:

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