



# DIGITAL CENTRES

## Reaching the unreached through an Innovative Public Private Entrepreneurship Model

To decentralize the delivery of public-private services and take them to the doorsteps of millions of underserved citizens, the Access to Information (a2i) Programme of the Prime Minister's Office - with technical assistance from UNDP and USAID- established 5,865 one-stop service delivery outlets known as Digital Centres in all union councils (the lowest tier), Municipalities and City Corporation 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 Digital Center is about 5 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 'private entrepreneurs' - 1 male and 1 female in tandem with elected Upazilla Nirbahi officer representatives.

They leverage modern technology to provide citizens 150+ public services (land records, social safety net allowance, birth registration, telemedicine, life insurance, passport, electricity and utility bills, overseas job application as well as application to various government services) and private services (Agent banking, mobile financial services, rural e-commerce ekShop, air-bus-railway and launch ticketing, medical visa processing, visa checking, insurance, various types of computer/vocational training, tour guide, data entry etc.). --- (Free and fee-based)

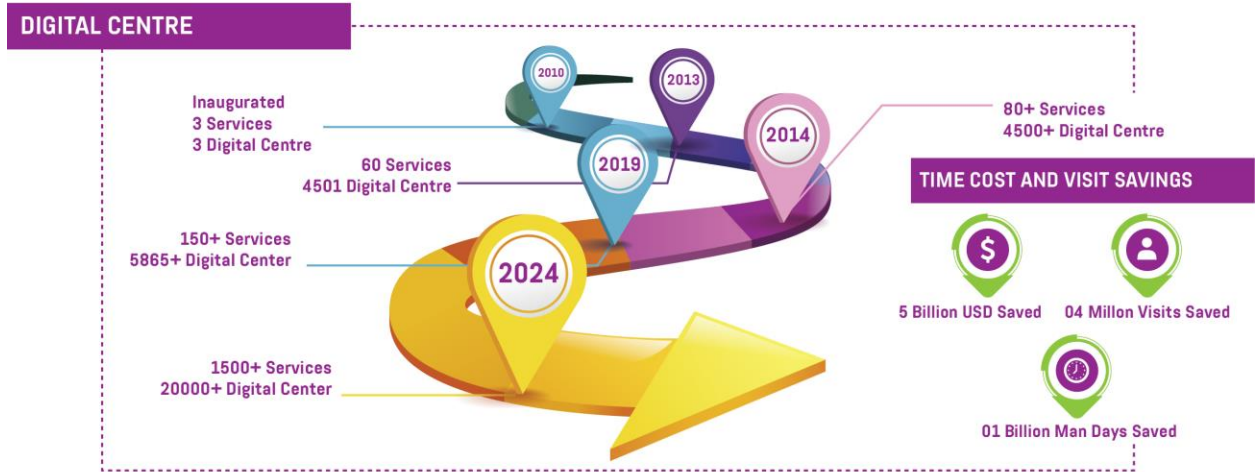


[www.uddokta.eksheba.gov.bd](http://www.uddokta.eksheba.gov.bd)



**Services to the Citizens' Doorsteps through Digital Centre**

**Home Delivery of Government & Private Services**



IMPACT	5865+ DIGITAL CENTRES	11000+ ENTREPRENEURS	150+ SERVICES	61%* SATISFACTION LEVEL	0%* CORRUPTION
	3900+ AGENT BANKING	3850+ EKSHOP LIVE CENTRE	464+ MILLION SERVICES PROVIDED	\$46.5 MILLION EARNED	20k+ RECEIVED SKILLS TRAINING

According to TIB Report-2017

**a2i - innovate for all**

ICT Tower, Agargaon, Sher-e-Bangla Nagar, Dhaka, Bangladesh  
 88 02 55006931-34 88 02 55006936 a2i@a2i.gov.bd  
 www.a2i.gov.bd a2iBangladesh @a2i\_bd a2iBangladesh

