



INNOVATIONS FOR SUCCESSFUL SOCIETIES

Building Institutions, Escaping Development Traps

[Pakistan: Calling the Public to Improve Government](#)

In 2008, Zubair Bhatti, administrative head of the Jhang district in Pakistan's Punjab province, began contacting citizens by phone to inquire about their experiences with government services. Bhatti used these spot checks to identify and address corruption in the district administration. His phone calls became the basis for the [Citizen Feedback Monitoring Program](#), a social audit operated through an outsourced call center. By early 2014, the program was spanning all 36 districts in Punjab and was collecting citizen feedback on 16 different public services. With 12,000 text messages sent each day and more than 400,000 citizens' responses, the program has become a template for similar programs in other provinces and federal agencies in Pakistan.



Pakistani President's House and National Assembly. Photo by Atif Gulzar

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ISS: Improving Government Accountability and Leading Reform

[Innovations for Successful Societies](#) (ISS) helps public servants, policy makers, and scholars share institution-building

Featured ISS Interview

[Herman Haeruman](#), former director of the Indonesian Ministry of National Development Planning (BAPPENAS), describes the origins and evolution of the [Kecamatan Development Program](#) (KDP) in Indonesia. Launched in 1998, the KDP was a short route accountability strategy that delivered block grants to poor communities and empowered villagers to determine how they wanted to use the funds. Haeruman discusses the difficulties in [scaling up KDP](#) from a local program to a nation-wide agenda.

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strategies that work in especially challenging contexts. Interview-based case studies facilitate these exchanges and provide a basis for scholarly research.

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