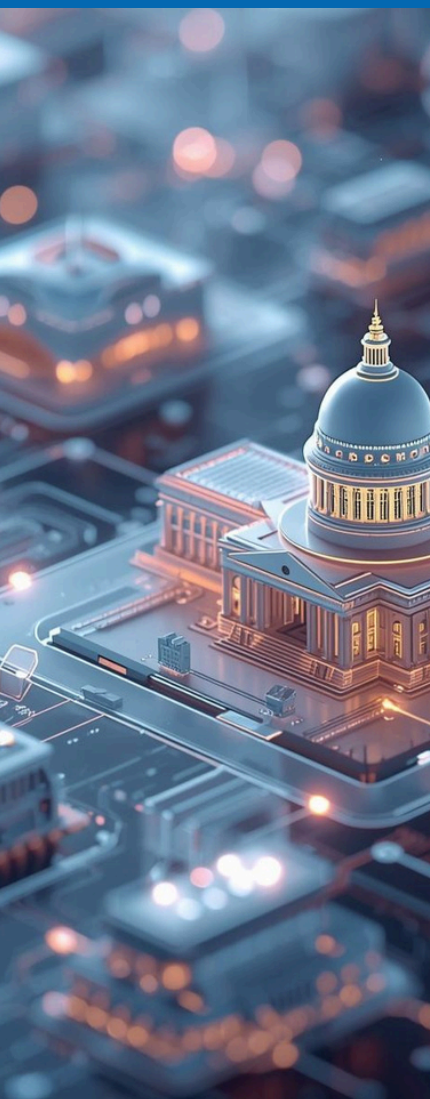


# A Stocktake and Review of **CivicTech** and **GovTech** Initiatives in the Asia-Pacific

December 2025



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# Acronyms and Abbreviations

AI – Artificial Intelligence

BRH – Bangkok Regional Hub

CivicTech – Civic Technology. This acronym will be used throughout the report to refer to Civic Technology.

E-Gov / E-Government – Electronic Government

GIS – Geographic Information System

GovTech – Government Technology. This acronym will be used throughout the report to refer to Government Technology.

ID – Identification (Digital ID)

KPI – Key Performance Indicator

OECD – Organisation for Economic Co-operation and Development

OGP – Open Government Partnership

SDG – Sustainable Development Goal

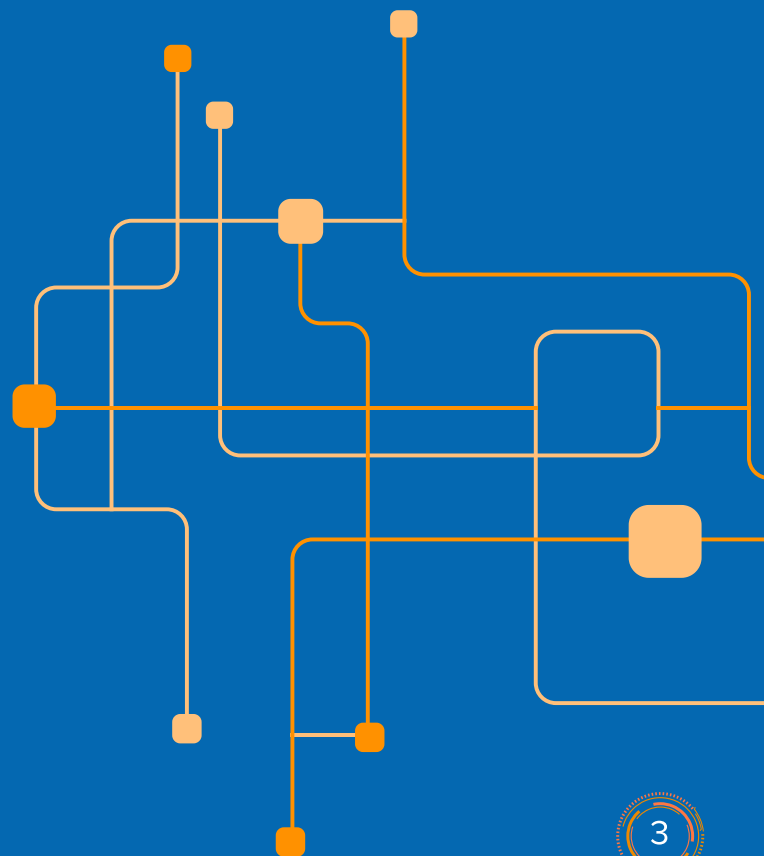
STI – Science, Technology, and Innovation

UN – United Nations

UNDESA – United Nations Department of Economic and Social Affairs

UNDP – United Nations Development Programme

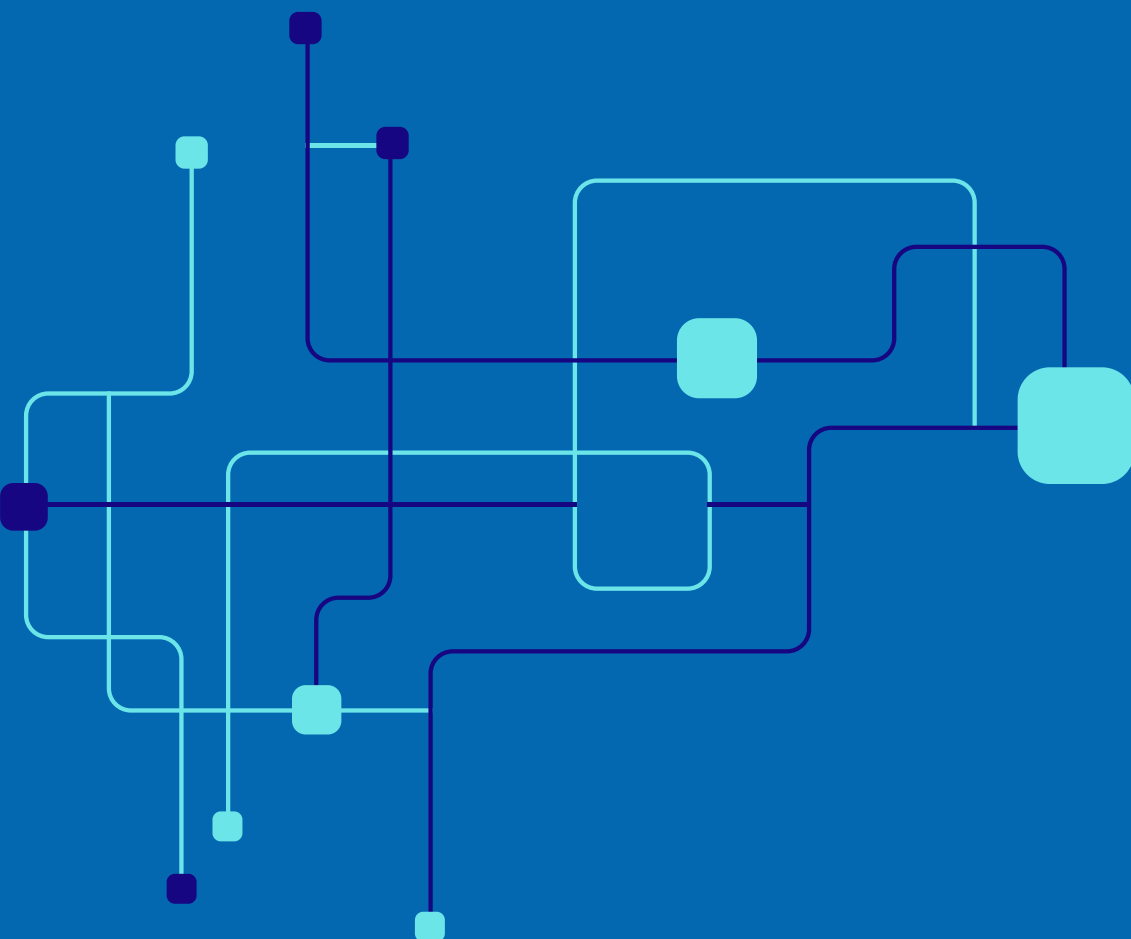
YPS – Youth, Peace, and Security



## Executive Summary

This report maps and analyzes CivicTech and GovTech initiatives across the Asia-Pacific region, with a focus on youth-led innovation in governance. It examines how digital tools are transforming citizen engagement, service delivery, and government efficiency. It covers 103 initiatives launched since 2012, highlighting regional trends, functional overlaps, and the growing integration of CivicTech and GovTech approaches. It also explores the role of young people as leaders and changemakers in this emerging ecosystem.

The report aims to provide an evidence base to guide UNDP and partners in strengthening inclusive, accountable, and technology-enabled governance. It also proposes working definitions of CivicTech and GovTech to support clearer understanding, coordination, and policy development across the region.





# Key Takeaways



- 1 The mapped data indicates that most CivicTech and GovTech initiatives in Asia-Pacific have emerged since 2012, with **the pace of new initiatives accelerating in recent years**. Based on this mapping, at least 56 initiatives have been launched since 2020, with 2024 marking the peak year at 20 new initiatives. While not comprehensive, this suggests a period of rapid growth and points to the growing momentum of technology-driven governance and civic engagement across the region.
- 2 **CivicTech initiatives (83%) appear to be more prevalent than GovTech initiatives (48%)** across the region. Of 103 mapped initiatives, 52 per cent operate solely within CivicTech dimensions, 17 per cent solely in GovTech, and around **30% bridge both domains**, indicating considerable functional overlap and hybrid approaches that combine citizen engagement in public affairs and government digitization activities.
- 3 Among initiatives mapped within **CivicTech** dimensions, the most prevalent category is *Information Sharing* (53% of the total dataset; 66% of CivicTech initiatives), followed by *Consultation* (31% of the total; 45% of CivicTech) and *Accessing Services* (21% of the total; 31% of CivicTech), suggesting that the primary focus of civic innovation in Asia-Pacific is on making information accessible, then engaging citizens in decision-making, while a smaller subset supports direct access to public services.
- 4 Among initiatives mapped within **GovTech** categories, *Service Delivery* is slightly more common (36% of total initiatives; 71% of GovTech initiatives) than *Internal Efficiency* (29% of total; 61% of GovTech initiatives). This possibly reflects technologies that enhance and expand public service access for citizens being developed slightly more than initiatives that enhance and modernise internal government systems and processes. The emphasis on service delivery suggests that GovTech actors are responding to the most visible gaps in governance: accessibility, transparency, and responsiveness to citizens.
- 5 Hybrid initiatives are widespread: **Around 47 per cent of all mapped initiatives operate across two or more categories**, with 25 per cent dual-category and 22 per cent multi-labelled (three or more categories). Dual- and multi-labelled configurations are more frequent in initiatives that include GovTech labels (~73%) than in those that include CivicTech labels (~48%).

GovTech initiatives thus tend to combine multiple functional dimensions, while initiatives with civic-facing labels are more often single-label initiatives operating within only one CivicTech dimension. This may reflect a **greater interdependence of GovTech functions**: for example, effective *Service Delivery* often relies on improvements in *Internal Efficiency*, while efficiency gains in turn enable stronger service delivery.



**6 Cross-Sector Integration:** Of the initiatives that are hybrid, 67 per cent bridge the categories of CivicTech and GovTech. A central driver of this cross-sector work is the inherent **link between CivicTech Accessing Services and GovTech Service Delivery**, with 55 per cent of cross-sector hybrids operating within both categories. This demonstrates that *Service Delivery* and *Accessing Services* are strongly and naturally connected, and how improving government service delivery often goes hand-in-hand with enhancing citizen access to these services.

**7** Frequent category alignments next to CivicTech *Accessing Services* and GovTech *Service Delivery*:

◆ The **most frequent combination is “Service Delivery + Internal Efficiency”**, found in 18 initiatives (≈18% of all initiatives; ≈37% of GovTech initiatives). Of these, only 5 are strictly dual-paired with just these two labels, while the majority also include at least one CivicTech label. This shows that GovTech initiatives often integrate service delivery with internal efficiency improvements while simultaneously intersecting with functions that engage citizens.

◆ **Another common pairing is CivicTech “Consultation + Information Sharing”**, present in 10 initiatives exclusively and 14 initiatives when including multi-label combinations (≈14% of the total dataset; ≈16% of CivicTech initiatives), reflecting the frequent combination of information provision with citizen consultation and input. This is one of the very few combinations that remains largely within the CivicTech domain, in contrast to most pairings, which bridge CivicTech and GovTech.

**8** Sub-Regional patterns in CivicTech and GovTech initiatives reveal distinct priorities. The mapping shows that in South Asia<sup>1</sup>, CivicTech emphasises *Information Sharing* and *Consultation*. Southeast Asia appears to be more service-oriented, with both CivicTech and GovTech focused on *Accessing Services* and *Service Delivery*. In East Asia, the mapped CivicTech initiatives emphasise *Consultation* while GovTech targets *Internal Efficiency*.

**9** Youth are a driving force in CivicTech and GovTech initiatives across Asia and the Pacific, with around **35 per cent** of mapped initiatives **being youth-led**<sup>2</sup>. This demonstrates the valuable contributions, active engagement, and important role of young people as partners and changemakers in CivicTech and GovTech initiatives.

**10** Although a substantial proportion of initiatives are youth-led, only 10 per cent explicitly target **youth as the main participants and users**. This contrast highlights a gap: youth are strongly represented as leaders in this space, but very little CivicTech and GovTech is being developed to engage youth as the primary users, overlooking the potential of the large youth population with substantial tech knowledge in the region.

<sup>1</sup> India is excluded from the regional analysis to reveal broader patterns across other countries, as its disproportionately large number of initiatives can overshadow trends in the rest of the region.

<sup>2</sup> You can find a list of the youth-led initiatives mapped in Appendix 3



# Introduction

This report presents findings from an extensive mapping of CivicTech and GovTech initiatives in the Asia-Pacific region, with a particular focus on youth-led efforts. The mapping and its insights are intended to contribute to the United Nations Development Programme's (UNDP) and other interested stakeholders' strategic vision in the Asia-Pacific and to advance Youth-led Civic/GovTech work in the region.

The initiative builds on the work of the Governance and Peacebuilding (GP) team in the Bangkok Regional Hub (BRH), in collaboration with regional teams such as the Youth Team and the Gender Team, to advance youth-led CivicTech and GovTech work. By evaluating the data and highlighting emerging trends, the report identifies opportunities for further support and outlines pathways for digital innovation in governance. These insights are designed not only to capture current trends and developments but also to ensure that UNDP and its partners can best empower the next generation of governance innovators across the region.

## Background

UNDP has long recognised that accountable, inclusive and effective governance is essential to [human development](#) and crucial for achieving [sustainable development](#). Principles such as accountability, transparency, participation, and inclusion are fundamental for building capable and effective state institutions, with civic engagement serving as a key means of putting these principles into practice. Without them, development efforts risk being undermined, as weak or corrupt governance remains a major driver of persistent underdevelopment<sup>3</sup>. What is changing today is the growing role of technology in shaping governance and citizen participation. CivicTech and GovTech provide new possibilities for civic engagement, overall transparency, and government efficiency.

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<sup>3</sup> Organisation for Economic Co-operation and Development (2025). Corruption as a Development Obstacle Policy Brief on Managing the Risk of Corruption Series. Retrieved from <https://one.oecd.org/document/DCD/DAC/GOVNET%282024%292/en/pdf>

The Asia-Pacific region is home to over 4.3 billion people and some of the world's fastest-growing digital economies<sup>4</sup>, offering significant opportunities to leverage digital innovation for governance and citizen engagement. But it is also witnessing a worrying trend: [civic space is shrinking](#), and public trust in institutions varies widely across countries in the region. This contraction manifests in various forms, including restrictive legislation, suppression of dissent, and limitations on freedom of expression. According to [CIVICUS](#), the enactment and use of restrictive laws have consistently ranked among the top civic space violations in the Asia-Pacific region in recent years, alongside the arbitrary detention of protesters and the excessive use of force by security forces against peaceful demonstrations. [Governments in many countries](#) of the region also employed censorship to silence (online) expression, block criticism of those in power, and deny people access to information, making civic engagement and accountable governance more critical than ever.

Recent youth protests, like those in [Sri Lanka](#) (2022), [Bangladesh](#) (2024), [Indonesia](#) and [Nepal](#) (2025), underscore both the demand for accountable governance and the potential for digital civic engagement. The movements, while differing in their immediate triggers<sup>5</sup>, share a core focus on transparency, accountability, and citizen participation. A connecting factor across all was the strategic use of digital platforms: social media and other online tools were central to organizing, sharing information, and sustaining momentum even under attempts at censorship. The ways these online spaces were leveraged demonstrate a strong demand for digital engagement and highlight opportunities for CivicTech and GovTech initiatives to formalize participation, gather citizen input, and strengthen links between communities and decision-making institutions.

Importantly, the region is home to approximately 1.1 billion young people aged 15 to 29, accounting for nearly [60%](#) of the world's youth population. This demographic potential presents a unique opportunity: youth can drive change, contribute fresh ideas, and participate actively in shaping governance systems. Growing up in the digital age has given many young people familiarity with digital tools and platforms, empowering them to innovate and engage with governance in ways that are intuitive and integrated into their daily lives.

Harnessing this potential requires institutions and development partners to create inclusive spaces for participation and to ensure that young people's contributions translate into tangible outcomes. [UNDP](#) is committed to strengthening and promoting inclusive, effective, and accountable governance through a people-centred, systemic approach that is innovative and draws on the opportunities offered by digitalisation.

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<sup>4</sup> World Economic Forum (n.d.). Digital Asean. Retrieved from <https://www.weforum.org/projects/digital-asean/>

World Economic Forum (2022). 3 Ways to Build a Sustainable and Digital Asia-Pacific. Retrieved from <https://www.weforum.org/stories/2022/06/3-ways-to-build-a-sustainable-and-digital-asia-pacific/>

World Economic Forum (2023). How Southeast Asia can become a trillion-dollar digital economy. Retrieved from <https://www.weforum.org/stories/2023/12/how-southeast-asia-can-become-trillion-dollar-digital-economy/>

<sup>5</sup> Among the triggers were Sri Lanka's economic collapse, frustration around the civil-service quota in Bangladesh, national budget cuts and a proposed military law in Indonesia, and Nepal's requirement that social media companies register under new government regulation.





# Understanding CivicTech and GovTech Concepts

Over the past decade, the concepts of GovTech and CivicTech have gained increasing attention across organisations, governments, research, and practices.

International organisations and institutions have advanced several complementary definitions of GovTech. The [OECD](#) describes GovTech as the collaboration between the public sector and other actors—start-ups, innovators, government “intrapreneurs”, academia—to develop digital government solutions. It frames GovTech as complementing existing capacities to deliver user-centric, agile, efficient public services and to drive maturity in digital government. The [World Bank](#) has framed GovTech as public sector modernisation anchored in three dimensions: citizen-centric service delivery, accessibility, and digital modernisation, aiming to enhance Core Government Systems.

By contrast, the concept of CivicTech is less consistently defined in the literature. The [World Bank](#) often situates it as the civic engagement dimension within its broader GovTech framework, describing it concretely as one of the built-in features of citizen-centric service delivery. The [OECD](#) distinguishes CivicTech from GovTech by noting that while GovTech is government-centric and focuses on the internal operations of public sector entities, CivicTech is citizen-centric and oriented toward government interactions with citizens. It frames CivicTech as the use of digital technologies to strengthen democracy by informing the public, facilitating participation in policymaking, and improving government responsiveness and accountability.

In general, organisations often highlight the role emerging digital technologies can play in [improving citizen participation](#). The available sources indicate that CivicTech refers to digital tools and platforms that enable citizen engagement or facilitate civic participation in public decision-making, though it seems more difficult to find authoritative definitions. This results in a diverse and sometimes fragmented conceptual field.

The existing landscape demonstrates that GovTech has a more established definitional core, typically focused on state-led internal digital transformation and service delivery, whereas CivicTech remains a broader, more contested category that encompasses a wide range of participatory and transparency-focused interventions.

## UNDP's Role and Perspective on CivicTech and GovTech

A review of official United Nations (UN) and UNDP sources reveals that neither the UN system broadly, nor UNDP specifically, has adopted clear, authoritative definitions of GovTech or CivicTech. While multiple UN offices and agencies have integrated technology into governance and innovation portfolios, and UNDP clearly advances the goals commonly associated with GovTech and CivicTech, there is currently no standardised organisation-wide taxonomy that distinguishes between the two concepts.

Relevant conceptual work includes the UN Department of Economic and Social Affairs's (UNDESA) biennial [E-Government Survey](#), which develops the notion of digital government, and UNDP's global [Digital Transformation Framework](#), which positions "Participation/Civic Technology" under civic engagement and treats GovTech as part of digital public services. UNDP [strategies](#) and activities further demonstrate a commitment to the principles underlying CivicTech and GovTech, such as [digital participation](#) and the development of [digital public infrastructure](#), even though the terms themselves are not formally used or explicitly operationalised.

Beyond these frameworks, UNDP engages directly with both citizen-facing and government-oriented digital initiatives. A major example is [FutureGov](#)<sup>6</sup>, which works with member states to reimagine and strengthen their approaches to digital transformation, supporting improvements in the design, financing, delivery, and evaluation of public services. Further, the [Youth Innovation Challenge on CivicTech](#) in Asia-Pacific is working with over 50 CivicTech initiatives at different levels of their entrepreneurship journey, showing how UNDP anchors the importance of youth-led digital solutions in strengthening transparency, accountability, and citizen engagement across governance systems.

Despite these examples, the lack of standardised definitions poses challenges. Without a shared understanding of CivicTech and GovTech, initiatives and tools risk being inconsistently classified, comparative analyses of outcomes across countries, regions or contexts are difficult, and designing monitoring and evaluation frameworks that distinguish citizen-engagement tools from government-oriented solutions becomes complex. UNDP, given its regional and global engagement with CivicTech and GovTech initiatives, is well-positioned to spearhead this effort.

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<sup>6</sup> A High-Impact Initiative co-led by UN DESA and UNDP with support from Member States and international partners.

## Proposing Data-Driven Definitions for CivicTech and GovTech

To address this gap, this report builds upon existing definition sources as well as insights gathered from this mapping to propose working definitions for CivicTech and GovTech.

**CivicTech** are digital tools that enable citizens to access, engage with or influence public information and governance processes.

Such tools primarily focus on one or more of the three dimensions: (1) providing access to and understanding of public information; (2) engaging citizens in policy, decision-making, or feedback processes; and (3) facilitating front-end access to public services. Across these areas, the emphasis is on enhancing transparency, accountability, citizen participation, and accessibility of public services, with the broader aim of strengthening trust in governance and democratizing access to decision-making. CivicTech can work both ways: enabling citizens to interact with governments (for example, through feedback, participation, or reporting issues) and enabling governments to communicate or provide services to citizens (for example, sharing public information or facilitating public voting).

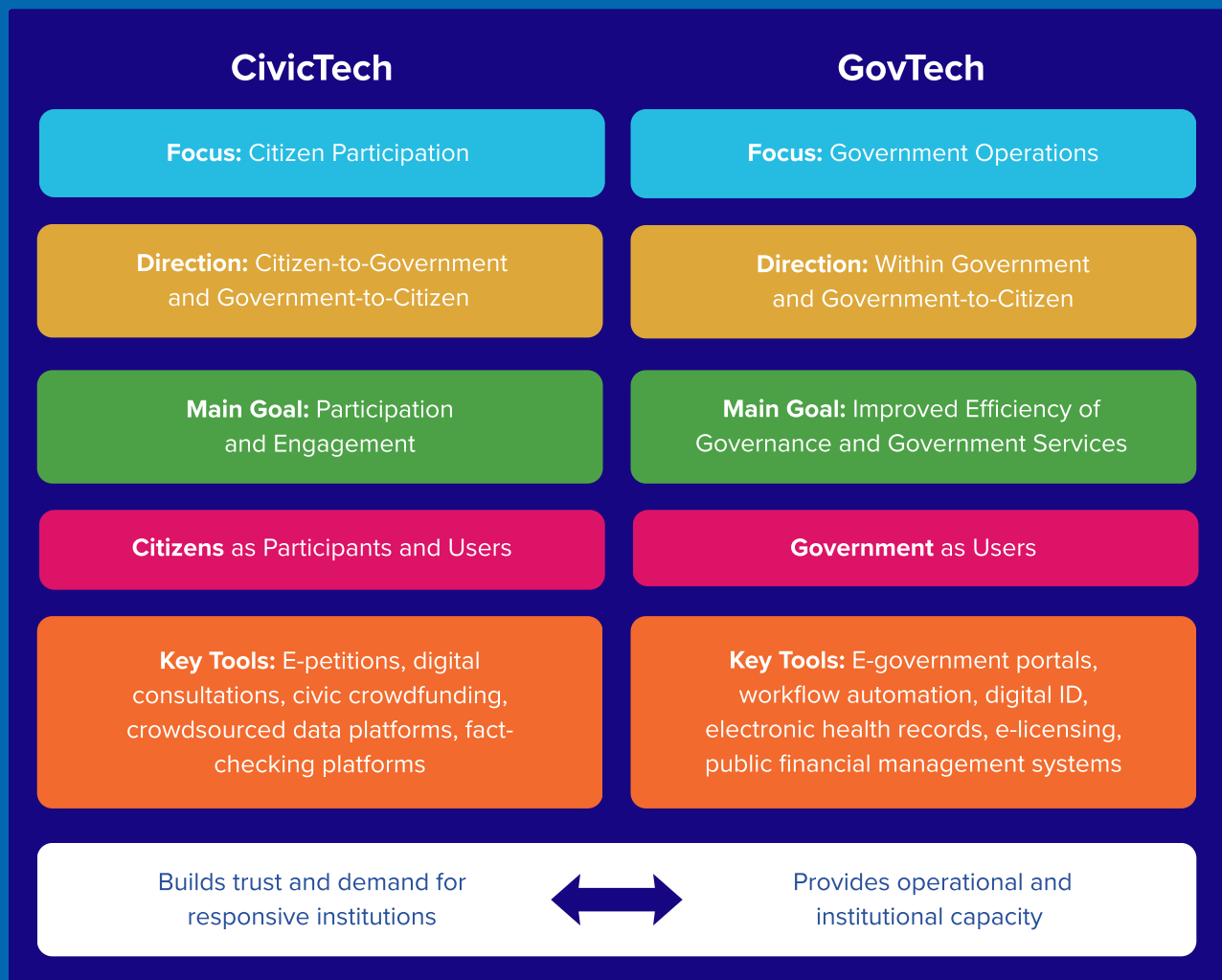
**GovTech** are tools for supporting government service delivery and modernising internal systems and processes to improve efficiency.

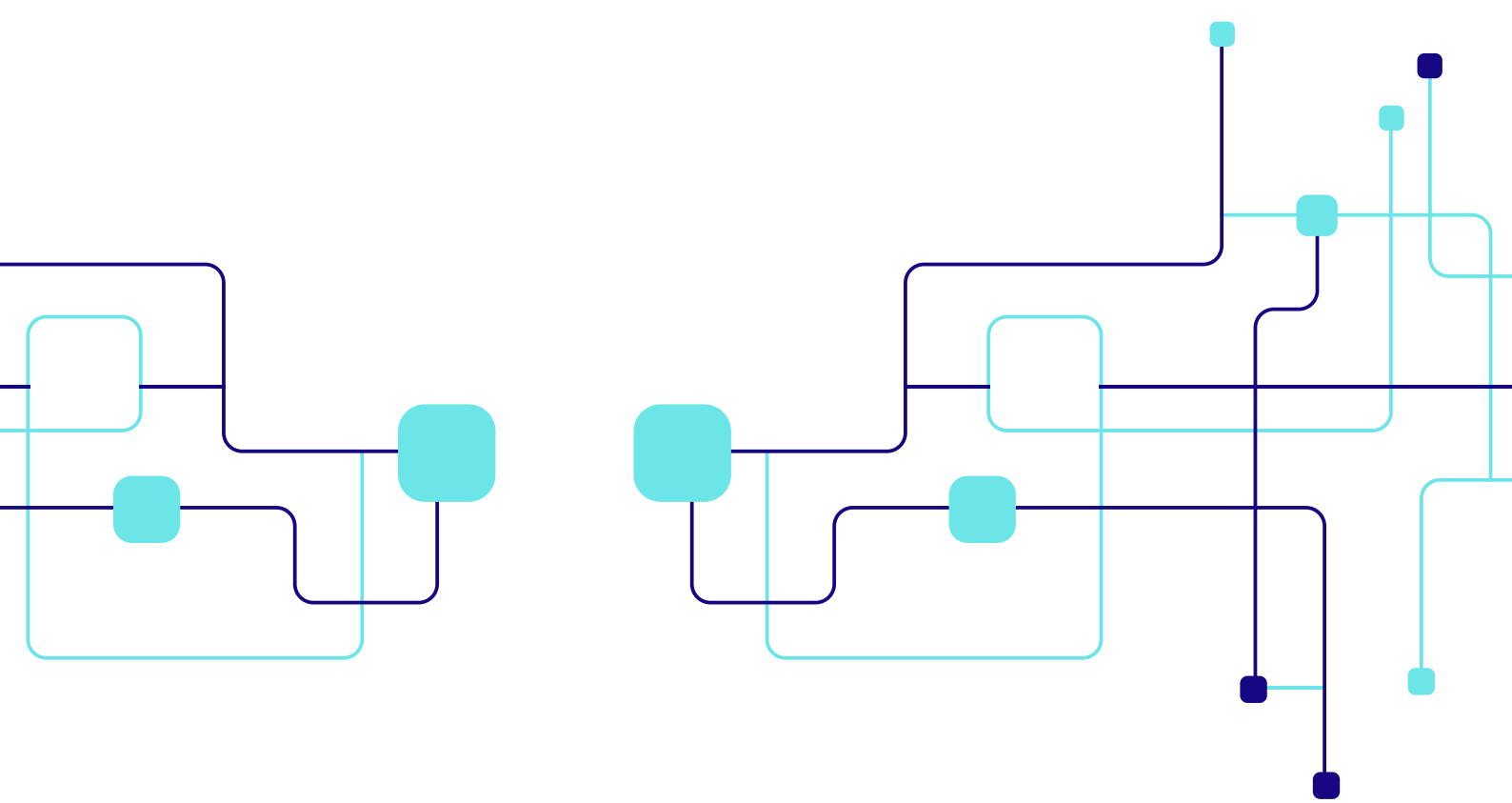
GovTech initiatives and tools primarily target two areas: (1) digitising and securing access to government services for citizens and businesses, and (2) digitising workflows, integrating systems, and enhancing core administrative processes. Across these areas, the focus is on improving government performance, scalability, and reliability, while often intersecting with citizen-facing functions.

## CivicTech and GovTech as Complementary Tools

The two concepts can be seen as complementary tools that, when integrated, enhance the effectiveness of governance. CivicTech empowers citizens to engage with and influence public decision-making, fostering transparency and accountability. Conversely, GovTech equips governments with the tools to streamline operations and respond efficiently to public needs. Together, they create a dynamic ecosystem where citizen input drives governmental responsiveness, and governmental efficiency ensures that citizen engagement leads to tangible outcomes.

**Figure 1** - CivicTech and GovTech Overview





## Methodology

Over 1,450 initiatives were accessed through multiple avenues (Appendix) and reviewed through a CivicTech/GovTech lens. Only initiatives that had been active within the past ten years were included in the mapping. Once an initiative was identified as falling within either CivicTech or GovTech, additional information was systematically collected from publicly available sources such as official websites, social media platforms (e.g., Facebook and LinkedIn), news articles, and other relevant documentation.

For each initiative, the mapping captured key attributes including the type of technology used, year of establishment, founding organisation, and whether it represented a recurring effort or a one-time activity. Information was also recorded on whether the initiative was ongoing or had since concluded, its relevance to or involvement of youth (including whether it was designed for youth or led by youth), and its primary thematic focus areas, such as gender, peacebuilding, protection, climate action, or other domains. This systematic approach allowed for a consistent and comparative overview of initiatives.

At the same time, there are certain limitations to this mapping and its analysis, such as the reliance solely on publicly available documentation. This approach may have excluded initiatives that are not well-documented online or that operate in more closed contexts, particularly in some countries in the Asia–Pacific region where transparency and public information about such efforts is limited. The diversity of languages across the region also presented a challenge; while online translation tools were used to mitigate this, the lack of fluency in many local languages may still have resulted in some initiatives being overlooked. In addition, the uneven availability of information across countries means that



the mapping may reflect more visible or better-resourced initiatives rather than the full spectrum of activity. Finally, the complex nature of categorisation, where initiatives often span multiple areas of CivicTech and GovTech, introduced further challenges in ensuring consistency and accuracy.

In this mapping exercise, the objective was not to establish a strict age range for youth but rather to identify initiatives that were specifically (co)founded by young people. For this study, youth-led initiatives were defined as those that were either student-led, based within universities, or founded by individuals and teams reasonably assumed to be under 30 years of age at the time of founding. By examining youth-led initiatives, the report highlights how younger generations are shaping the digital governance space and creating tools that improve government efficiency while deepening citizen participation across the Asia-Pacific region.

To determine whether an initiative was youth-led, the mapping team conducted an online review of publicly available information, including team profiles, organisational websites, social media pages, and media coverage. Indicators such as explicit references to student involvement, university affiliations, youth networks, or self-identification as a youth-led initiative were considered strong evidence. Where team members' ages were not directly stated, reasonable assumptions were made based on available information, such as graduation years, career timelines, or affiliations with youth organisations. While these methods allowed for the identification of many youth-led efforts, they also relied on the accuracy and availability of publicly shared information, meaning that some initiatives may have been misclassified or overlooked.

## Categorising GovTech and CivicTech Initiatives

Following the initial distinction between CivicTech and GovTech initiatives, each was further organised into different subcategories.

Within CivicTech, the focus is on three subcategories: (1) *Information Sharing*, (2) *Consultation & Participation*, and (3) *Accessing Services*, which were most prominent in the mapping. Two additional subcategories, Community Action Platforms and Civic Education Platforms, were not a focus of this exercise but remain important parts of the wider ecosystem. These were excluded because the focus was specifically on initiatives that provide direct support to institutional civic engagement, whereas Community Action and Civic Education platforms primarily operate outside direct government or institutional contexts.

GovTech initiatives are organised into two subcategories: (1) *Service Delivery* and (2) *Internal Efficiency*, reflecting the dual emphasis on outward-facing digital services and inward-facing reforms of government systems. Together, these categories highlight the diversity of CivicTech and GovTech approaches, providing a structured lens to understand the various technology-driven initiatives in public and government contexts. While some initiatives fit neatly within a single category, many span multiple categories.

**Figure 2 - Categorisation of CivicTech and GovTech Initiatives**

Category	Explanation	Example
Civic Tech Information Sharing	Tools that make government data, policies, and decisions accessible to the public, without or upon demand; Improve government openness, promote transparency and enable citizens to stay informed; Platforms for mapping, crowdsourcing, and analysing public or government data; Technologies for fact-checking, countering misinformation, and supporting solutions journalism.	Data access/sharing portals, public dashboards, public budget tracking, transparency portals, fact-checking platforms, anti-corruption platforms, Know Your Candidate platforms, tracking elected officials' work, Legislation trackers, government performance monitoring platforms, government procurement/tender/contracting portals.
Civic Tech Consultation/ Participation	Platforms to engage citizens proactively in contributing to and deliberation on public policies and services; Tools for online petitions.	Participatory budgeting platforms, public decision-making or voting platforms, online petitions, digital town halls.
Civic Tech Accessing Services	Solutions that help citizens interact with government services easily and efficiently; Platforms for online public services and applying for welfare benefits digitally; Tools for gathering feedback; Grievance portals to report issues and complaints about services.	E-Government portals, online application systems, document management, registration services, Citizen self-service tools, Citizens' Digital ID, electronic health records, online appointment systems, digital business certifications, digital payment gateways, portals for farmer services, market access, crop insurance, E-courts, disaster management digital tools, online licensing/permits, Mobile apps for public services, Smart City solutions
Gov Tech Service Delivery	Enhancing digital public service delivery: Expanding and securing internet-enabled access to government services for citizens and businesses.	
Gov Tech Internal Efficiency	Supporting core government systems: Modernising public financial management, HR, procurement, and other core functions; Investing in digital infrastructure, ensuring interoperability; Workflow automation for public servants.	Public financial management systems, HR platforms, e-procurement, GIS and urban planning tools, Data analytics for policy making, Interoperability Platforms, Cybersecurity Systems.

The mapping has not focused on the other two categories of CivicTech:

- 'Community Action Platforms' that focus on peer-to-peer engagement, local organising, support for neighbourhood action, and citizen-led improvements. Example: Crowdsourcing, crowdfunding, neighbourhood forums, civic mobilisation apps.
- 'Civic Education Platforms' are digital tools, applications, or online spaces that focus on building civic knowledge and literacy by educating individuals about rights, responsibilities, democratic processes, and institutions. Unlike CivicTech information-sharing initiatives, they do not primarily provide government or public data and information; instead, their purpose is to raise awareness, foster understanding, and encourage active participation in civic life.

# Findings

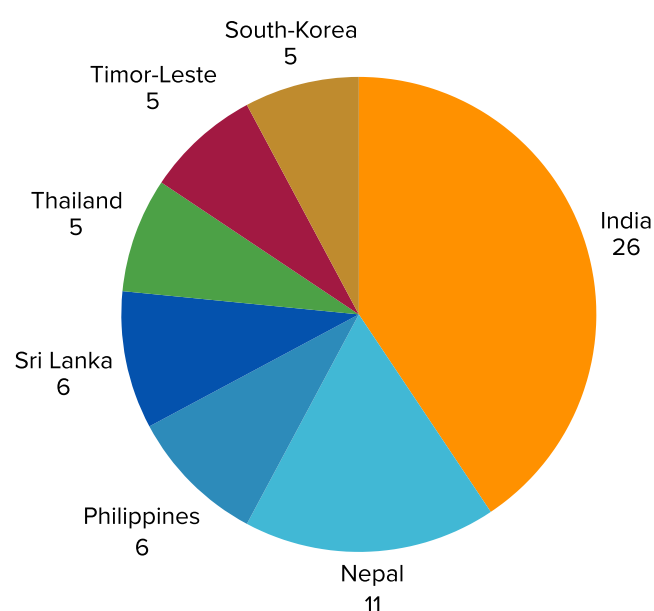
## Descriptive Overview

This mapping identified a total of **103 CivicTech and GovTech initiatives**. These included 76 operating at the national level, 20 at the subnational level, 8 spanning multiple countries, 3 sub-regional, 1 regional, and 3 global initiatives<sup>7</sup>. While the majority of initiatives operate at the national level, the presence of cross-regional, sub-regional, and multi-country initiatives highlights opportunities for peer learning, knowledge exchange, and collaborative problem-solving across borders. Such cooperation can help initiatives share best practices, adapt successful approaches to local contexts, and strengthen regional governance ecosystems.

The mapped initiatives have originated in 20 countries of the region: Afghanistan, Bangladesh, Bhutan, China, India, Indonesia, Japan, Malaysia, Maldives, Mongolia, Myanmar, Nepal, Pakistan, Philippines, Singapore, South Korea, Sri Lanka, Thailand, Timor-Leste, and Vietnam.

The geographical distribution of all mapped initiatives displays a high concentration of CivicTech and GovTech in India, with 26 initiatives being found there. The country with the next highest number of initiatives is Nepal with 11, followed by the Philippines and Sri Lanka with 6 initiatives each and Thailand, Timor-Leste and South Korea with 5.

**Figure 3 - Distribution of Initiatives by Nationality**



The dataset further reveals clear patterns in how different agencies occupy the CivicTech-GovTech landscape. Out of the total, 16 initiatives are co-implemented by UNDP, 15 by government agencies, and the remaining 72 by youth groups and other civil society organisations. This distribution shows that more than two-thirds of the initiatives (about 70 per cent) come from non-state actors, while UNDP and governments together account for less than one-third.

From the initiatives mapped, approximately 82 per cent are currently active, 8 per cent are no longer active, and the status of the remaining 10 per cent is unclear. While 4 initiatives were one-time events, 97 occurred regularly, from recurring events to organisations pursuing the initiative full-time. The duration varies widely, from just a few months to 34 years, with an average of 7 years of activity.

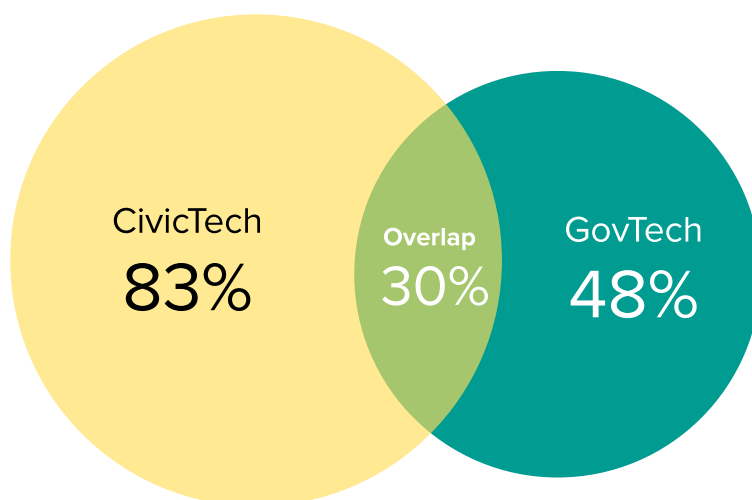
<sup>7</sup> Some were implemented at multiple levels, i.e. National and Subnational, Regional and National etc.

Over time, there has been a marked increase in the establishment of CivicTech and GovTech initiatives, with the majority emerging in the past five years and progressively fewer appearing the further back we look. While a small number of initiatives have been operating for decades, most were founded after 2012, with notable spikes in **2020** (12 initiatives) and **2022** (11 initiatives) and **2024** (20). The COVID-19 pandemic may have contributed to the surge in 2020, accelerating the adoption of digital solutions for governance, service delivery, and citizen engagement across the region. The year **2024 stands out as the peak**, with 20 initiatives—the highest in the dataset— demonstrating strong and growing momentum in CivicTech and GovTech development in Asia-Pacific.

## General Insights into CivicTech and GovTech Categorisation

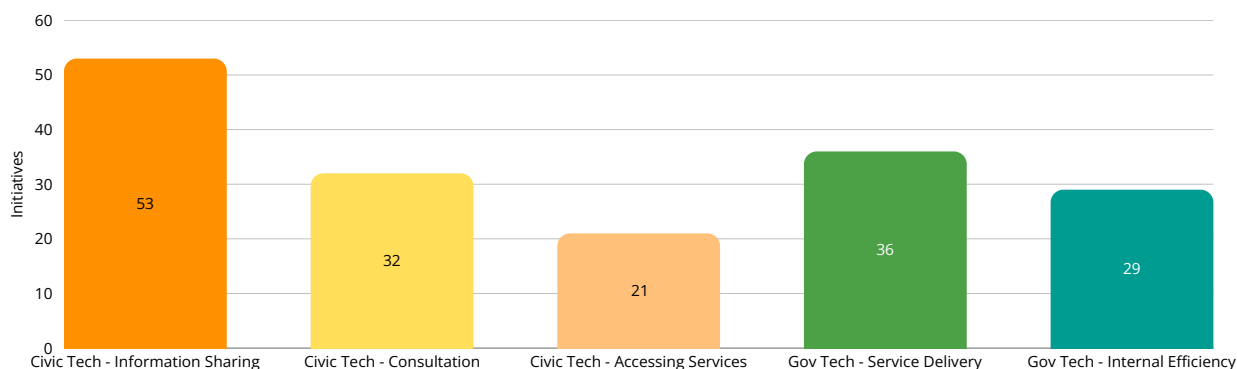
Throughout Asia and the Pacific, around **83 per cent** (85 initiatives) of all mapped initiatives fall into at least one of the CivicTech categories, while **48 per cent** (49 initiatives) operate within at least one of the GovTech categories. Of the 103 initiatives, 52 per cent operate solely within CivicTech, 17 per cent solely within GovTech, and approximately **30 per cent bridge both domains**, highlighting functional overlap and hybrid approaches that combine civic-facing and government-facing functions, which are examined in greater detail in subsequent chapters.

**Figure 4 - CivicTech and GovTech Distribution**



At the level of raw prevalence, the majority of initiatives were categorised as CivicTech *Information Sharing*, which accounts for **53 per cent** of the total dataset and 66 per cent of all CivicTech initiatives. A further **32 per cent** of the total (or 39 per cent of CivicTech initiatives) were categorised as *Consultation*, while **21 per cent** of the total (or 26 per cent of CivicTech initiatives) were categorised as *Accessing Services*. On the GovTech side, **36 per cent** of the total initiatives (or 71 per cent of all GovTech initiatives) were labelled as *Service Delivery*, and **29 per cent** of the total (or 61 per cent of GovTech initiatives) as *Internal Efficiency*, indicating a more evenly distributed spread across the two categories, with a small focus on the enhancement of digital service deliveries. Many initiatives appear in multiple categories within and across CivicTech and GovTech, which explains why the percentages within each sector can exceed 100 per cent when combined.

**Figure 5 - CivicTech and GovTech Categorized Distribution**



Overall, the dataset clearly tilts toward CivicTech initiatives. One possible reason can be scale and ease of entry: civic initiatives might be more likely to be launched by individuals or small groups, can be low-budget and grassroots, and therefore may be easier to start and identify than government-led projects.

By contrast, governments are naturally risk-averse. Government innovation can face structural constraints, such as slower bureaucratic procedures, limited budgets and staffing, political cycles, and procurement or policy hurdles that can make GovTech harder to initiate, scale, or publicly advertise. The [World Bank](#) highlights barriers such as weak inter-agency coordination, limited political and senior leadership, technical constraints (e.g., fragmented IT systems, outdated infrastructure, lack of shared platforms), regulatory constraints (e.g., unclear legal frameworks, data-sharing restrictions, complex procurement rules), insufficient financing, and skills gaps. These challenges can result in CivicTech tools developing more quickly than GovTech ones, leading to an imbalance where citizens demand change, but the government is unable to respond effectively. As noted by [Van Ransbeeck](#) (2019): “Today, it’s often the case that CivicTech is put in place before GovTech, leading to an inadequacy between citizen feedback and government response.”

Additionally, CivicTech often relies on visibility and public awareness to achieve impact, whereas governments may not publicise their GovTech tools and processes as openly, especially the internal efficiency mechanisms, making them harder to identify and capture through this mapping. However, these observations should be interpreted as tentative implications rather than definitive conclusions. Further research is necessary to confirm patterns and better understand the factors influencing the prevalence and visibility of CivicTech and GovTech initiatives.

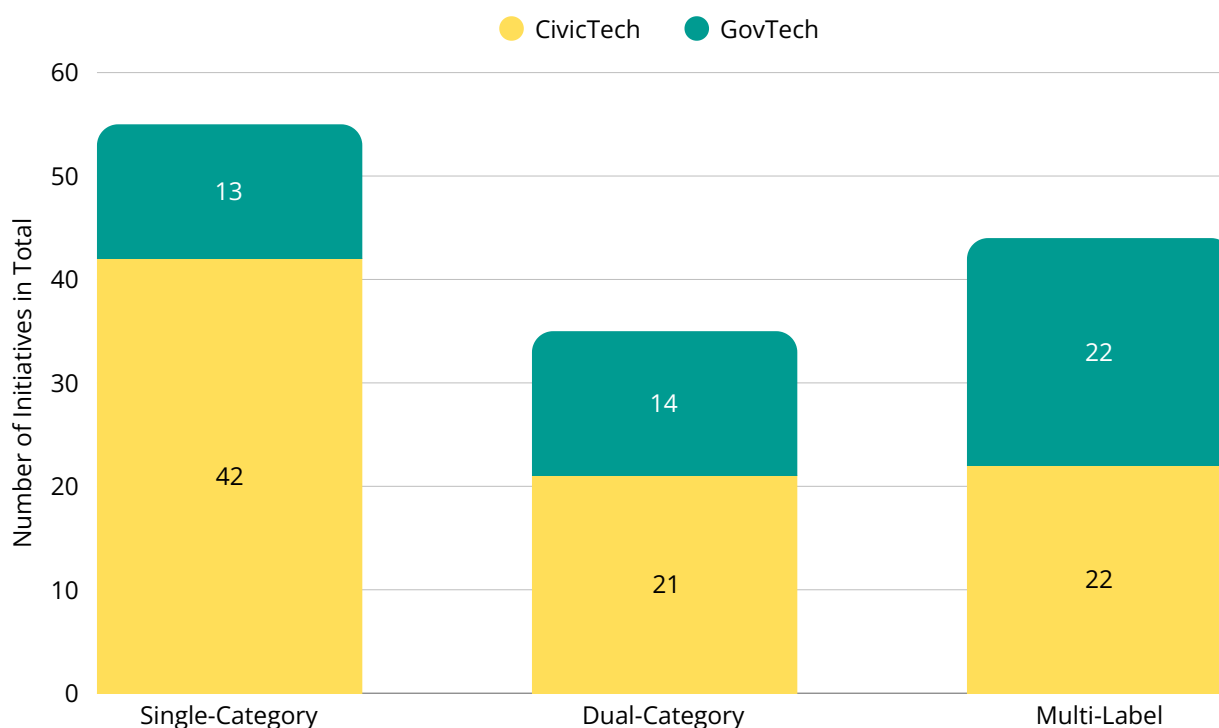


## Overall Distribution of Single, Dual, and Multi-Label Initiatives

The mapping demonstrates that with around **53 per cent**, most CivicTech and GovTech initiatives are classified within a single category. However, a substantial portion spans multiple subcategories or even bridges CivicTech and GovTech, reflecting the inherently interconnected nature of digital governance. Approximately **25 per cent** of initiatives are dual-category and around **22 per cent** are multi-labelled (three or more categories). This distribution indicates that while a slim majority of initiatives appear to focus on one dominant function, almost half operate across two or more categories. Fully multi-functional initiatives are slightly less common than dual-category initiatives, suggesting that integrating multiple functions may be harder to achieve in practice.

Breaking these trends down by sector reveals notable differences between CivicTech and GovTech. Among initiatives that include at least one CivicTech label, 42 of the 85 initiatives (**~49%**) are single-category, focusing on one primary function. *Information Sharing* stands out as the most consistent and coherent CivicTech category, and it is also the most prevalent category across the entire dataset: of the 55 initiatives labelled as *Information Sharing*, 28 have no other category assigned. This indicates a sizable group of initiatives in the mapping that are focused mainly on publishing, explaining, or making policy and data accessible. By comparison, 12 initiatives are classified exclusively as *Consultation* and just 2 as *Accessing Services*.

**Figure 6 - Civic Tech vs Gov Tech Initiatives: Single, Dual, and Multi-Category**



43 initiatives (~51%) with at least one CivicTech label span two or more categories. This shows that hybrid configurations within CivicTech are common but not the majority. Among the 43 hybrid CivicTech initiatives, 21 are dual-labelled with only 12 initiatives (~27%) being dual-labelled purely within CivicTech. There are no multi-labelled initiatives (3+ categories) that remain entirely within CivicTech. The remaining 31 initiatives (~72%) bridge into GovTech categories, combining CivicTech and at least one GovTech label. This indicates that, although CivicTech hybrids exist, they are often cross-sectoral rather than strictly multi-labelled within CivicTech.

The picture is different in GovTech. Initiatives that include at least one GovTech label are more frequently multi-functional: only 13 of the 49 initiatives that include at least one GovTech label (~27%) are single-category (7 are solely coded as *Internal Efficiency* and 6 solely as *Service Delivery*), while 14 initiatives (~29%) are dual-category and 22 initiatives (~45%) are multi-labelled. Importantly, of the 36 hybrid initiatives (dual or multi-labelled), only 5 (~14%) are purely within GovTech, while 31 initiatives (~86%) bridge into CivicTech categories, combining GovTech labels with at least one CivicTech label. In other words, **the majority of initiatives that include GovTech labels (~73%) appear within multiple categories**, in most cases integrating civic-facing functions rather than operating solely within GovTech categories.

These numbers illustrate that initiatives with CivicTech labels are more often single-function, whereas initiatives that include GovTech labels are more frequently multi-labelled and combine multiple functional dimensions. Overall, while CivicTech initiatives tend to be somewhat more focused, both fields show a strong tendency toward cross-functional, hybrid solutions.

Examining these distributions in greater detail reveals which subcategories most often co-occur within CivicTech and GovTech, as well as across both, and how such combinations may contribute to effectiveness and sustainability.

## CivicTech-Pairing “*Information Sharing and Consultation*”

Within CivicTech, the most common pairing is between *Consultation* and *Information Sharing*. This dual label is explicitly present in 10 initiatives (around 10% of the total dataset), making it the single most frequent dual-category combination across both CivicTech and GovTech. In addition, several other multi-label combinations—some combining the two civic categories with other CivicTech functions, others bridging into GovTech—also include both civic labels, bringing the total to 14 initiatives. Taken together, this means that *Consultation* and *Information Sharing* co-occur in around 14 per cent of all initiatives, or roughly 16 per cent of all initiatives operating within CivicTech.

*Information Sharing*



*Consultation*

This combination of publishing/explaining information with soliciting citizen input is analytically powerful. It implies that CivicTech initiatives frequently treat information and participation as a packaged user journey; for example, this might involve either making policies, data, or decision contexts intelligible and inviting citizens to respond, or gathering citizen feedback to inform policy creation and then sharing the resulting decisions or actions back with the public.

The initiative [MyGov](#) from India illustrates this pairing. Launched in 2014 as the Government of India's citizen engagement platform, MyGov collaborates with multiple government bodies and ministries to both engage citizens in policy formulation, while also disseminating information about government schemes and programs. With over 30 million users and activities ranging from polls and surveys to crowdsourced logos and policy inputs, it demonstrates how information and consultation can enable informed participation and feedback that shapes policy decisions.

Why that pairing can be important in practice. Information without consultation may risk being a one-way transaction; consultation without sufficient information risks low-quality inputs or leaves citizens unsure whether or how their contributions have been used. When both functions are present, the initiative may support what can be called an 'actionable knowledge loop': citizens receive the knowledge they need to form opinions or take action, decision-makers have a channel to collect and use citizen feedback, and citizens may subsequently be informed about how their input has influenced decisions. This combination could potentially increase the likelihood of three desirable outcomes: (a) higher quality participation (because responses are better informed), (b) greater civic agency and uptake (because citizens both understand the issue and have ways to respond or act), and (c) higher-quality policies that better reflect citizen needs.

## GovTech Pairing “*Service Delivery and Internal Efficiency*”

On the GovTech side, the mapping contains only two categories. This means that their co-occurrence is the only possible intra-GovTech pairing. The key question is therefore how often the two appear together, and under what circumstances.

18 initiatives in total combine both *Service Delivery* and *Internal Efficiency*. This represents **17.5 per cent** of all initiatives and roughly 37 per cent of all GovTech initiatives. The rationale appears clear. Technological services, such as e-service platforms, typically depend on modernised back-office processes, whether in case management, human resources, payment systems, or data flows. Without these reforms, digital services often struggle to scale or sustain quality. When the two are pursued together, operational advantages may include faster processing times, fewer manual handoffs, consolidated case records, and the ability to expand services across ministries.

*Service Delivery*



*Internal Efficiency*

This aligns with similar findings in broader e-government literature, emphasising that service delivery reforms are most effective when integrated with internal process re-engineering<sup>8,9</sup>.

As mentioned before, only 5 initiatives are strictly dual-paired, meaning they carry only the two GovTech labels (*Service Delivery* + *Internal Efficiency*) and no additional CivicTech categories. The remaining 13 initiatives link the GovTech pair with one or more CivicTech functions such as *Information Sharing*, *Consultation* or *Accessing Services*. This distribution suggests a tendency: while more than one in three GovTech initiatives link front-office service delivery with back-office and internal efficiency reform, most do so in conjunction with civic-facing components rather than as “pure” GovTech efforts.

Conclusively, the finding that over a third of GovTech-labelled initiatives combine *Service Delivery* and *Internal Efficiency* shows that initiatives recognise the interdependence of front-office and back-office reforms. The relatively small number of “strict” pairings also suggests that, in practice, most initiatives pursue this dual GovTech logic as part of a larger, multi-dimensional perspective that also includes civic-facing elements.

## Bridging CivicTech and GovTech

As hinted earlier, there is a substantial proportion of initiatives that bridge CivicTech and GovTech functions (sometimes dual pairing, sometimes multi-pairing). Out of 103 mapped initiatives, 31 combine at least one CivicTech label with at least one GovTech label, representing roughly 30 per cent of the sample and 67% of all mapped hybrid initiatives. These cross-category cases are not uniform. Nine initiatives are strictly dual cross-category pairings, combining a single CivicTech function with a single GovTech function. The remaining 22 cross-category initiatives are more complex: sixteen combine three categories and six combine four categories.

This pattern highlights two observable tendencies. First, a substantive minority of all mapped initiatives and a clear majority of hybrid initiatives fall into combinations that span both the civic-facing and government-facing categories, rather than being classified solely within one or the other. Second, among those cross-category initiatives, most are not limited to a dual pairing. Instead, they more frequently appear in configurations that bring together three or even four categories. This suggests that these hybrid initiatives often involve multiple functional dimensions simultaneously.

One pattern stands out. It is the pairing of the CivicTech category *Accessing Services* with either one or both GovTech labels (*Internal Efficiency* and *Service Delivery*)<sup>10</sup>. *Accessing Services* appears in 22 initiatives overall, of which 18 link to GovTech.

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<sup>8</sup> OECD (2020). “The OECD Digital Government Policy Framework: Six dimensions of a Digital Government”. OECD Public Governance Policy Papers, No. 02, OECD Publishing, Paris. [https://www.oecd.org/content/dam/oecd/en/publications/reports/2020/10/the-oecd-digital-government-policy-framework\\_11dd6aa8/f64fed2a-en.pdf](https://www.oecd.org/content/dam/oecd/en/publications/reports/2020/10/the-oecd-digital-government-policy-framework_11dd6aa8/f64fed2a-en.pdf)

<sup>9</sup> United Nations (2022). E-Government survey 2022: The future of digital government. United Nations Department of Economic and Social Affairs. <https://desapublications.un.org/sites/default/files/publications/2022-09/Web%20version%20E-Government%202022.pdf>

These 18 combinations represent around 18 per cent of all mapped initiatives (18 out of 103) and 39 per cent of all hybrid initiatives (18 out of 46), making this a substantial share of cases that combine multiple functional labels. Within these, *Accessing Services* is overwhelmingly linked to *Service Delivery*: 17 out of the 18 *Accessing Services* + *GovTech* initiatives include *Service Delivery*, indicating how closely intertwined these functions are in practice. This connection alone accounts for 55 per cent of all cross-sector hybrids (17 out of 31), **making it the single most prominent linkage between GovTech and CivicTech.**



[Traffy Fondue](#) in Thailand exemplifies the *Service Delivery* + *Internal Efficiency* + *Accessing Services* combination, illustrating the functional interdependence of civic and governmental technology solutions. Launched in 2022, it enables citizens to report urban issues via a mobile app, while authorities can manage and resolve cases in real time. The platform is designed to accelerate response times, increase the number of resolved cases, and enhance the efficiency and responsiveness of government services, while simultaneously enhancing access to these services.

This prevalence reflects the inherent reality that citizens' access to public services is closely tied to the government's ability to deliver those services. Platforms and initiatives that support access to public and governmental services might often depend on internal governmental processes and service delivery systems to operate effectively, for example, when an e-portal relies on automated workflows or back-office systems to process data. Conversely, GovTech initiatives that improve internal efficiency or service delivery might benefit from being linked with tools that facilitate citizens' access to services.



### Key Insight: Reinforcing Elements of Impactful CivicTech Initiatives

The mapping reveals a pattern that appears consistent with [lessons from UNDP's CivicTech Youth Innovation Challenge 2025](#): CivicTech initiatives tend to share a set of reinforcing elements. Such initiatives seem to amplify citizen voices, ensure access to credible information, enable institutions to respond, and close the loop by showing citizens the impact of their contributions. When this chain is intact, it may help to build trust and sustain participation; when one link is weak—voice without responsiveness, or transparency without accountability—engagement risks becoming performative.

Multi-functional initiatives that combine CivicTech and GovTech objectives are particularly well positioned to complete this cycle, increasing both citizen participation and government responsiveness. The mapped data supports this insight: we find strong evidence that many initiatives either bridge CivicTech and GovTech or combine multiple dimensions of each within their objectives, making them more likely to integrate the full cycle of listening, acting, and reporting back.

<sup>10</sup> Some initiatives that include *Accessing Services* together with one or both GovTech labels also include additional CivicTech labels. These extra labels are not considered here, as this part of the analysis focuses specifically on the connection between *Accessing Services* and GovTech.



## Breakdown by Sub-Region and Country

Building on these overall proportions, it is useful to examine how different types of CivicTech and GovTech initiatives are distributed across countries and sub-regions in Asia. While the aggregate figures highlight the dominance of CivicTech *Information Sharing* and *Consultation* initiatives, the country-level and sub-regional breakdown reveals more nuanced patterns in how these technologies are being adopted.

The mapping reveals a diverse landscape. Notably, India accounts for the largest share of mapped initiatives, making its profile disproportionately influential in the dataset. Examining India separately allows for a clearer understanding of its domestic patterns before considering broader trends. In total, there are 26 initiatives in India, several of which span multiple objectives and therefore appear in more than one category. CivicTech initiatives are most prominent, appearing 18 times under Information Sharing, 6 times under Accessing Services, and 5 times under Consultation. GovTech initiatives are less common, with roughly 5 initiatives aimed at improving Internal Efficiency and 7 initiatives targeting Service Delivery.

Taken together, these figures suggest that India's CivicTech ecosystem is heavily oriented toward making information available to citizens, with secondary but notable emphasis on service access and improving delivery mechanisms. Consultation plays a smaller role compared to its prominence in other parts of Asia, while GovTech activity in India reflects a balance between service delivery and internal efficiency. However, because India accounts for such a large share of the mapped initiatives, its weight risks overshadowing broader sub-regional dynamics. To better understand the wider Asian trends, India is therefore set aside in the subsequent analysis.

Looking beyond India, distinct patterns emerge. Across the rest of Asia, the data suggests a more diverse distribution of initiatives. CivicTech *Information Sharing* remains widespread, with 22 initiatives across 18 countries, with the highest numbers in Sri Lanka and Nepal. CivicTech *Accessing Services* appear in 13 initiatives across 9 countries, especially represented in the Philippines, Indonesia, and Bangladesh. Consultation is visible in 21 initiatives in 18 countries, most notably in Nepal and Timor-Leste. On the GovTech side, GovTech *Internal Efficiency* accounts for 12 initiatives in 12 countries, being most represented in the Philippines and Nepal, while GovTech *Service Delivery* is represented in 22 initiatives across 16 countries, with the Philippines, Nepal, and Bangladesh most represented.

At the sub-regional level, the data suggests that in South Asia (excluding India), initiatives are concentrated on transparency and citizen engagement, with a particular strength in information sharing and a notable presence in consultation platforms. Nepal and Bangladesh emerge as leading examples in the region, reflecting how CivicTech is being used to increase accountability and participatory governance.

In Southeast Asia, initiatives emphasise pragmatic improvements in citizen services, with service delivery and accessing services as dominant themes. The Philippines and Timor-Leste stand out as leaders, showcasing how digital tools are applied to strengthen government responsiveness and efficiency. In East Asia, initiatives show a balanced approach, combining citizen consultation with a slight emphasis on internal efficiency. South Korea and Japan are the most active, reflecting both participatory and government modernisation priorities in the region. Developed city-states like Singapore and Hong Kong concentrate their efforts on internal efficiency and service delivery, highlighting a strong emphasis on government operational excellence.

Regional specializations reveal distinct patterns: South Asia acts as an information sharing hub driven by transparency and accountability, Southeast Asia emerges as a service delivery hub with a strong focus on citizen-facing improvements, and autonomous city-regions such as Singapore and Hong Kong—together with East Asia more broadly—highlight efficiency and modernization, with East Asia showing a more balanced though modest spread across categories.

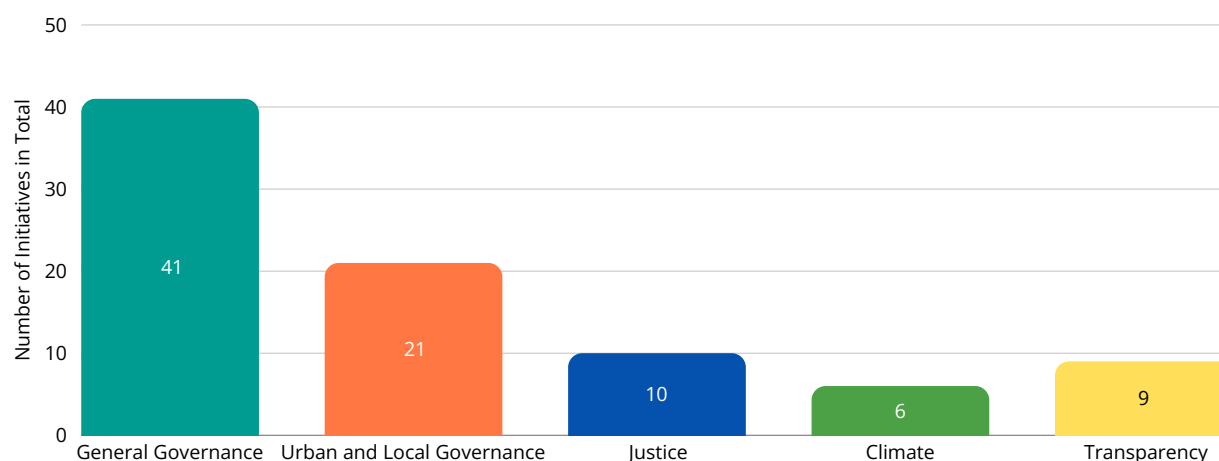
These trends suggest differing priorities, capacities, and approaches to digital governance and civic engagement across the region, though it is important to note that in some countries only a small number of initiatives are represented, so the proportions observed may not fully reflect broader national or sub-regional realities.

## Thematic Focus

Thematic categorisation of initiatives provides additional insights into focus areas. The 103 initiatives engaged citizens and governments in over **30 thematic areas** such as General Governance, Urban Governance, Justice, Transparency, Climate, Local Governance, Education, Elections, Disaster Risk Reduction, Media, Budgeting, Covid, Civic Education, Gender, Procurement, Accountability, Welfare, Peace, Hackathon, Human Rights, Security, Health, Data, Entrepreneurship, Finance, Waste Management, Youth Peacebuilding, Language, Artificial Intelligence, Cyber Security, and Transportation.

For the analysis, these were grouped into broader thematic categories: General Governance, Urban and Local Governance, Justice, Transparency, and Climate. **General Governance** clearly emerges as the dominant focus overall, accounting for 41 initiatives (40%), while **Urban and Local Governance** adds another 21 initiatives (20%). Taken together, initiatives focused on governance at the local, urban and national levels make up approximately 60 per cent of the total. **Justice** and **Transparency** follow with 10 initiatives (10%) and 9 initiatives (9%), respectively, demonstrating targeted efforts in legal processes and openness and accountability. Finally, **Climate** was the focus area of 6 initiatives (6%). The remaining initiatives are spread across the wide range of themes previously mentioned, though each accounts for only a small share.

**Figure 7 - Thematic Focus of Initiatives Operating Across CivicTech and GovTech**



An example of an initiative with the **General Governance** focus is [Hack for Public Good](#), the Open Government Partnership's (OGP) annual citizen-centric hackathon in Singapore. The initiative brings together public officers and community members to identify real-world challenges, co-create innovative public good solutions through field research and rapid prototyping, and to develop the most promising ideas into full-fledged OGP products.

**Under Urban and Local Governance**, [Safetipin](#) serves as a notable example. This mobile app uses crowdsourced data and geospatial mapping to enhance urban safety, particularly for women, by enabling safety audits of public spaces, providing real-time data on lighting, walkability, and visibility, and collaborating with city governments to inform infrastructure improvements.

Within the thematic area of **Justice**, an example of a mapped initiative is [JusticeHub](#), an open data platform in India that curates and publishes well-documented legal and justice datasets to make such data open, accessible, and actionable, serving as a shared resource to enhance public access to information related to law and justice in the country.

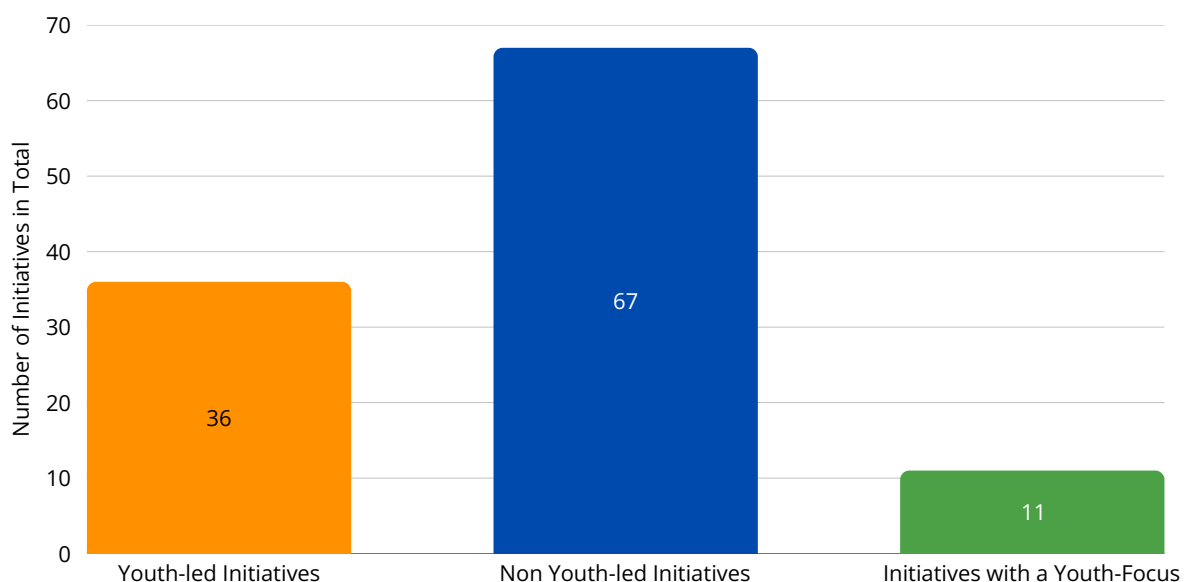
## Youth Engagement Across CivicTech and GovTech Initiatives

Youth play a significant role in CivicTech and GovTech initiatives across Asia-Pacific. Of the 103 initiatives mapped, **35 per cent were led by youth**, demonstrating that young people are not only participants but also innovators and leaders in shaping new forms of civic engagement and technology-driven governance.

Despite this strong presence of youth leadership, only around **10 per cent** of initiatives explicitly **targeted young people as users** or had a youth-specific focus as their objectives. This comparatively small number suggests that, while young people are driving innovation, relatively few initiatives are designed with youth as a constituency. In other words, youth are shaping the CivicTech and GovTech landscape, but their unique needs, concerns, and perspectives are not systematically addressed by the initiatives themselves.

One of the few initiatives that did target young people as users specifically is [#Politicslk](#) from Sri Lanka, a youth-led digital infotainment studio offering creative formats that make political and electoral information engaging and easy to understand for citizens, especially for youth and first-time voters.

**Figure 8 - Youth Engagement across CivicTech and GovTech Initiatives**



The mapping exercise reveals another pattern within youth-led initiatives: The majority are active in the CivicTech space, particularly within the category *Consultation*, followed by *Information Sharing* and *Accessing Services*. Many initiatives operate across multiple categories, highlighting again the inherently interconnected nature of digital innovation.

One example of a youth-led initiative that works within *Consultation* is [SpeakUp Nepal](#), the country's first digital petition platform that allows citizens to raise issues, gather support, engage with decision-makers and track government responses, empowering them to demand accountability and transparency.

Similarly, [Shaasan](#) in Nepal includes a consultation component that enables citizens, especially youth and marginalised groups, to report civic issues through short, geotagged videos, images and comments, creating new avenues for public feedback.

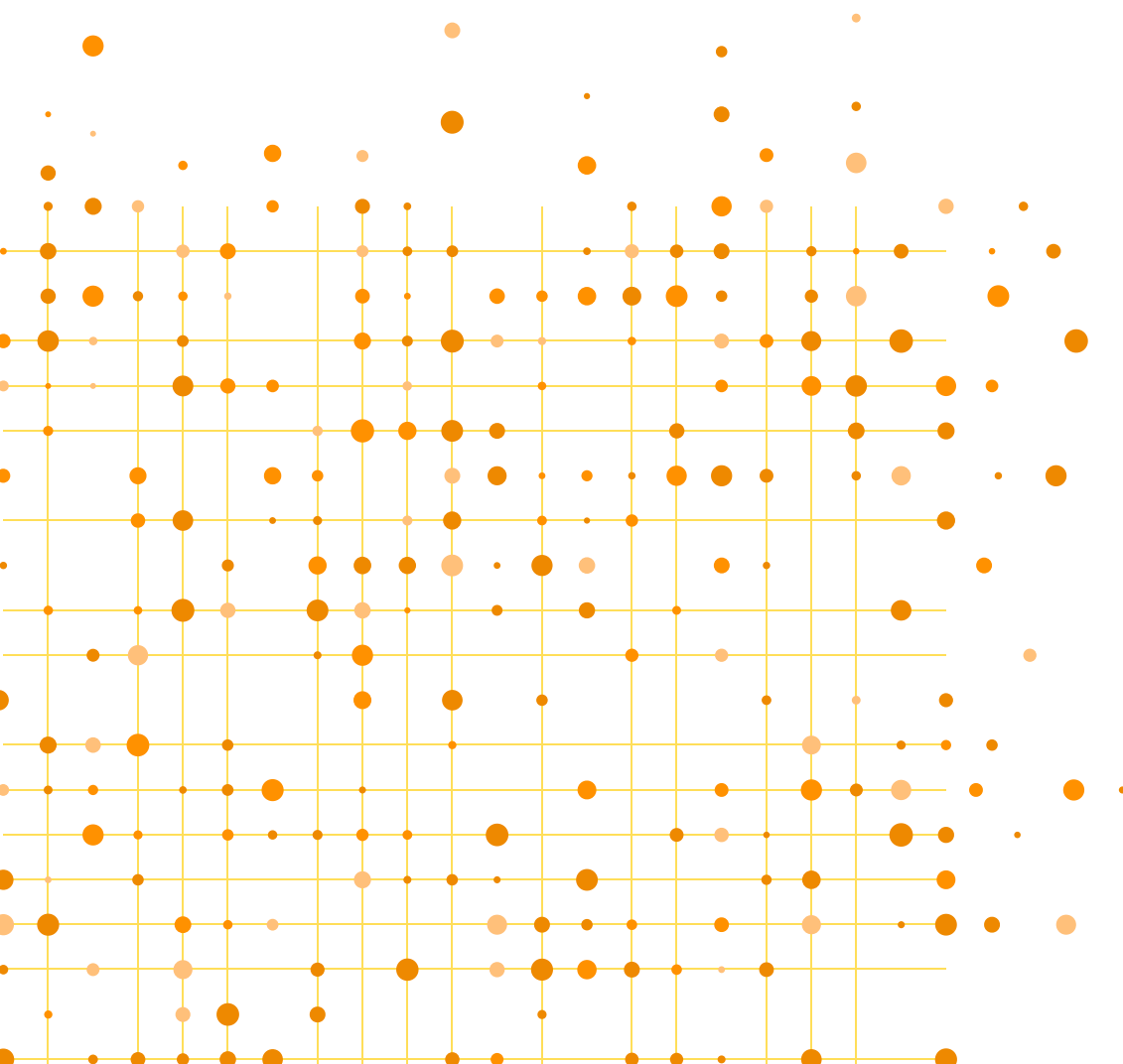
The next most common area is *Information Sharing*, with initiatives such as [Voyager Transparency](#) in Mongolia, an AI-powered platform that digitizes public procurement data, making it searchable and accessible to strengthen transparency and civic oversight.

Youth-led initiatives working within the category *Accessing Services* develop for example multilingual chatbots, grievance handling systems, or one-stop digital portals that make government services clearer, more transparent and easier to access.

While these efforts empower citizens, initiatives also aim to enhance government efficiency and service delivery, bridging CivicTech and GovTech in practice. For instance, [Citisense \(AI4Gov\)](#) in the Philippines integrates citizen feedback tools with AI-driven analytics to improve responsiveness and efficiency in local governance, supporting faster and smarter public service delivery.

In Nepal's Karnali Province, the youth-led One Stop Service Delivery System (OSSD) helps municipalities digitize everyday administrative workflows, while also offering citizens a way to submit grievances and monitor the status of services through public displays. By combining tools for residents with systems that streamline government procedures, OSSD demonstrates how CivicTech and GovTech can reinforce one another, supporting both more efficient administration and more transparent, responsive governance.

Only a small handful of youth-led initiatives operate exclusively within GovTech, a domain largely dominated by governments and international organisations such as UNDP. This suggests that young innovators gravitate toward citizen-driven, participatory, and advocacy-oriented tools, rather than large-scale government efficiency and delivery systems. Yet their work offers unique entry points for governments, highlighting the importance of linking these domains to create more inclusive, responsive, and effective digital governance overall.







# The Way Forward for the United Nations and Development Partners

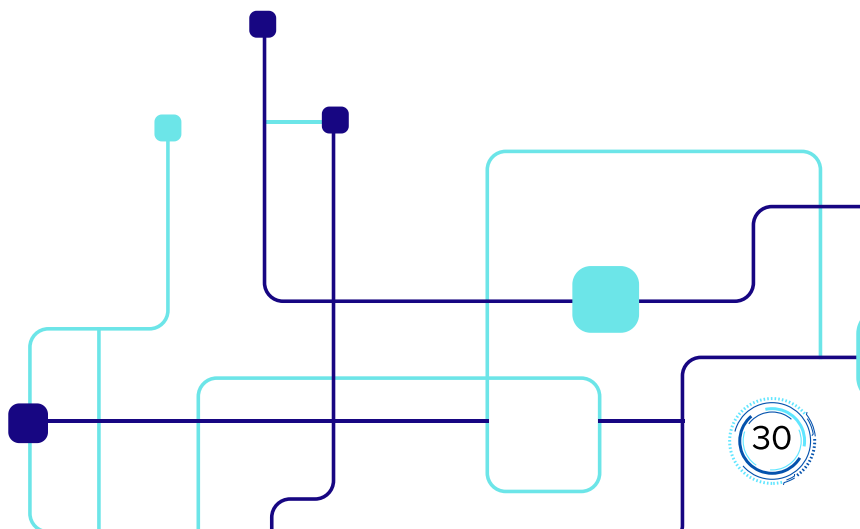
This mapping highlights a vibrant and diverse ecosystem of CivicTech and GovTech that has emerged over the past decade. The majority of initiatives operate at the subnational and national levels, while several span multiple countries or sub-regions in Asia-Pacific, demonstrating potential for cross-border learning and collaboration. Importantly, much of the progress has been driven by young innovators. These young leaders are designing and scaling transformative CivicTech and GovTech initiatives that connect citizens to institutions in more open and accountable ways. Youth-led initiatives are not merely an entry point to participation; they offer a pathway toward deeper democracy and more inclusive governance.

CivicTech initiatives dominate the ecosystem, particularly those focused on *Information Sharing* and *Consultation*, and GovTech initiatives, though fewer, also remain prevalent across the region. Notably, hybrid initiatives combining civic and government functions are widespread, with the most prominent functional linkage found between CivicTech *Accessing Services* and GovTech *Service Delivery*. This shows that citizen engagement platforms are often tightly integrated with government operational systems. Overall, the data suggests that digital governance solutions frequently address multiple dimensions of CivicTech and GovTech, indicating a recognition of the interconnected nature of digital governance objectives and highlighting the potential for more coordinated, comprehensive approaches.

UNDP and development partners have a critical role in leveraging the enormous potential of the Asia-Pacific's youth demographic, supporting these innovations to ensure they are effective, sustainable, and capable of driving meaningful improvements in governance across the region.

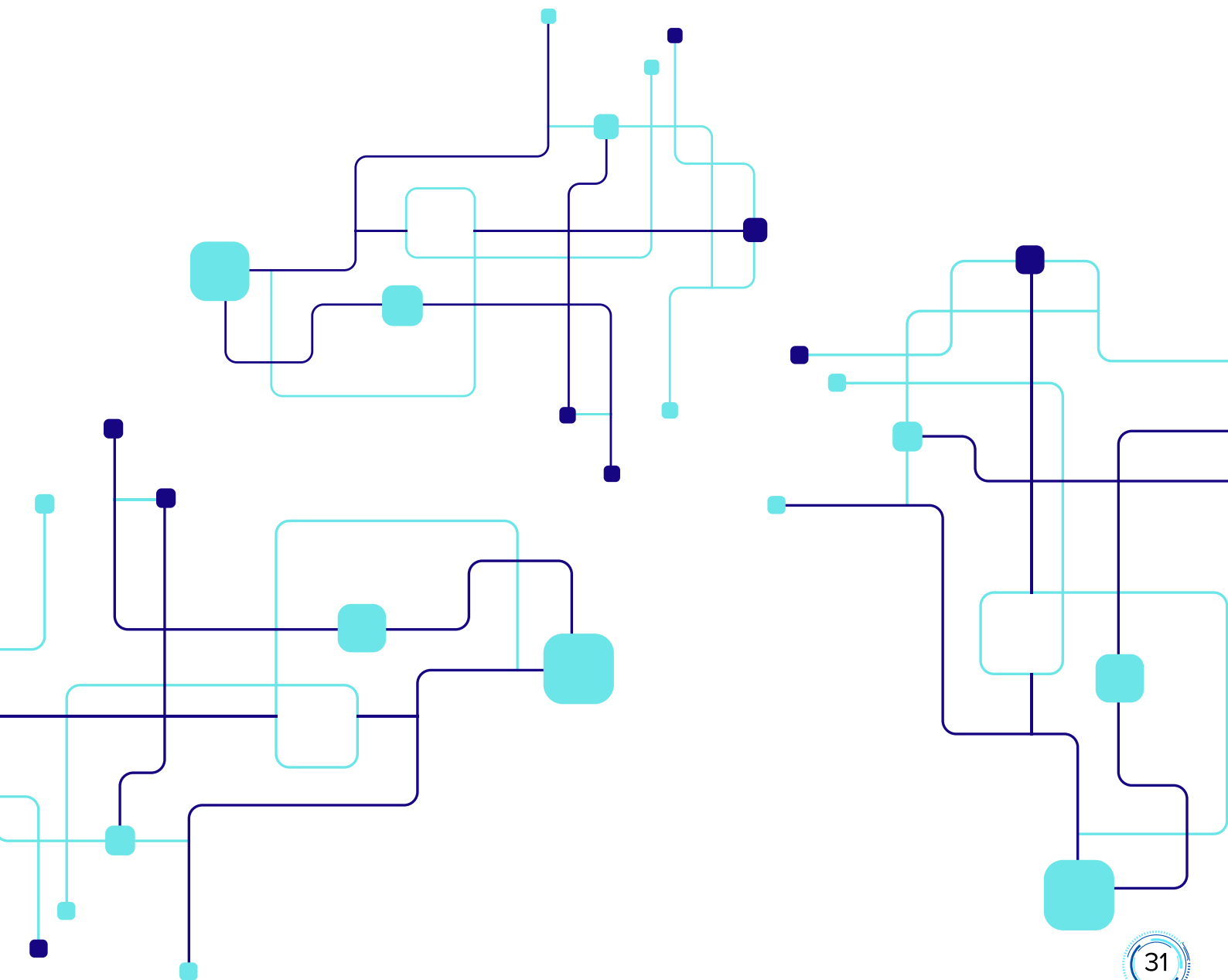
## Recommendations for UNDP and Development Partners:

- **Support** sustainability and scalability: Create funding models and sustainability indicators that ensure continuity, impact and growth. Encourage initiatives to move beyond short-term pilots by providing multi-year funding, institutional support, entrepreneurship ecosystem access and technical assistance.
- **Foster** regional and global collaboration: Promote CivicTech and GovTech work through setting up a well-functioning cross-border entrepreneurship ecosystem across Asia-Pacific to facilitate knowledge exchange and collective action.
- **Invest** in strategic research: Continuously map and monitor the CivicTech and GovTech ecosystem at local, national, and regional levels to identify emerging initiatives, gaps, trends, challenges, growing interactions between the two domains, and impacts on governance and citizen engagement. Prioritize gender analysis, emerging technologies, and scale-up and sustainability models to ensure inclusivity and resilience.
- **Enable** collaboration and exchange: Build platforms or communication pathways for initiatives to share skills and insights, learn from peers, and co-develop civic solutions.
- **Foster** youth leadership and youth entrepreneurship: Invest in programs that both support youth-led initiatives and design interventions with youth as primary users. Training, mentorship, and seed funding for young innovators can support young entrepreneurs in the field and ensure that CivicTech and GovTech solutions respond to the needs of younger populations.
- **Invest** in comparative learning: Conduct cross-country and cross-initiative analyses to identify replicable strategies and best practices for scaling CivicTech and GovTech solutions.
- **Develop** robust impact assessments: Establish metrics and KPIs tailored to evaluate the adoption, reach, cost-effectiveness, and scalability of CivicTech and GovTech initiatives.
- **Strengthen** the cycle of participation: Support initiatives that amplify citizen voices, deliver reliable information, ensure institutional responsiveness, and close the feedback loop, in order to foster trust, accountability, and sustained and meaningful engagement.



Taken together, the findings and recommendations underscore an opportunity for UNDP and development partners to shape the future of digital governance in Asia-Pacific. Fast-growing youth-driven CivicTech and GovTech initiatives are generating promising innovations, yet the landscape remains geographically uneven, and initiatives often vary in scope and longevity. Moving forward, it is essential to support designs that cover the full cycle of engagement and participation, invest in evaluation to identify what works, and scale collaboration, both within countries and across the region. Further, emerging initiatives need to learn from peers' and experts' best practices, adapt successful approaches to local contexts, and collaborate better with the governance ecosystems.

The momentum is already there, and young people are particularly well-positioned to contribute. What is now needed is sustained investment in capacity building and strategic support to ensure CivicTech and GovTech deliver on their promise of more inclusive, participatory, and accountable governance.



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# Appendix

## 1. Data sources

- Blogs and reports from UNDP BRH and country office webpages
- UNDP Review of Youth Political Participation Programmes in the Asia-Pacific Region (2024)
- UNDP Stocktake & Review of Youth, Peace and Security Programming in Asia and the Pacific (2023)
- CivicTech Company and Organisations database: <https://www.airtable.com/universe/exp8LkpapvedfTi6k/civic-tech-companies-and-organizations?explore=true>
- CivicTech database: <https://directory.civictech.guide/>
- CivicTech UNDP Website

## 2. Data Tables

TABLE 1					
Geography <sup>11</sup>	Initiative Mapped (#)	For Youth	For Youth (%)	By Youth	By Youth (%)
Regional	1	0	0%	1	100%
Subregional	3	0	0%	1	33%
Multi-country	8	1	13%	3	38%
Global	3	1	33%	1	33%
National	76	5	7%	28	37%
Subnational	20	0	0%	6	30%
<b>Total</b>	<b>111</b>	<b>7</b>		<b>40</b>	
<b>Total (%)</b>		<b>6%</b>		<b>36%</b>	

TABLE 2					
Geography <sup>12</sup>	CivicTech - Information Sharing	CivicTech - Consultation	CivicTech - Accessing Services	GovTech - Service Delivery	GovTech - Internal Efficiency
Regional	1	0	0	0	0
Subregional	2	1	0	0	0
Multi-country	3	2	2	5	2
Global	2	1	0	0	0
National	45	23	13	20	24
Subnational	8	6	7	13	6
<b>Total</b>	<b>61</b>	<b>33</b>	<b>22</b>	<b>38</b>	<b>32</b>
<b>Total (%)</b>	<b>55%</b>	<b>30%</b>	<b>20%</b>	<b>34%</b>	<b>29%</b>

<sup>11</sup> Some of the 103 initiatives span multiple geographies and are counted multiple times in this above data.

TABLE 3					
Implementing Agencies	Initiative Mapped (#)	For Youth	For Youth (%)	By Youth	By Youth (%)
UNDP	16	6	38%	0	0%
Government	15	0	0%	0	0%
Others	72	1	1%	36	50%
<b>Total</b>	<b>103</b>	<b>11</b>		<b>36</b>	
<b>Total (%)</b>		<b>10%</b>		<b>35%</b>	

TABLE 4					
Implementing Agencies	CivicTech - Information Sharing	CivicTech - Consultation	CivicTech - Accessing Services	GovTech - Service Delivery	GovTech - Internal Efficiency
UNDP	6	7	4	8	2
Government	3	5	3	5	8
Others	46	20	15	24	20
<b>Total</b>	<b>55</b>	<b>32</b>	<b>22</b>	<b>37</b>	<b>30</b>
<b>Total (%)</b>	<b>53%</b>	<b>31%</b>	<b>21%</b>	<b>36%</b>	<b>29%</b>

TABLE 5				
Implementing Agencies	Governance	Urban / Local Governance	Justice	Climate
UNDP	7	4	1	3
Government	5	3	0	0
Others	29	14	9	3
<b>Total</b>	<b>41</b>	<b>21</b>	<b>10</b>	<b>6</b>
<b>Total (%)</b>	<b>40%</b>	<b>21%</b>	<b>10%</b>	<b>6%</b>

### 3. AirTable of Youth-Led CivicTech and GovTech Initiatives

<https://airtable.com/appczyADoDuYloPBN/shro26UO7banTFKay>

*Credit: This mapping and analysis report was completed by Mridul Upadhyay with the support of Stella Robertson and Lea Boehling. The report was reviewed by Beniam Gebrezghi, Tomas Kvedaras and Yaqi Chu.*



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