ISAS and Pakistan@Berkeley, a campaign to broaden and deepen Pakistan related research, teaching and programming at UC Berkeley, are delighted to welcome Zubair Bhatti, Senior Public Sector Management Specialist at the World Bank to UC Berkeley to deliver a lecture on his recent work.

This talk will present the Pakistan Citizen Feedback Monitoring Program (CFMP), which, leveraging the ubiquitous presence of ordinary cell phones, aims to fight petty corruption, improve service delivery and improve trust in the state. Replicated in Albania and Romania, such proactive universal surveying of beneficiaries, already widely practiced in the private sector, is implementable in in a wide variety of public sector setting at a relatively low cost. A historical case study on CFMP was recently published by Princeton University.

Zubair K. Bhatti is a Senior Public Sector Management Specialist at the World Bank, working on local governance, performance management, service delivery, civil service, and citizen engagement reforms. Before joining the Bank, he served in the Pakistan administrative service for ten years as assistant commissioner, additional secretary and district coordination officer. He is the co-author of “Logged On: Smart Government Solutions from South Asia”. He holds a Master in Public Policy from Princeton University, USA, and a Master in Business Administration from Imperial College, UK. He is the coauthor of Logged On: Smart Government Solutions from South Asia.