



Federal Government of Anywhereland (FGA)

Practical Case Study (40-50 minutes): Anywhereland Digital Public Services Reform (2020–2025)

Background

The Federal Government of Anywhereland (FGA) has prioritized **modernizing governance, strengthening transparency, and enhancing service delivery** in its National Transformation Agenda (NTA). One flagship initiative is the **Digital Public Services Reform Program**, aimed at digitizing civil registration, tax collection, and basic government-to-citizen services.

Strategic Objectives (NTA Pillar Alignment)

1. **Governance & Accountability:** Increase transparency in public finance by rolling out an e-taxation system.
2. **Economic Transformation:** Support domestic resource mobilization by improving tax compliance and efficiency.
3. **Social Transformation:** Provide citizens with digital IDs to access health, education, and social protection services.

RBM Application

- **Inputs:** Funding from FGA budget & donor support; ICT infrastructure; technical expertise.
- **Activities:** Develop digital ID platform; train civil servants; upgrade IT systems; launch citizen awareness campaigns.

Accountability Frameworks

The program embeds accountability at **three levels**:

1. **Institutional Accountability:**
 - Ministry of Finance reports quarterly on tax revenue gains and system efficiency.
 - Ministry of Interior ensures citizen registration data protection and privacy.
2. **Public Accountability:**
 - Annual public scorecards showing progress on service digitization.
 - Citizen feedback mechanisms (SMS and hotline reporting for corruption cases).



3. **Development Partner Accountability:**

- Donor funds tied to clear milestones (e.g., number of IDs issued, tax portal usage rates).
- Independent audits of system implementation and outcomes.

This framework ensures alignment with the NTA's vision of a **transparent, responsive, and citizen-centered government**.

Group Discussion Questions

1. Draw the the Result Chain for the **Digital Public Services Reform Program**.
2. Looking at the **Results Chain**, which outcomes are most critical for sustaining long-term impact in AnywhereLand?
3. Discuss what FGA should do to create a culture of accountability at all levels.
4. What risks could undermine accountability in this program, and how should they be mitigated?
5. How can citizen feedback mechanisms strengthen **trust in government institutions**?
6. What lessons from this case can be applied to other transformation priorities (e.g., education, health, security)?