Digital Bangladesh
Digital Services for All
Prime Minister's Office
BANGLADESH
At a Glance

Digital Services

of a2i and Other Institutions
The Government of Bangladesh has been implementing diverse programmes to establish ‘Digital Bangladesh’ where the aim is to make public services more prompt, cheaper and hassle-free through implementing digital service programmes based on Information and Communication Technology (ICT).

The Access to Information (a2i) Programme of the Prime Minister’s Office, Government of the People’s Republic of Bangladesh – with technical support from UNDP and USAID – provides technical and financial support to various ministers, departments, agencies and other offices of the government in facilitating digital service delivery throughout the country. Several government ministries, departments and agencies are now implementing large scale digital service programmes.

The Government of the People’s Republic of Bangladesh awarded the prestigious Public Administration Award-2016 to a2i Programme for its significant contributions in the area of public services, specifically within the National Level Technical (Institutional) category. Some of the successful digital service initiatives which have been catalyzed by a2i and associated statistics are presented below. The information reported is till January 2017.
ICT FOR DEVELOPMENT AWARD 2016
for outstanding commitment towards ICT as a tool for sustainable development

ICT SUSTAINABLE DEVELOPMENT AWARD 2015
for promoting use of ICTs to achieve the MDGs

GLOBAL ICT EXCELLENCE AWARD 2014
for use of ICTs for public service excellence

for most innovative use of ICT to improve public service delivery to the underserved
Digital Centres

A total number of 5,286 Digital Centres have been established all over the country out of which 4,554 Digital Centres are operating in Union Parishads, 325 in Municipalities and 407 in City Corporations. They are being run by 10,572 entrepreneurs- half of whom are women.

To decentralize the delivery of public services and take them to the doorsteps of millions of underserved citizens, a2i established 4,554 one-stop information and service delivery outlets known as Union Digital Centres (UDCs) in all union councils, the lowest tier of the Bangladesh government.

Digital Centres ensure that the underserved such as rural women, people with disabilities and the elderly – regardless of their literacy and ICT literacy - can access vital information and services. A typical UDC is about 4 km from the average rural citizen’s home whereas a government sub-district office is about 20 km and a district office over 35 km. These one-stop service centers are essentially micro-enterprises run by ‘citizen entrepreneurs’ – 1 male and 1 female in tandem with elected local government representatives. They leverage modern technology to provide citizens both free and fee-based access to public services (land records, birth registration, telemedicine, life insurance, passport and overseas job application as well as application to various other government services) and private services (mobile financial services, insurance, various types of computer and vocational training, etc.).

In 2014, Digital Centres received International WSIS Award in Service at Citizens’ Doorsteps Category.

Quick Facts

- 112 types of public and private services available
- 278 million services have been provided
- Over BDT 2.57 billion in earnings
- 75 million online birth registrations
- 30,207 Bank Account have been opened
- BDT 784.49 million transaction through Banking Channel
- Over BDT 64.01 million remittance service
- Over BDT 26.28 million Online application for passport
- Agent banking services are provided from 1200 digital centres
- 50,174 clients received digital commerce service
- 396,000 People living in rural areas received life insurance services
- 4.65 million Mobile banking transaction carried out.

(December 2016) (Source: Local Government Division, a2i Programme, Jiban Bima Corporation, Private Banks, Birth and Death Registration Project).
Khatian (Land Record) services started as a test case through online system from the Deputy Commissioner (D.C.) office of Jessore district in 2010. Subsequently, in 2011, this initiative was undertaken in rest of the 63 districts. This system was further upgraded as ‘Electronic Land Record Service (ELRS)’ and was piloted in three districts namely Sirajgonj, Rangpur and Kurigram districts. Opportunities for applying and receiving Porcha (Certified copies of land records) using this ELRS system of Union Digital Centres (UDCs) have been created. As a result, Porcha can now be obtained from UDCs within 5-7 days. Due to this success, the Ministry of Land has undertaken a project titled 'Digital Land Record Room Services' (DRLRS) of 1 billion taka to digitize the land record system all over the country. To this end, system replacement activities known as ‘Digital Record Room’ have been introduced to provide land record services from all record rooms.

e-Filing System (Nothi) to Modernize Government/ Public Offices

Nothi’ or e-file is a procedure of electronic document management system that replaces conventional manual system. In this system, received letter, Proposed notes on Nothi, accepted decisions, enforced letters, position of ‘Nothi’, information on register and various references will be recorded in the data system and anyone will be able to monitor data instantly. Service recipients or service providers, anyone can be able to have an access to this ‘Nothi’ system through any website of National Portal www.bangladesh.gov.bd or ‘Nothi’ www.nothi.gov.bd. The ‘Nothi’ has been created following the Secretariat Instructions-2014.

Citizen Corner

Any citizen from Citizen Corner can apply for desired services. He/she can get updated status of his/her application by using the application tracking number obtained from the system. Applications can be send or services can be received from Digital Centres of Union, Municipal and Municipal Corporation.

e-Filing System Activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>User</td>
<td>6,347</td>
</tr>
<tr>
<td>Files/Nothi</td>
<td>121,542</td>
</tr>
<tr>
<td>Posts/Applications</td>
<td>16.67 million</td>
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<tr>
<td>Part of Note</td>
<td>593.727</td>
</tr>
<tr>
<td>Settlement</td>
<td>1.66 million</td>
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</tbody>
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R, S ‘Khatian’ System (RS-K)

R, S ‘Khatian’ (Land Record) system has been published by the Department of Land Records and Surveys. It has been created in collaboration with the Directorate of Land Records and Surveys and the a2i Programme. The objective of this initiative is to show and distribute R, S ‘Khatian’ system through online. Meanwhile, 126,342 ‘Khatian’ of 284 manorial (MOUJA) in Sylhet district and 137,944 ‘Khatian’ of 283 manorial (MOUJA) in Magura district have been successfully implemented by preserving it digitally and displaying on online. RS produced nearly 20 million records in the remaining 59 Districts; these data will be preserved and displayed on line by migration through the RS-K system soon. As a result of this system, citizens will be able to search for ‘Khatian’, know information about ‘Khatian’, and will be able to apply for certified Porcha through online.

e-Mutation

e-Mutation management system of Upazila/ Circle offices has been developed for providing services with less time, low cost, ensuring transparency and without hassle. Any citizen can apply for mutation and know the current status of cases from home or from any Digital Centre via this link: http://land.gov.bd/mutation. By using this system, employees of the district land offices and local offices will be able to settle any mutation-‘Jamakharip’ case easily by the automated method. Other than that, high officials can monitor all the related activities through dashboards. In ~7 Upazilas of 7 districts, e-mutation is ongoing in pilot system.
Land Information and Service Formation (LISF)

Land Information and Service Framework www.land.gov.bd/www.jomi.gov.bd is a single digital platform for all land-related services. Citizens receive nearly 50 (fifty) land-services from the central and field offices of various government agencies. Various initiatives have been taken by different organizations to automate the services and each of them provided different web links. As a result, getting the desired service for the people is hard and time consuming. Besides, the service databases are not hyperlinked with each other. Therefore, the database of one organization is not accessible by other. To solve this conflict, the council of ministries gave instructed to make V.01 for land service and information framework. RS ledger and e-mutation has been added to the system structure. Under this structure all land services will be integrated with each other. Various digital-services related to land like: mutation, ‘Jamabhaq’, consolidation, land development tax returns online, manorial map (MOUJA MAP) online can be found at low cost and without harassment.

Information and Communication Technology (ICT) in Education

‘Not ICT education, rather ICT in education’!
With this motto, various models have been developed for teacher and students alike-
Multimedia Classrooms in secondary and primary schools to enhance the capacity of teachers to create interesting, multimedia educational contents on hard-to-grasp topics. Developed multimedia contents by teachers, Teachers’ Portal, e-book, monitoring dashboard and digital multimedia talking book etc. In this model, trained teachers are developing students tailored contents and using in classrooms. Where it becomes possible to conduct a learner-centric participatory learning environment.

Multimedia Classrooms in 23,331 secondary and 15,000 primary schools

More than 180,000 teachers and 1,650 master trainers have received training on Multimedia Content Development

More than 27,000 educational institutions are under monitoring and mentoring through Online Dashboard
http://mmc e-service.gov.bd

6,500 Teachers have been trained up on Troubleshooting of ICT Use.

1000 teachers have received Advanced ICT training on programming, graphics design, web and mobile application development
Teachers’ Portal
Teachers to Improve Quality of Teaching

Teachers’ Portal www.teachers.gov.bd is an innovative, frugal and scalable online system that connects relatively weaker teachers with peers who have outstanding records to help build their capacity for creating easy-to-understand and fun digital learning contents that ultimately improve educational outcomes for pupils.

All teachers from class one to class twelve and even madrasah, vocational and technical education teachers can be members of this portal. All necessary digital contents can be found in this portal to facilitate multimedia classrooms. Teachers share their various problems through blog while other teachers provide solutions to them by writing blogs of their own. Every year, a content development competition is organized through this blog. Teachers participates in this competition from districts and divisional levels and 30 best teachers of them are awarded. Moreover, every year a ‘Teachers’ Conference’ is organized with the best teachers of the portal. Every week three teachers become best content developer on the basis of pedagogy rating and showcased in the portal. Apart from these, an online Magazine named in ‘Teachers Portal Mag’ has been publishing regularly with interval of two months which is also written by teachers.

Active Members: 167,000
Educational Contents: 106,000
944 model contents have been prepared by the consult of class teachers and expertise
156 teachers are elected as best content developer per year.

Kishor Batayon

‘Kishor Batayon’ www.konnect.edu.bd is a digital platform which is specifically built for adolescents and teenagers. It is an initiative to enhance students’ creativity, nourish their talents and create a healthy environment for entertainment. This initiative will enrich young minds with extra-curricular books and films as well as fun experiments, comics, games that promote healthy competition among teenagers.

From this portal, teenagers can read and download books; create and enjoy uploaded movies, can read various thematic comics on science, Bangladesh Studies, Physics, Chemistry, Biology; they can also gain knowledge by analyzing various daily life problems with scientific knowledge and practical trainings. Besides, ‘Kishor Batayon’ is going to be a source of personal (to know about- eating healthy food, running sound life, Leading, establishing social network etc.) and social (Keeping concept about- gender concept, environment and life etc.) skill development. In this portal, adolescents can get the retention of Liberation War, intellectual cultural practices. Even, it can be used as a digital content in Multimedia Classroom. ‘Kishor Batayon’ is a national platform for adolescents to establish a network among themselves. This portal will unveiled a new world to their creative thinking. They will get a virtual learning world where they can learn with entertainment but with proper utilization of time.
Digital Multimedia Talking Book

Honourable Prime Minister of the Government of the People's Republic of Bangladesh, Sheikh Hasina handed over digital text books of primary level and Braille books to the visually impaired students at the inaugural session of the free book distribution ceremony in December 2014. Subsequently, 9150 brail books on 111 subjects of class 1 to class 12 have been distributed to the visually impaired students on the first day of the school calendar in 2017 which are made by a2i with DAISY standard in the name of ‘Full Text Full Audio’.

These books can be used with AMIS software or DD Reader. Moreover, Braille Books can be printed easily with this software.

Total 33 books of primary level and 72 books of secondary level developed

Digital Multimedia Talking Books can be accessed on a software CD or downloaded from National Info-kosh web portal www.infokosh.gov.bd/info-kosh-talking-books

MuktoPaath e-learning platform

- 95,000 people are active members of Muktopaath
- 10 e-learning courses are ongoing
- 600+ different e-learning contents and videos are available
- 30 different government and private institutions are working as partner of Muktopaath.

‘Muktopaath’ www.muktopaath.gov.bd an open, e-learning platform, is Bangladesh’s equivalent of Coursera. Anyone from anywhere at any time can engage in this online platform to acquire knowledge and skills. There are opportunities for general, vocational and life-long education on this platform. Even disadvantaged and marginalized groups can receive vocational education on ‘Muktopaath’ for self-employment. Teachers, students, youths, working people, outbound workers, migrant workers or housewives can also benefited by using ‘Muktopaath’. There is an online course on multimedia content development for the teachers in ‘Muktopaath’. Course development activities for general, technical and vocational education and outbound migrant workers are ongoing.

In addition to online courses, Muktopaath also offers offline versions. Anyone can learn from the offline content. Social media integration has also been done in Muktopaath. Therefore, in addition to the platform, contents of Muktopaath are available in YouTube, Google+ and Facebook.

Results of Public Examinations

- 138.13+ million results were delivered through SMS since 2009

Admission Application via Mobile Phones

- Since 2009, applications for registration and admission at 35 public universities, 400 colleges, all public medical colleges are being carried out through SMS.
- 23.14+ million applications for admission have been processed through this SMS service.
In collaboration with government stakeholders, azi designed, developed and implemented the National Portal, an e-architecture aimed at the creation of harmonized public websites that reduce the time and costs incurred by citizens in accessing and availing government information and services.

The National Portal enables citizens to access all government e-services online and is considered to be the world’s largest portal. It has been awarded WSIS Award-2015 of UN specialized organization ITU for its significant contribution in information and services. Bangladesh National Portal took part in International Award in India also known as ‘The Open Group Awards for Innovations and Excellence–2017’ competition and received ‘President’s Award’ as recognition of implementing Digital Bangladesh in international arena. About 25,000 offices are connected to this portal from Union to the Ministry levels, which is unprecedented as an example. National Portal is considered as a vital addition in implementing vision 2021, which is to create Digital Bangladesh.

Facilities Provided for Citizens

- 400+ details of public services
- 1500+ Service Forms
- 178 digital Services
- A citizen can visit all 25,000 websites from this one portal
- Right to Information Act has been confirmed in accordance with the free flow of information
- All necessary information of citizens’ daily life including - all recruitment notice, service, digital service, important activities, contact information, laws and policies, emergency notification, projects, education, health, agriculture, law and enforcement, trade, disaster management, communication and transport, domestic and foreign investment etc. can be found
- Citizens can provide opinion on information and services.

Sebakunjo (All Services in a Single Platform)

'Sebakunjo' is an online platform where citizens can find important information about services provided by public offices. In addition to the information on services, necessary information about public offices and other key government websites has been linked here.

At a glance

- Service profiles of 400+ services
- ‘Process Maps’ of 400+ services
- Organogram, work scope, office introduction of union, upazila and district level offices of 36 directorates/organizations can be found. Also Citizen Service Information Maps (CSIM) of 36 departments can be found here
- ‘Seba Profile Boi’ (Service Profile Book) of 36 departments can be downloaded
- Regular participation of 120 departmental experts of 36 directorates/organizations and up gradation.
Forms Portal (All Forms in a Single Platform)

Forms Portal www.forms.gov.bd started its journey to make all public forms available in one web platform aimed at reducing hassle for citizens. The Forms Portal has been developed both in Bangla and English versions. All forms are divided into 20 types so that forms can be found easily. There are about 1552 forms on this portal out of which 1200 forms are editable in pdf format to be filled up. Number of pdf forms that can be filled up will gradually increase. The Access to Information (a2i) Programme has been working to develop a provision for submitting these forms online in the near future.

At a glance
- 1500+ forms out of which 1200+ can be filled up in pdf format
- Number of offices: 158
- Forms can be found by searching with just one word or name
- 5 Filled up dummy forms are available
- All forms are downloadable
- Information on popular forms is easily accessible
- 250,000 people are using each month

Judicial Portal (All Services & Information of Judiciary under one Umbrella)

The use of ICT in judicial activities has been increasing day by day in various countries around the world. The scenario is no different in Bangladesh. As part of partnership between Bangladesh Supreme Court and Prime minister’s office a number of initiatives have already been taken to digitalize Bangladesh Judicial Department. Among them, the most noteworthy one is to develop a portal for judicial system in Bangladesh.

Judicial processes can be improved by using ICT at fast pace. As a result, a citizen can take the shelter of more improved judicial system. At present, there are approximately 3 million cases are pending in Bangladesh and about 12 million people are associated with these cases. These huge number of justice seeker citizens are to face hassles in many ways to get case related information. In this circumstances, Judicial Portal has been developed where all information related to all courts and Judiciary would be available with a single click. The address for this portal is www.judiciary.org.bd. From this portal, a citizen can get any kinds of information and services such as the mode of justice, all relevant institutions, all kinds of forms used for judgment activities, where and how to get remedy for any kinds of crime, sources of filing cases, provide court fees, suit valuation, the structure of court, legal rights, etc.

Cause List Management System (All Information of Cases in a Single Platform)

A complete concept of online based task list is still not available in judicial department. Although a lot of initiatives have been taken to implement online task list or cause list separately, the complete picture is not visible in any courts except Bangladesh Supreme Court. Based on this scenario, an initiative has been taken to transform the list of existing cause of subordinate courts with the technical assistance of a2i program. From the system, the justice seeker citizens get information related to case and next date for the case (causelist@judiciary.org.bd). Besides, this system is to be considered as the diary of all judges’ work in the court. This system automatically prepares a dashboard for the Judges which will play an important role in the effective case management.

Judicial Dashboard

Under the existing, manual case management system, the rate of disposal of law suits is far lower than the huge number of pending cases and continuous filing of new cases. Thus, an online monitoring dashboard has been developed for the judiciary department. Users of this dashboard can observe statistics of Judges’ judicial work and settlement of cases using comparative graphs and charts through this dashboard. Besides, the overall pictures can be shown at a glance in terms of number of cases in proportion of judges and the cases in a particular court.
Uttaradhikar Dot Bangla: Calculation of Property at a Single Click

inheritance.gov.bd is a system of calculating the property distribution of deceased citizens among their heirs. After the death of an individual, it is very complex to distribute the property among his/her successors. To reduce this complexity a2i program has introduced this system. The system is important to the general people, lawyer, judge, land administrator, teacher and student of law, surveyor (AMIN) land buyer/land seller and for everyone interested in learning about the land law.

The National e-Tatthyakosh

- A total number of 100,000 contents on 10,000 subjects are available
- Content format: text, audio, video, animation
- Number of online users: 5 million
- Number of off-line users: 5,273 Digital Centres
- Partner Organizations: 350 organizations
- Web address: www.infokosh.gov.bd
- Jagoron: A sub-site for development issues and prevention of violence against women
- Web Address of Jagoron: http://www.infokosh.gov.bd/jagoron
- Facebook page: http://www.facebook.com/infokosh.gov.bd/

The National e-Tatthyakosh, is the first knowledge Bank in Bangla. It has been developed to ensure availability of pertinent information on livelihoods, information on agriculture, education, health, law and human rights, tourism, employment, citizen services, environment and disaster management, trade and industry, science and communication technology etc. Information’s have been included in animated, pictorial, audio, video format in Bangla in the National e-Tatthyakosh.

Service Innovation Fund (SIF)

The Service Innovation Fund (SIF) was launched in March 2013, to provide seed funds and incubate cost-effective, citizen-centered design innovations to improve public services particularly for underserved communities. SIF defines innovation as any idea or initiative that eliminates unnecessary steps or requirements for citizens to access services and leverages technology to improve them. In other words, to be considered meaningful innovation, it must:

I. Reduce the amount of time it takes for citizens to receive services;
II. Reduce how much it costs citizens to obtain services;
III. Reduce the extent of travel and number of visits, and most importantly,
IV. Improve the quality of services

SIF is designed to encourage innovative home-grown and localized solutions and is open to all. It embraces the notion of co-creation and engages government agencies, development organizations, non-governmental organizations (NGOs), academic institutions, private companies and even individuals as active partners in the improvement of public services. Anyone can apply online any time, the whole year round on http://ideabank.eservice.gov.bd/ for grants worth up to BDT 2.5 million per project. Its priority areas include service decentralization and delivery, gender empowerment, empowering people with disabilities, healthcare, agriculture, rural development, right to information, green initiatives, disaster management, low-cost devices, and Bangla language tools.

- 133 projects have been selected from 8 rounds to receive total fund worth more than BDT 250 million
- 18 projects have been successfully completed

Some Remarkable Projects

- 105 textbooks of primary and secondary level have been converted to Digital Talking Books for the visually impaired and illiterate people
- Plant disease identification system containing a pictorial database of lifecycle for 120 plant species
- Online Application System for Environment Clearance Certificate
- Legal support services for tortured women and children
- Online Application System for Police Clearance Certificate
- Mobile app with information services for pregnant women and newborn children
- 3D printer to create artificial limbs
People did not have access to an easy way of submitting innovative, cost effective and implementable solutions to citizen problems. Idea Bank has been introduced as a simple solution to collecting and preserving these ideas through an online system while maintaining complete confidentiality. To submit ideas and know more about implemented innovation projects, please visit: http://ideabank.eservice.gov.bd/. You can use Idea Bank to apply for fund or recognition to implement your proposed solution. Idea Bank has a built-in system for closely monitoring projects during implementation and establishing contact with individuals or institutions relevant to those projects.

**5613 Innovators Registered in Idea Bank**

**3654 Ideas Posted in Idea Bank**

**595 Projects Managed through Idea Bank**

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**Krishoker Janala**

Crops are affected by different plant diseases, pests and various problems due to fertilizer deficiency; in most cases, farmers do not know the actual names for these diseases and tend to use colloquial names which results in confusion. As a result, farmers have to either show sample of affected crops to the agriculture service providers or have to explain the symptoms of the disease to them to receive proper suggestion. In this context, images of problems facing major crops from all across Bangladesh have been collected, validated, scientifically standardized and put into a database. Farmers and agriculture service providers can access this database from a web-based and mobile-based app called “Krishoker Janala” http://www.infokosh.gov.bd/krishokerjanala/home.html. Anyone can use this app in both online and offline modes using either PC or smartphone to identify plant diseases just by browsing through images of more than 1,000 plan problems for more than 120 major crop varieties and can get to know detailed solution to these problems by clicking on the images. “Krishoker Janala” has already won WSIS Prize-Champions by the United Nation’s International Telecommunication Union (ITU) in 2016.

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**Krishoker Digital Thikana**

There is just one scientific and approved production technique for every crop. Though the core information for every crop has remained consistent in publications by different institutions, but differences have been created through daily use; the available information is often incomplete. But a difference has been shown irregularly and in many cases, those are incomplete. Again, in those publications, the information regarding the latest category crop is not regularly updated. In this regard, ‘Krishoker Digital Thikana’ has been developed containing all types of agricultural information including pre-harvesting information like crop images with information on breed type, seed sowing/sapling planting method, IPM techniques for fighting diseases and pests, modern crop cultivation techniques, crop nutrition and weed management, harvesting techniques; and post-harvest management. This online app, developed with the assistance of Service Innovation Fund, is available at http://digikrishi.dae.gov.bd/
Creating Artificial Limbs with 3D Printer

With support from the Service Innovation Fund, some innovators have used local technology to develop a sophisticated, yet low-cost 3D printer cost which can create artificial limbs which can be added to the human body. Using this device, ready-to-fit organs can be made for persons with disabilities in much less time and at cost.

On 29th July, 2016, in a program titled ‘Public Administration in Innovation Development’ held at the premises of Bangabandhu Sheikh Mujibur Rahman Novo Theatre, the honorable Prime Minister Sheikh Hasina handed over such an artificial hand, manufactured by this 3D printing technology, to a girl with deformed fingers. Six Axis Technologies Limited, a private firm located in Dhaka, is manufacturing this printer in a commercial basis and has already sold copies to various organizations.

Online Certification of Pre-Marriage Registration to Stop Child Marriage

Among all districts of Bangladesh, Kurigram has the highest rate of Child Marriage. Because there is no way to verify a person’s true age, child marriage is taking place too easily. Though everyone is required to produce their certificate before marriage, because there is no way to verify it, the religious leaders engaged with conducting marriage ceremony are forced to conduct child marriage.

To solve this problem, Deputy Commissioner’s Office of Kurigram, with the support of Service Innovation Fund, has developed a system whereby the registered religious leader can check the actual date of birth and pre-marital status of a bride and a groom appeared in front of him in a marriage ceremony just by dialing in the code *16100# and using a USSD system from any mobile operator. If required, he can also directly contact with District administration. Using this system, marriage registration can be done electronically and the entire data related to the marriage will be stored in an online database. It is mentionable here that the BTRC authority has provided necessary support to azi programme to receive the short code. The data stored for National Identification and Birth Registration are already being used. Very soon, based on negotiation with the Ministry of Education, the information stored in the database for School Certificate will be available for use.

Online Police Clearance Certificate

Bangladeshis who are interested in migrating abroad as well as expatriate Bangladeshi citizens can apply online for Police Clearance Certificate by visiting ‘pcc.police.gov.bd’ or by clicking on the menu for police clearance in the website of Bangladesh Police www.police.gov.bd. The applicant has to upload scanned copy of required documents and the government fee payment invoice with the application. After this, applicant will be able to know the latest update of his/her application. On a pre-defined date, the applicant can personally collect the certificate from relevant police station. District Police Superintendent’s office or the one-stop service counter of the office of the Metropolitan City Police Commissioner. Anyone can view the digital version of the certificate by scanning the QR code on the issued certificate. As a result, foreign missions can easily verify the validity of Police Clearance Certificate and the sufferings of people will be removed.

“Bangladesh Emergency Services” Mobile Applications

In times of need and danger, we require emergency contact numbers close to our reach. If for some reason we cannot react in time, this can lead to great damage. e-Lites, with the support of Service Innovation Fund (SIF), has developed an android-based mobile app entitled “Bangladesh Emergency Services” to solve this problem. This app can be downloaded from Google Play Store by searching for “Bangladesh Emergency Services”. Users can also find contact numbers and addresses for nearest Police Stations, Fire Service Stations and Public Hospitals in offline mode and also contact them directly. Users can also find map location for these institutions through online mode. Already more than 100,000 citizens in Bangladesh are using this mobile app.

Online Environment Clearance Certificate of the Department of Environment

According to Article 12 of the Environment Protection Act 1995, all small, medium and large enterprises must have environmental clearance certificate from the Department of Environment in order to carry out business. Previously, the application process was very complex and time consuming, and applicants had to come to the Dhaka office of the Department of Environment multiple times for submitting the application and receiving the certificate. To reduce the complexity of the entire process, the Department of Environment, with the support of Service Innovation Fund, has automated the whole process from application to disposal and made it available online thus making the service accessible, easy, transparent and faster. Now any entrepreneur can apply for environment clearance by visiting the website of the Department of Environment www.ecc.doe.gov.bd where they are required to complete an online form and submit online with scanned copy of the necessary documents. The applicants are sent SMS to notify about missing information and application processing status. Again, anyone can easily verify the validity of the clearance using this online system.
Pesticide Prescriber

When cultivated crops are infected with diseases or insects, often the farmers go to pesticide retailers for suggestions, where in most cases they do not get suggestions on type and amount of the pesticides that is right for their crops. To solve this problem, an application called “Pesticide Prescriber” has been developed which agricultural extension officers can access through computer http://pest2.bengalsols.com/ or smart phone (search for app titled “Pesticide Prescriber” from Google Play Store) to easily suggest the right pesticide to the farmers. The application is available in both Bengali and English. Using this application, people can not only know which pesticides are authorized for distribution in Bangladesh, but also come to know which pesticides are available from a specific company and which are the companies selling specific types of pesticides. The validity of a product can be tested by verifying AP number for that product.

SMS-based Livestock Services

The Department of Livestock, with the support of Service Innovation Fund (SIF), now provides its primary veterinary medical services using SMS to farm owners and livestock owners in remote areas. People can send SMS for free from any mobile phone in Bangladesh asking for solution to livestock related problems. The livestock related problems can be sent by SMS to 16358 and the service applicant would receive the solution in the reply SMS. Using this service, people from remote locations can get solutions to problems regarding livestock services.

e-Service System in the Directorate of Textiles

All ready-made garments and textile industries of Bangladesh (approximately nine thousand) are required by law to visit the head office of the Directorate of Textile at Dhaka for collecting application letter and submitting all required documents. This can create great hassle for businessmen living outside Dhaka. For reducing the process related complexity, the Directorate of Textile, with the support of Service Innovation Fund (SIF), has created an e-service management system for all of their services. Now, the entrepreneurs no longer need to go the Department of Textile. Rather they can just visit the department’s website www.e-application.dot.gov.bd where they can upload the required documents and apply online from anywhere in Bangladesh. Besides, they can also submit the service fee online and track application processing. As a result, time, cost and number of visits will get reduced for the entrepreneurs to receive these services.

Probasbondhu Call Centre

Wage Earmers Welfare Board, with the support of Service Innovation Fund (SIF), has set up ‘Probash Bondhu Cal Centre’ (Call Centre for Friends In Abroad) using which Bangladeshi expatriates can submit their complaints and receive quick solution and support. They can also contact with relevant government officials through this centre. For expatriate workers, the help line +8809654333333 is available from 9am to 6pm Bangladesh standard time. They can also contact in the number +8801678668813 with Messenger, Viber, Imo, Whatsapp. To connect through Facebook, they can visit www.facebook.com/probasbondhucallcenter and they can also send E-mail at probashbondhu.wewb@gmail.com. Initially, the call centre is providing services for the Bangladeshi expatriates living in Malaysia, Jordan and Saudi Arabia. Eventually, the call centre service would be introduced in 160 countries. Between 1st September 2016 and 22nd January 2017, the call centre has served more than 7000 expatriates.
Rather than seeking to direct and control, government should unleash the ingenuity of civil service
Skills for Employment

Skilled citizens are crucial for achieving 'Vision 2021' which will propel Bangladesh farther towards emerging as a strong middle income country. Thus, from every aspect, the government is trying to focus on employment generation, production and market expansion for sustainable economic growth. Today’s globalized economy is undergoing major changes. To harness the demographic dividend that the country is poised for and consolidate the gains of Bangladesh's development miracle, a2i continues its strategic interventions to deepen understanding of this transformation and its implications for empowering our citizens - particularly the youth and those working abroad - with 21st century skills. Formulate supportive policies and initiate strategic efforts to achieve SDG 8 - decent work for all. The programme has developed a strategic framework on "Skills for Employment" identifying 4 priority areas to increase remittance per capita and ensure decent work for everyone.

1. Market Analysis, Forecasting and Prioritization:

- a2i is conducting a study jointly with Bangladesh Economic Zones Authority (BEZA) to assess the skills and employment need in economic zones.
- a2i is conducting a study with Ministry of Expatriates' Welfare and Overseas Employment for the international markets, to analyze demand on skill for employment on 50 countries.

3. Coordination and Standardization:

- a2i is supporting NSDC for bringing together all organizations on skill and development in one platform. Moreover, a2i and NSDC are jointly developing a ‘Skills & Employment’ dashboard to coordinate and monitor all the skills development initiatives of the country.

4. National Communication and Branding:

- To develop a positive hype and awareness about TVET, and 360-degree Human Development Media platform has been developed with the collaboration of electronic, print and social media.

a2i Co-Organized “Dhaka Summit on Skills, Employability and Decent Work 2016”. It was held from 11-13th December 2016 along with Ministry of Labor and Employment (MOLE), Bangladesh Employers’ Federation (BEF) and National Coordination Committee for Workers Education (NCCWE). The Honourable Prime Minister inaugurated the summit as a Chief Guest.

2. Market driven skills development:

**Skills Development through Apprenticeship**
- a2i partnered with ILO, they have started skills development through apprenticeship in 30 Upazillas
- 1200 unemployed youths are working as apprenticeship in 36 trades.
- Referable trades are: Electrical House Wiring, Welding, Glass and Mirror Fitting, Masonry Works, Carpentry, Wood Carving, Lacquer Polisher, Mobile Phone Servicing, Motor Cycle Servicing, Painting, Plumbing, Tailoring and Dress Making, Tiles, Steel Furniture Making etc.
- Practical training is provided by 600 master craft persons (‘Ustaads’) in 600 working places.

**Skills and Employment Programme on Ready Made Garments (RMG)**
- Skills for Employment Investment Program (SEIP) of the Finance Division signed Memorandum of Understanding (MoU) with BGMEA
- Training has been provided by Oven and Knit Machine Operation
- After successful completion of the training, the participants get decent jobs in the Garment Industry.

**Integrating Skills Development with Stipend Programs**
- Collaboration with Higher Secondary Stipend Project (HSSP) of Ministry of Education for integrating skills development with stipend programs.
- 200 disadvantaged students of 10 Upazillas from whole country have received self-employment training

**Developing Women ICT Freelancers**
- With an emphasis on the remote and most under-privileged areas, a2i, SME Foundation and Bangladesh Women in Technology (BWIT) with the support from the Ministry of Women and Children Affairs are developing women ICT entrepreneurs/freelancers
- 1,500 women has been completed training on skills development.

**Skill Development Programme for ‘Qawami Madrasah’ Students**
- Apart from ‘Din-E-Education’, the students of ‘Qawami Madrasah’ are trained up in a special trade for bringing them in the fold of actual development.
- Opportunity to get job in national and international market.
Promoting Innovations in Public Service Delivery

With the support of Cabinet Division, a skill development programme for government officials is going on to promote innovations in public service delivery. Under this programme, District and Upazila Level government officials are implementing various innovative initiatives.

Progress:

- Till now, with the help of 214 trained up and Active Supportive Team (Resource Pool), 2976 officials have attended in 98 training courses of 5 days duration; 1111 officials in 46 training courses of 3 days duration; 432 high officials in 15 ‘Mentoring training courses of 2 days duration; 13,102 officials in 1472 ‘Cascading’ training courses.

- Ministries/Departments/District Administrations organized and financed 168 ‘Innovations for Citizen Services’ titled training programme with 2 days durations with its own will. Here, 4426 official have been trained up which has reduced 10.8 million costs of a2i.

- 258 officials have attended in 9 ‘Documentation and Dissemination’ workshop with 2 days duration.

- 10 Ministries and Department Level ‘Showcasing workshop has been arranged which is still continued.

- Under 36 Ministries/Departments, 694 districts and Upazila level innovative pilot projects have taken. Among them 218 innovative pilot projects have completed and waiting under consideration to be implemented in all over the country.

- Innovation circle is running under the leadership of divisional and district innovation team; so far, 4148 people attended in 47 circles.

- With the participation of 1549 Chief Innovation Officer and Innovation Officers, total 14 Innovation Forums have been organized.

- In Cabinet Division, 11 ‘Review Meeting’ have been completed with 36 Ministries and 91 Departments.

- Partnership has been built with National Level Cabinet Division, Ministry of Public Administration along with 27 government organizations and E-Governance Leadership Programme (e-GL) of Singapore. In the meantime, 180 field level officers have attended 7 workshops in Dhaka and Singapore.

- According to the ‘Innovation Planning and Evaluation Booklet-2015’, out of 1000 innovation team, more than 600 teams’ ‘Annual Work Plan-2016’ have been developed and uploaded on Cabinet Division and their own web portal.

Use of Social Media/New Media in Public Services

Social media a great platform for government to reach out to citizens and stay up-to-date with current events and trends in society. a2i is thus supporting the civil service to harness the power of social media in 3 strategic ways:

1. Discovering creative ways to attain effective citizen engagement in the process of improving public service delivery

2. As a peer-support and mentorship platform to encourage the spread of ideas and interaction among experienced senior civil servants and junior officers with innovative ideas and ambition

3. Institutionalizing and managing the practice of citizen-centric innovation by breaking down hierarchical barriers across all ministries, departments and agencies.

At a glance

- Facebook is in use in more than 5000 government departments

- 2 million+ citizens are connected with Facebook

- 11,000+ Government officials are connected with ‘Public Service Innovation Bangladesh’ Facebook group

- All Secretaries are connected with ‘Secretary’ Facebook group

- 1000+ citizens with the collaboration of District Administration are connected with ‘Citizen Journalism’

- Overestimated Departments including 64 DC Offices are quickly solving citizens’ problems through social media

- With the collaboration of 64 DC Offices, social media dialogue is organized with interval of two months

- With the collaboration of district/administration, various ‘Social Revolution’ have been taken place like ‘Green Trishal’, ‘Tangail Louhajong River Cleaning Drive’, ‘Barisal Jel Cleaning Drive’.
Scaling Up Innovations in Public Services
Service Profile Book

Simplification of public service delivery processes, termed Service Process Simplification or SPS, has been identified as a vital imperative before digitalization. a2i and the Cabinet Division, in collaboration with 26 Ministries comprising 36 directorates/organizations at the district and sub-district levels, have mapped out the service delivery processes of 36 Service Profile Book. These profiles not only represent unprecedented proactive disclosure on the part of the government but also present an extraordinary opportunity for service delivery reform. Each Annual Performance Agreement signed between the Cabinet Secretary and the Secretary of a particular Ministry now mandates simplification of at least one service and digitalization of a service every year.

- Each Service Profile Book contains descriptions, process maps, relevant fees and documents needed to get the services as well as grievance redressal processes, and associated rules, polices and laws. A 'Service Profile Book' with introduction, organogram, scope of work, list of all the services, methods of service delivery, process map etc. of 36 department of government has been published
- ‘Citizen Service Information Map’ (CSIM) for 36 department of the government has been prepared
- Service Profile Book are available in online service portal www.service.portal.gov.bd and can be downloaded
- Detailed information on more than 400 services and process map of internal steps can be found in the ‘Service Profile Book’.

Service Process Simplification (SPS)

‘Business Process Re-engineering’ (BPR) is a popular methodology in the private sector for optimizing end-to-end processes and automating non-value-added tasks to boost productivity, a2i took the BPR concept and essentially rebranded it ‘Service Process Simplification’ (SPS) since it was more meaningful to policymakers and government service providers who did not consider themselves to be engaged in either ‘business’ or ‘engineering’.

- In collaboration with the Cabinet Division and government ministries (which formulate policies) and their directorates (which are responsible for service delivery) a2i trained civil servants to apply SPS by mapping out entire service delivery processes end-to-end, eliminating unnecessary steps and redesigning them to be more easily accessible to citizens from a greater number of delivery-points to reduce the TIME, COST and NUMBER OF VISITS – or TCV – that it takes for citizens to access government services. Till now, 4 officials from each of 55 departments/ agencies have been trained up on SPS
- All trained up agencies have taken initiative to simplify one of their services
- SPS activities have awarded as WSIS Prize- Champions in 2016 by United Nations Specialized Agency International Telecommunication Union (ITU).

Open Government Data (Information for All)

Large amounts of data and information is generated and compiled on a regular basis in government and non-government sectors which can contribute to take decision for policy makers as well as citizens. Moreover, it needs to be implemented to formulate policy, ensure transparency and connect citizens with the government. The goals of this initiative are to encourage innovative solution to provide possible services; identify the nurture innovative solution to solution to enhance scope of research; create entrepreneurs, provide government services more available to the citizens, assist in research and analysis, make the government services more transparent and accountable etc. This initiative will help to achieve sustainable development goal 16 and 17. Basically as a part of this initiative Open Government Data portal was created in 2016.

At a glance
- Open Government Data portal opened in 2016 (URL: data.gov.bd)
- More than 35 Ministries and respective institutions’ data sets are open for citizens
- Data sets of 12 Departments have been added
- 2 mobile Apps are introduced for use in the portal.
- The portal have been running by the joint venture of a2i Programme, Cabinet Division, Statistics and Information Management Division, Bangladesh Bureau of Statistics, Computer Council, United Nations Department of Economic and Social Affairs and some other government and non-government organizations.
SDG Tracker: The Development Mirror of Bangladesh

Bangladesh is considered as a model for achieving the Millennium Development Goals (MDGs) declared by the United Nations. This achievement of Bangladesh has been applauded around the world. After MDGs, now the world is to achieve a new goal entitled Sustainable Development Goals (SDGs). Starting from January 2016, SDGs consist of 17 goals with 169 targets and 230 indicators which will guide the way the of all development activities of the world until 2030.

In collaboration with General Economics Division (GED) of Planning Commission, Bangladesh Bureau of Statistics and other government and private stakeholders, designed and developed SDG Tracker to:

- Create a data repository for monitoring the implementation of the SDGs and other national development goals;
- Facilitate the tracking of progress against each goal and target through multiple visualization schemes;
- Improve situation analysis and performance monitoring;
- Create an environment of healthy competition among various organizations in terms of achieving the SDGs; and
- Enable predictive analysis for achieving the goals within the set time-frame.

Objectives of Developing SDG Tracker are:

- To create an online data base for monitoring SDG progress in Bangladesh
- To provide assistance in online tracking of goals and targets
- To monitor the implementation of SDG related other National Development Plans
- To provide assistance in formulating policies and making decision to implement SDGs

Constituency-based Promotion Monitoring System (ProMoS)

The citizens of Bangladesh can ill afford the lack of transparency and accountability in how local development projects of all 300 electoral constituencies of the country are managed. Implementing agencies of all ministries rely on archaic, paper-based systems for collecting and reporting data. Not only does this cause delays and hamper effective monitoring, the information available is aggregated meaning it is not possible to assess the development status of individual constituencies.

Improving local development and service delivery requires informed decision making and resource allocation by policy makers. It is also vital to introduce systems that enable government officers at the field level to collect and report relevant information accurately, efficiently and timely.

In 2016, introduced Bangladesh’s first ever online ‘Constituency Based Development Monitoring System’ to track and manage the ongoing development activities under every constituency involving public representatives along with the local and central administration.

Data on development activities are entered into the system directly through field level government agency offices in each constituency under the supervision of the Deputy Commissioner’s Office. This ensures timeliness of the data. Moreover, comparative analysis and triangulation with data collected through the traditional channels of the directorates across constituencies is also possible.

The Prime Minister’s Office, Cabinet Division, Ministry of Planning and other ministries as well as members of Parliament can monitor the development activities of constituencies quite easily through a dashboard. Thus, the system facilitates effective management and plays an important role in the formulation of policy decisions to ensure uniform development throughout the country. This initiative is directly aligned with goals 10, 16 and 17 of the SDGs and has a strong linkage with the ‘Development Results Framework’ of Bangladesh’s 7th Five Year Plan.
South-South & Triangular Cooperation

In September 2016, aziz, UNDP and the United Nations Office for South-South Cooperation (UNOSSC) convened a high-level meeting on ‘South-South and Triangular Cooperation for Scaling up Innovations in Public Service Delivery’ on the sidelines of the 71st session of the UN General Assembly at the United Nations headquarters. Heads of states and governments from Bangladesh and Sweden, ministers from Bhutan, Kazakhstan, Maldives, and the Netherlands, and the Permanent Representative of Uganda to the UN in NY highlighted cases of innovations in respective countries that could be adopted in other countries.

The Honourable Prime Minister of Bangladesh Sheikh Hasina proposed the need for a collaborative network to share these good practices and find ways to adopt them in other countries. Heads of UNDP, ITU, UNCDF, Mexican Agency for International Development Cooperation and UNOSSC endorsed the concept of a global collaborative network that would focus exclusively on identifying innovative practices on making governments more effective, transparent, accountable and citizen-centered and proliferating these practices globally.

aziz is working with other southern countries that are championing the cause of south-south & triangular cooperation to realize this vision. Sharing of aziz’s learnings, models and methodologies began in 2014 – Maldives launched aziz Maldives in September 2015 and Bhutan signed an MoU with aziz in July 2016.

aziz is also being showcased at the Global South-South Development Expo 2016 in Dubai (Oct 31st – Nov 3rd) where it’s co-organizing a side-event on ‘South-South and Triangular Cooperation for Scaling Up Innovations in Public Service Delivery’ with the UN Office for South-South Cooperation (UNOSSC).

Digital Purjee

Honourable Prime Minister Sheikh Hasina officially launched the Digital Purjee management system on December 12, 2010 to reach information services to all sugarcane cultivators of the country. Subsequently, digital purjee system was also started in all of the 15 state owned sugar mills in 2010. The programme is directly run under the auspices of the Bangladesh Sugar and Food Industries Corporation since 2012. For more relevant information: www.epurjee.info

• Digital Purjee system in all (15) state-owned sugar mills
• 5.38 million SMS have been send till January 2017
• 200,000+ farmers directly benefited
• Purjee can be printed out from Union Digital Centres (UDCs)
• Sugar Mills are getting fresh sugarcane and sugar production is increasing.

Digital Mobile Court System

Mobile court has been playing a vital role in preventing eve-teasing, stopping drug addiction and food adulteration, controlling price hike, establishing consumer rights, along with human rights and environment conservation, establishing law and order in the society. Under the supervision of Cabinet Division, Access to Information (aziz) Programme has developed Digital Mobile Court www.ecourt.gov.bd system with the objective of ensuring transparency and accountability, speedy disposal of proceeding and establish good governance by using information technology. With the help of this system, the Executive Magistrates can easily and quickly provide all the functions of online mobile court, including: lodging complains, preparing seized list, framing charge, recording examination and giving orders. Using this system, citizens can directly inform District Magistrate and Executive Magistrates about various kinds of crimes through online.

Digital Mobile Court System at a glance

• Implemented in 64 districts
• 34,945 cases disposed
• 36,045 accused punished
• 5,434 users.
Management Information System (MIS) under Digital Court

Management Information System (MIS) is a monitoring system. Every month, District Magistrates upload, download, see and approve 6 reports which are related to Mobile and Executive Courts. Prime Minister’s Office, Cabinet Division, Ministry of Home Affairs, Divisional Commissioners (Judiciary Section) is the users of this system. At present, District Magistrates from all the districts send reports to the Cabinet Division every month.

Characteristics of MIS:
- Monitoring through dashboard
- Comparative analysis of district and division level monthly cases with graphs and charts
- Preparing accurate reports in less time
- Preserving all previous reports.

Digital Innovation Fair

Honourable Prime Minister Sheikh Hasina inaugurated the ‘Digital Innovation Fair’ in March 2010 to raise awareness among the citizens on digital services.

Over the years, these innovation fairs organized across all 64 districts of the country, have emerged as a key element of our strategy to make the entire innovation culture in Bangladesh public facing. The events are always designed to be open to the public as they are meant to enhance the awareness of Bangladeshi citizens about the government’s proactive efforts to develop an array of better, more affordable services that are easier for them to access. They also create an environment of healthy competition among civil servants from different government agencies, especially at the field level, to reach out to citizens and engage them in the process of improving public services.

District Branding

Every district of Bangladesh has some unique characteristics. Some districts might be famous for tourism or goods or cultural heritage. Under the authority of Cabinet Division, 64 Programme has already taken initiatives of branding 64 Districts by involving people of every sphere of all Districts to flourish the potentiality of every Districts considering the history and the heritage of the district. Branding will provide a specific vision to each District that will help them to reach their destination by effective implementation of work plan. The branding will play a significant role to fulfill citizens’ aspirations and to disseminate their heritage and pride at home and abroad.

Dhaka Division
Digital Health Services

Mobile Health Services
Citizens now can avail health information and advice free of charge through mobile phones from doctors employed at public health complexes. Therefore, one mobile phone has been given to each of the 482 hospitals of all districts and sub-district/ upazila levels. The mobile number can be found at this link: http://app.dghs.gov.bd/inst_info/mobile_search.php

Health Portal : 24 Hour Health Help Line
Health Portal is a mobile phone based health service system under the Ministry of Health and Family Welfare. From this health portal, citizens can take advice from doctors on any issues by calling over 16263. Apart from this, anyone from anywhere can get information about government hospital, doctors’ information or any other health related information and phone numbers from this portal. Any allegation or consultation about government health services or hospitals can be informed over this phone number and can get solution. Mobile numbers will be available in this link- http://app.dghs.gov.bd/inst_info/mobile_search.php

- Short Code of the service: 16263
- Available for all time: 24 Hours/7 Days
- Total Services: 1.43+ million
- Daily Phone Call on an Average: 5.500+

Telemedicine
Patients can now seek expert advice without travelling long distance to hospitals. At present telemedicine services are being delivered from 68 hospitals under Health Ministry. Modern Telemedicine Services form 25 hospitals under ICT Ministry and 30 Union Digital Centres (UDCs) through Skype.

Compliant and Suggestion through SMS
Patients can now send suggestions and make complaints about the quality of services of government hospitals through text messaging. The mobile phone numbers are written on the signboards of all the hospitals.

Rules of Sending Suggestion and Complaints
Example: cmp<space>dasmina<space>complain/suggestion>send to 01733-077774

Routine Health Information System
The German government has given recognition to the Routine Health Information System operated by the MIS section of the Ministry of Health and has published a book entitled ‘A Quiet Revolution—Strengthening the Routine Health Information System in Bangladesh’ on 28 December 2014 in Berlin’. Earlier, Honourable Prime Minister Sheikh Hasina was awarded ‘Digital Health 2011’ as recognition for the MIS by the United Nations.
(Source: Department of Health)
Call Centre for Agricultural Information

To spread the latest technology, services and information about agriculture to the farmers of this country, ‘agriculture call center’ as the very first government call center of the country experimentally started its journey on June 2012 under the ministry of agriculture with the management of agriculture information service. From June 2014, it started its service officially through toll free short code 16123 of the agriculture call center.

Anyone can seek for free expert advice anytime about agriculture, fisheries and animal by calling from any operator to the toll free short code 16123 of the agriculture call center.

From June 2014 to January 24, 2017, 1 lakh 56 thousand customers were given services and advices on agriculture from the agriculture call center. In which-

- 80% is agricultural information services and advice
- 15% is fisheries-related information services and counseling
- 5% is information services and advice on livestock.

Establishment of Agricultural Information and Communication Centre (AICC)

Establishment of Agricultural Information and Communication Centre (AICC) are ICT based information service centres run by farmers established at the grassroots level. Farmers themselves receive and disseminate information through AICC’s established at the grassroots level. Expert advice is given to the farmers through online video conference from the agricultural Information Service Centre. At present, 499 centres are operating throughout the country.

Financial Inclusion

a2i Programme has undertaken financial inclusion activities to extend financial services to unbanked citizens. a2i, along with Bangladesh Bank and other private financial institutions have begun with implementing activities to ensure financial services for people of all strata particularly for those who are outside the formal banking system. Model of financial inclusion activities undertaken by a2i:

- Agent Banking has been introduced on a test basis in 1,112 UDCs to take formal banking services to the door steps of citizens
- Under the Government’s Social Safety Net Programme, a pilot programme has been started to provide allowance to 7,000 elderly and disabled people through Postal Cash Card in Nagarpur Upazila under Tangail district. The pilot is in the process of being scaled-up to 9 more sub-districts.
Electronic Money Transfer Service (EMTS)

Money can now be transferred easily, quickly and safely through ‘Electronic Money Transfer System (EMTS)’ of Bangladesh Post office. A money order up to BDT 50,000 (About US$ 625) can now be sent within a minute from any of the 2,750 post offices and sub-post offices throughout the country. A statistics till December 2016 is stated below:

**Total Electronic Money Order:**
- **Total Issues:** More than 12.95 million
- **Total Transactions:** More than 12.94 million

**Total Transaction through EMTS:**
- **Total Issues:** More than 70.74 billion
- **Total Transactions:** More than 70.72 billion.

Assisted Rural e-Commerce

Rural e-commerce activities have started through 5,286 Digital Centres established throughout the country. Various electronic goods, books, CDs, dresses, gift items, jewelry, shoes, utensils, e-tickets etc. can be purchased through Digital Centres in marginalized areas. It is saving time, labour and cost largely for the people living in remote areas to avail services usually found in urban centres. On the other hand, Digital Centres are helping in creating an alternative virtual market of good quality tea, vegetable, fish, mango, litchi, annatto, rice, lentil, card, sweets etc. grown/produced in remote areas. Even cattle for Qurbani (religious sacrifice) are traded through this virtual market.

**At a glance**
- 1.5 million receivers have taken the services
- 800 digital centres are involved into Rural e-Commerce
- BDT 5 million sold goods
- From 1200 Digital Centres, services are provided.

Postal Cash Cards

Postal Cash Card, a magnetic strip attached plastic card, is used as a type of debit card by the Bangladesh Postal Department. A client can retrieve money from his/her account at the post office, transfer money to another cardholder, who can then use it to purchase goods from certain outlets. An account can be opened with only BDT 45 (About US$ 0.56) and the required minimum account balance is BDT 10 (About US$ 0.12).

**At a glance**
- Till December, 2016, total cash card: 77,792
- Total SSN Beneficiary Card: 30,387
- Total 8000 Q-Cash ATM
- Postal Cash Card can be used at 13,000 ATM Booths of 26 Banks (Q-Cash Network)
- Postal Cash Card service is available at 1400 offices through POS machines in all the divisional, district and upazila/sub-district post offices
- Ensuring attendance of workers living in remote areas and paying these allowance receivers based on their attendance through the card
- About 6004 target population were given in total amount of BDT 42.5 million by Postal Cash Card under the ‘Employment Generation Programme for Poorest’ (EGPP) of the Ministry of Disaster Management and Relief.

(Source: Bangladesh Post Office)
Bangladesh Railway: Mobile Ticketing

Mobile ticketing services are provided through two mobile phone operators - Grameenphone (GP) and Banglalink. Honourable Prime Minister Sheikh Hasina officially inaugurated this programme in March 2010.

- More than 4.94 million tickets have been sold
- The service is available in Dhaka, Dhaka Airport, Chittagong, Rajshahi, Khulna, and Sylhet routes
- 25% tickets can be sold online and through mobile phone.

Bangladesh Railway: e-Ticketing

Bangladesh Railway started e-ticketing system on May 29, 2012. Passengers can now easily register and buy tickets online using VISA card, credit cards or debit cards at Bangladesh Railway website www.esheba.cnsbd.com.

- Over 1.10 million tickets has been sold in online
- The service is available in Dhaka, Dhaka Airport, Chittagong, Rajshahi, Khulna, and Sylhet routes
- At present, online ticketing is available at Tarna-Nishitha and Suborno Express of Dhaka to Chittagong route and Parabat Express of Dhaka to Sylhet route.

Public Utilities Bill Payment

Electricity:

Consumers can now easily pay electricity bills via their mobile phones or online. Consumers can also pay through selected agent/points which are approved by mobile phone operators.

- Bangladesh Power Development Board (PDB): Over 42.7 million bills have been paid via mobile phone
- Dhaka Electric Supply Company Limited (DESCO): Over 37 million bills have been paid via mobile phone and 2.1 million bills have been paid in online
- Dhaka Power Distribution Company Limited (DPDC): 5.5 million bills have been paid via mobile and 2.6 million bills have been paid in online
- West Zone Power Distribution Company Ltd (WZPDC): Over 1.86 million bills have been paid through online and mobile phone
- Rural Power Company Limited: Over 12 million bills have been paid via mobile and 781 bills were paid through Union Digital Centres (UDCs).

Gas Bill:

Now-a-days, Citizens are paying easily Titas gas bill through mobile and online. Citizens can pay Titas gas bills through GrameenPhone (GP) - a non-governmental mobile network operator.

- Over 1.71 million Bills have been paid by mobile phone.

Water:

Bills can be paid through Citycell and Robi mobile phone operators since October 2010. Moreover, since March 2011, bills of WASA can be paid online through 22 banks and their 500 branches.

- Over 536.051 bills have been paid over mobile phone
- Nearly 6.8 million bills have been paid online

Electricity Connection through Online System:

Online application system for new electricity connection has been introduced for customers since March 2012. Till now a total:

- Number of customers who applied: 603,091 persons
- Number of customers under process: 265,71 persons
- Number of customers connected: 255,250 persons

(Source: WASA, Titas Gas, Power Development Board, DESCO, DPDC, West Zone Power Distribution Co., Ltd., Rural Power Company)
Activity of Digital Registrar of Joint Stock Company (RJSC)

Long queues in the morning, lack of space, dis-satisfaction, and noise of the middlemen, harassment and lack of required manpower was the common picture of the Registrar of Joint Stock Companies and Firms. To overcome this situation, an initiative has been taken to deliver services through online means. As a result, the general public can now avail digital service at minimum time, cost and hassle.

- Clearance of 201,874 registered names
- 326,213 registrations have been completed
- About Over 1.74 million certified copies of return filing have been given to beneficiaries

(Source: Registrar of Joint Stock Company).

e-TIN and Online Tax Payment

Electronic Taxpayer’s Identification Number (e-TIN) is a special number which is provided by related Tax Office. It is mandatory to have a Taxpayers Identification Number to take bank’s credit card, car registration, trade license, land and building registration from City Corporation.

Benefits of e-TIN Services:
- Citizens can collect certificate through online without physical appearance
- Illegal TIN issuing and its illegal use can be prohibited

Beneficiaries:
NBR, citizens, Government, Private Organizations, Bank, BRTA, Tax Payers via Online, Passport DB, Land Authorities and so on.

Total Registration:

Automation in Bangladesh Customs

As part of the automation of Value Added Tax (VAT), Income Tax, and Customs Department, ASYCUDA World System has been introduced at Chittagong Customs House, Benapole Customs House, Mongla Customs House, Kamalapur ICD Customs House and Dhaka Customs House by the National Board of Revenue (NBR) with the aim of providing efficient, effective and responsible services as well as improving services at the international level.

As a result of this Automation:
- Working capacity of ASYCUDA World System users has increased up to 75%
- About 73,224 citizens have received the advantages of this system
- Revenue income has increased
- Building capacity to reduce corruption
- Collection of export revenue through pre-paid accounts.

Number Plate of Vehicle and Radio Frequency Identification Device (RFID) Tag

Introduction of Retro-reflective Number Plate, Radio Frequency Identification (RFID) Tag, Digital Registration Certificate, enforcement activity of vehicle have been bought under the Digital System. Due to the new technology, a new horizon has been started in the vehicle sector. Honourable Prime Minister Sheikh Hasina inaugurated this programme on 31 October 2012.

Advantages of this Programme:
- The number plate is equally visible during the day and night time
- Similar quality number plate in all vehicles
- Number plate of one vehicle cannot be used in other vehicle
- Position/ Location of the vehicle can be traced
- Digital Registration Certificate is easily to carry and machine readable.
Online Hajj Management

Online Hajj management has been introduced to make the Hajj management more effective, easier, and systematic. Ministry of Religious Affairs has been promptly and easily completing activities through the website www.hajj.gov.bd.

With This

- On an average, 900 in each year and almost 7,000 agencies have been trained up within 7 years
- In every year, 5 SMS have been send to 101,758 pilgrims to make them informed about preparation activities and necessary information
- About 101,758 ID cards and perforated cards have been provided to the pilgrim (Hajji)
- According to the form, providing information to the Special Branch to make police verification easier
- Preparing and distributing more than 60,000 special maps among the pilgrims to make their movement easier in Mina
- In 2016, 52,410 Health Treatment Cards have been distributed
- Issuance of Death Certificate immediately if a pilgrim unfortunately dies
- More than 21,510 pilgrims use the mobile applications
- In 2016, 350,000 pilgrims received services from the Online Hajj Management Portal.