



Save the Children



Bangladesh. Save the Children 2018.

# Kolorob

Community Feedback for Service Provider Accountability

**INNOVATION @**  **Save the Children®**

## The Problem

Residents living in marginalized communities and slums have very limited access to the most vital social services, lack reliable information about those services and are fearful of hidden costs. This combination often results in high child mortality rates, low literacy, high poverty rates and underemployment in these communities. If accessible, the services offered by providers lack accountability, as there is no systemic process of getting and providing feedback, which leads to low-quality social services and unaccountable government and civil sector actors.

## Our Innovative Idea

Save the Children pioneered Kolorob, an application that connects community members in poor urban settlements in and around Dhaka, Bangladesh, to reliable information through an online service directory, interactive map and analytical dashboard. Kolorob helps marginalized children, youth and community members access higher quality services to ensure better health, education and protection by allowing them to see where the best services are offered, provide feedback on the quality of their experiences with the services, and recommend quality services to their friends and families.



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## Our Progress to Date

We began piloting Kolorob in Dhaka by offering user design workshops while securing interest and buy-in among service providers and government stakeholders. The app is now ready for use, and as more urban poor have access to mobile phones due to decreasing technology costs and expanded coverage, the team is campaigning for visibility with community members and service providers. As users download the first version of the app, we collect case studies from the field to learn how to iterate and improve Kolorob.

## Become an Innovation Investor

Partnerships are vital to all of the work we do at Save the Children. Our partners provide the skills, networks and resources we need to develop, test, replicate and scale the most promising innovations for children.

**Invest Time or Skills:** Because Kolorob is driven by technology, partners with unique skills in mapping, algorithm design or back-end architecture can play a unique role in this project. We seek further collaboration on areas such as user design and the ongoing iteration of the software. If the pilot is successful, we will build incremental modules for specific use cases based on the information we have mapped, such as blue-collar job matching services.

**Accelerate The Pilot:** Through your financial contribution, we can adapt and adopt our app based on what we've learned through the pilot. We will work with you to find the best fit based on your interests and the needs of our project.