

Pimpri-Chinchwad Education Trust's

S. B. Patil Institute of Management

Entrepreneurship Development Cell

Event Report

Topic - Innovations in Public Service Delivery

Speaker - Ms. Kazi Sonia Rahman, Deputy Director at Bangladesh Academy for Rural Development (BARD), Bangladesh

Faculty Coordinator- ED Cell: Mr. Rishikesh Kumar.

Audience: SBPIM Students

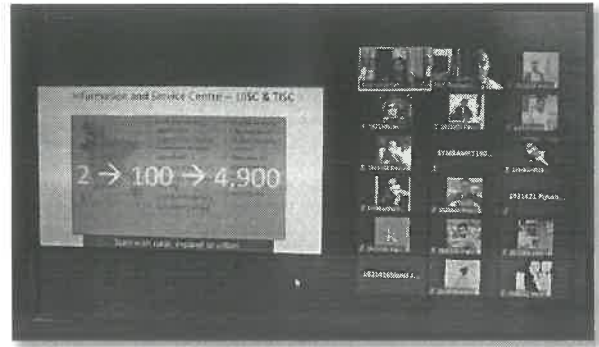
Venue: SBPIM Conference Hall (Online)

Date : December 11, 2020

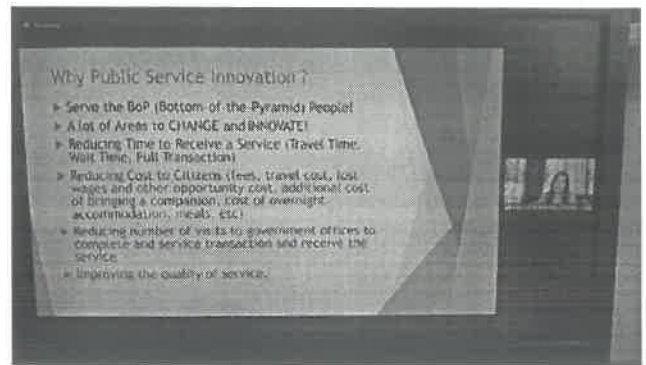
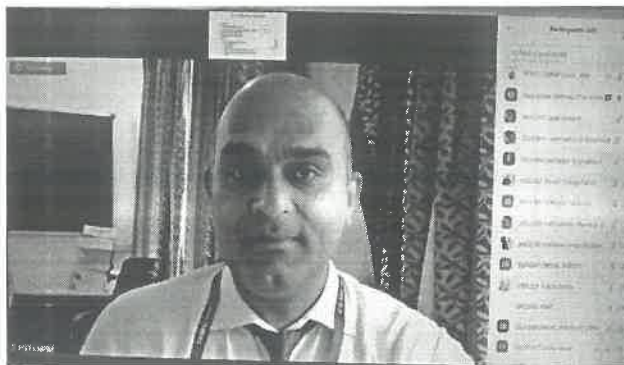
Time: 11.00 AM to 12.30 PM.

SBPIM Entrepreneurship Development Cell organized a Guest Session on the topic "Innovations in Public Service Delivery" on December 11, 2020 for our students. The Speaker for the session was Ms. Kazi Sonia Rahman, Deputy Director at Bangladesh Academy for Rural Development (BARD), Bangladesh Prof. Rishikesh Kumar, Assistant Professor, SBPIM welcomed the guests and students for the session. She explained seven stages of innovation pathway i.e making the case, growing, scaling & spreading, exploring opportunities & challenges, generating ideas, changing system, developing & testing, delivering & implementing. Innovations in public service delivery are crucial for governments to adapt to changing societal needs, improve efficiency, and enhance citizen satisfaction. Governments worldwide are increasingly leveraging digital technologies and adopting collaborative approaches to innovate in the delivery of public services. She talked about Key Trends in Innovations: Digital Transformation, Co-Creation & Experimentation and Failure Tolerance. She concluded that Innovations in public service delivery hold immense potential to improve governance, enhance citizen satisfaction, and address complex societal challenges. By harnessing digital technologies and fostering collaboration, governments can drive transformative change and build more resilient and responsive public institutions.

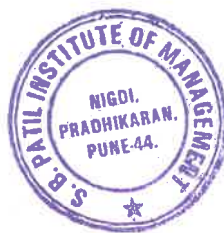




Mr. Kazi Sonia Rahman, speaker addressed the audience




Vote of thanks by Prof. Rishikesh Kumar, Co-ordinator ED Cell.




Total 67 students had participated in the session. Students had interacted with the guest and asked many questions related to innovative business ideas in public services. Vote of thanks was proposed by Prof. Rishikesh Kumar, Co-ordinator, ED Cell, SBPIM,

Approved by


Prof. Rishikesh Kumar
Co-ordinator, ED Cell




Dr. Kirti Dharwadkar
Director (I/C) , SBPIM