

Digital Bangladesh



e-Services for all



জনগণের দোরগোড়ায় সেবা
Service @ Doorsteps



Access to Information (a2i) Programme
Prime Minister's Office



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 e-service programmes based on Information and Communication Technology (ICT).

The Access to Information (a2i) Programme which is run by the Prime Minister's Office (PMO) of the Government of the People's Republic of Bangladesh with assistance from UNDP and USAID by providing technical and financial support to various ministries, departments, agencies and other offices of the government in facilitating e-service delivery throughout the country. Several government ministries, departments and agencies are now implementing large-scale e-service programmes by using their own capacities though this journey that was started as 'Quick Wins' or pilots at the initial stage. Some of the successful e-service initiatives which have been catalyzed by a2i and associated statistics are presented below. The information reported is till January 2016.

Digital Centres

Union Digital Centers (UDCs) were established in all Unions (4,547) of Bangladesh in 2010 to ensure availability of Information and Communication Technology (ICT) enabled services for citizens living in rural areas. The UDCs have become the hub for information on agriculture, education, health, public and private businesses and other important public and commercial services.

Union Digital Centre Blog

The UDC blog was introduced to share innovations, problems, challenges, solutions and experiences of the entrepreneurs of Union Digital Centres with others. Already, this blog has been appreciated at the national and international levels for playing a significant role in sharing experiences and skill development among the entrepreneurs.



- Total members: 14,998
- Total blog posts: 171,765
- Average Daily blog posts: 250
- Blog membership: entrepreneurs, field-level administrative officers, elected representatives, secretaries and ministers

(Source: UDC Blog)

Digital Centres at a Glance

A total of 5,275 Digital Centres have been established all over the country out of which 4,547 Digital Centres are operating in Union Parishads, 321 in Municipalities and 407 in City Corporations. They are being run by 10,105 entrepreneurs - half of whom are women.

- 102 types of public and private services available
- 211 million services have been provided
- BDT 2 billion in earnings
- 75 million online birth registrations
- Over 2 million potential migrant workers including women seeking employment in different countries have registered through the Digital Centres
- 450,000 applications for Porcha (certified copies of land records) received
- 100,000 youths and adolescents received computer literacy training
- 288,000 people living in rural areas received life insurance services
- 3.5 million mobile banking transactions carried out
- 5,000 online applications for passport and 3,000 services for depositing fees from Digital Centres
- 10,478 clients received e-commerce services
- Ticketing services of domestic flights of Bangladesh Biman provided from 100 centres
- Agent banking services provided from 50 centres

(December 2015) (Source: Local Government Division, a2i programme, Jiban Bima Corporation, private banks, birth and death registration project)



Digital Record Room

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 from 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' (DLRS) 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 digital land record services from all the record rooms.



- Number of digitized records: 1,957,571
- Number of approved digitized records: 1,843,213
- Online applications received: 172,026
- Settlement of applications: 106207

(Source: ELRS Dashboard)

E-Filing System to Modernize Government/ Public Offices

E-filing system has been introduced to provide prompt, transparent and efficient services to the government and to create paperless environment-friendly public offices. For the first time, e-filing system called 'District e-Service Centre (DESC)' was introduced at the Deputy Commissioner (D.C.) office of Jessore district as a pilot programme in 2010. Subsequently, in 2011, District e-Service Centres (DESC) were established in the rest of the 63 districts. To take this initiative forward, in 2012, a more sophisticated E-Filing System named NESS E-filing was introduced at the Deputy Commissioner (D.C.) office and other public offices of Jessore district on a pilot basis. At present, this system is in use at the Prime Minister's Office (PMO), 20 ministries, 4 directorates, 64 Deputy Commissioner's offices, and 7 Divisional Commissioner's offices. A further improved e-filing system named 'Nothi' will be introduced from March of this year to provide better, safer and extensive services in 16 thousand public offices which shall be further introduced in all the public offices by 2017.



E-filing System Activities:

User	6,347
Files/ Nothi	121542
Posts/ applications	1666129
Part of the note	593727
Settlement	1657704

Information and Communication Technology (ICT) in Education

Projecting a broad insight of enhancing the quality of education, a crying need of the 21st century, Bangladesh has started integrating ICT in Education with its diversified approaches. In lieu of the conventional teacher-centered teaching-learning method, ICT has been amalgamated with pedagogy to ensure student-centered learning. Coming out from the obdurate concepts of lab, ICTs are being used in the classroom to provide 21st century skills to students and teachers. Now-a-days computers and other ICT devices are working as modern educational materials in the classrooms alongside traditional blackboards, etc. The multimedia projector, laptop, modem and sound-box have been incorporated in the classrooms as educational materials. Such classrooms are called 'Multimedia Classrooms (MMCs)'.



On 20th May 2012, the Multimedia Classroom was inaugurated by the Hon'ble Prime Minister. The major objectives of the Multimedia Classroom are to (1) let teachers present difficult concepts and abstract ideas easily through images, animations and video-clips, (2) make the lessons interesting, enjoyable and effective, (3) enable students-teachers interaction, (4) create student-centered learning environment, (5) empower teachers and (6) reduce the digital divide and more importantly, reduce the 'Education Divide'.

- Multimedia Classrooms in 23,331 secondary schools and 4,500 primary schools.
- Multimedia Classrooms to be established in all the primary, secondary and higher secondary levels by 2018.
- 90,000 teachers and 1,500 master trainers have received training on content development.

Teachers' Portal: Teachers to Improve Quality of Teaching

Teachers' Portal (www.teachers.gov.bd) is a sharing and learning platform for all primary, secondary and higher secondary school teachers. Teachers from general, vocational and madrasa education systems can become members of this portal. All necessary digital contents can be found in this portal to facilitate multimedia classrooms. There is an opportunity of blogging among the teachers in this portal. At present, there are 62,000 contents that include picture/photographs, PowerPoint presentations, audio and visual content. A special corner has been created for encouraging teachers to create high-quality contents.



At present, the number of members is 94,012. Teachers share their various problems through the 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 participate in the competition from district and divisional levels. Ten best teachers are awarded. Moreover, every year a 'Teachers' Conference' is organized with the best teachers of the portal.



Mukto Paath

'Mukto Paath' (www.muktopaath.gov.bd) is an open e-learning Bangla platform. 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 in this platform. Even the disadvantaged and marginalized groups can receive vocational education on 'Mukto Paath' for self-employment. Teachers, students, youths, working people, outbound workers, migrant workers or housewives all can benefit by using 'Mukto Paath'. There is an online course on multimedia content development for the teachers in 'Mukto Paath'. Course development activities for the general, technical and vocational education and outbound migrant workers are ongoing.

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

Digital Multimedia Talking Book

Honorable 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 on 30th December, 2014. This year, 'Digital Multimedia Talking Books' and 'Braille Books' have been distributed among the students of secondary level. Moreover, the a2i team has developed 'Accessible Multimedia Talking Book' which is suitable for visual impaired students. These digital books were developed in accordance with the DAISY standard and are 'Full Text Full Audio' books for all the students including visual impaired students. All the books of primary and secondary levels have been published as DAISY Multimedia Talking Books.



- 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 Infokosh web portal (<http://www.infokosh.gov.bd/infokosh=talking-books>)

e-Book

A rich e-book platform (www.ebook.gov.bd) has been created to ensure availability of all the text books from class 1 to class 9-10. Honourable Prime Minister Sheikh Hasina inaugurated the e-books platform on April 24, 2011.



- General education; madrasa, vocational and UNICEF guidance and training manual
- Total 300 e-textbooks; 100 guidebooks

(Source: National Education Board)

Results of Public Examinations

Results of public examinations such as PSC, JSC, SSC and HSC are being delivered through Short Message Service (SMS) of mobile phone since 2009.

- Total 101.2 million results were delivered through SMS

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 service.

- Total 20.28 million applications for admission have been processed through this SMS service

(Source: Tele talk, Bangladesh)



Amar Bornomala

Most of the Bengali fonts for online communication have been developed without direct or indirect involvement or approval of Bangla Academy, the apex body for the Bangla language. Different organizations are developing, using and distributing fonts according to their wish. Problems exist in using joint alphabets in those fonts. As a result, the task of standardization remains undone. Meanwhile, 25,000 websites have been developed for government offices to take e-services at the doorsteps of citizens. Initiatives have also been taken to ensure public services through mobile phones. Keeping the needs of common people in mind, an initiative has been taken to develop a standard Bangla font 'Amar Bornomala' with Unicode facilities.



Mobile Keypad and Text Messaging in Bangla

It is important to use ICT in local language in order to make its benefits percolate to the wider population. Therefore, a standardized Bangla keypad has been developed to make it easy for the users to read and send SMS in Bangla using various types of mobile phones. Moreover, import of any mobile phone without Bangla Keypad has been restricted since January 31, 2012.



Bangladesh National Web Portal

Bangladesh National Web Portal has been developed to be used as the gateway to access information and services of all the public offices under one platform and in one address (www.bangladesh.gov.bd). More than 25,000 websites of various unions, upazilas (sub-districts), districts, divisions, directorates, departments and ministries have been included in this National Web Portal. Cabinet Division, a2i programme, relevant ministries, departments, field-level divisions, districts, upazilas (sub-districts) and union level offices, Bangladesh Computer Council (BCC) and Bangladesh Association of Software and Information Services (BASIS) have played important roles in developing this National Web Portal. As acknowledgement, the National Web Portal project of a2i programme was awarded by the 'World Summit on Information Society' (WSIS) under 'Access to Information and Knowledge' category in 2015.

National Web Portal at a Glance:

- 43,000+ government offices in one platform
- 2,100,000+ Content
- 30,000+ information providing officers
- 71,000+ photographs of natural beauty, archeological, historical, traditional sites
- 71,000+ trained officers are involved
- 90 million+ hits/month

To assist in updating the National Web Portal:

- More than one trainer in every district and upazila
- 550+ Master Trainers in the country
- Use of NPF, Facebook and group e-mail to solve problems
- Inclusion of NPF in the agenda of upazila, district coordination meeting and Divisional Commissioners coordination meetings of Cabinet Division



Sebakunjo (All Services in a Single Platform)

'Sebakunjo' (www.services.portal.gov.bd) is a web platform where citizens can find all required important information about services provided by public offices. In addition to the information on services, necessary information of public offices and other relevant government web-sites have been linked here.

Characteristics of Sebakunjo:

- 400 services of 36 public directorates/organizations are in Sebakunjo;
- Information on services of public departments, directorates can be found in one place;
- As a result, there is no need to browse the websites of 36 departments/ directorates separately.

Sebakunjo 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 upgradation



Forms Portal (All Forms in a Single Platform)

Forms Portal (www.forms.gov.bd) has 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 (law, order and judiciary, job related, education board, education related, land related; agriculture and fertilizer, fisheries and livestock, environment and forestry, health related, bank and economy, industry and trade, information, post and telecommunication, license related, transport and communication, registration related, local government, monitoring reporting, City Corporation, applications for awards, etc.) so that forms can be found easily. There are about 1,400 forms on this portal out of which 1,200 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.

Forms Portal at a Glance:

- 1,400+ forms out of which 1,200 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
- Automated system of updating all the forms
- Information on popular forms is easily accessible



National e-Tathyakosh

The National e-Tathyakosh, the first knowledge bank in Bangla, 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. have been included in animated, pictorial, audio, video format in Bangla in the National e-tathyakosh.

- A total number of 100,000 content on 10,000 subjects are available
- Content format: text, audio, video and 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: <http://www.infokosh.gov.bd/jagoron>
- Facebook page: <http://www.facebook.com/infokosh.gov.bd/>



Service Innovation Fund (SIF)

'Service Innovation Fund (SIF)' has been introduced to provide financial support to innovative efforts at the public, private and individual levels and also to encourage existing small and medium scale efforts of innovation skill building. How much time, cost and visit (TCV) has been reduced to get public services are considered during funding. Organizations and individuals of any level can submit their innovative initiatives through online idea bank (<http://ideabank.eservice.gov.bd/>). Anyone can submit their innovative ideas anytime of the year to get funding. A panel of Technical Experts review and select project proposals after a periodic break each year for funding up to BDT 2.5 million. Government support is provided to successful initiatives for country wide dissemination. A total number of 90 projects in 6 phases have been selected for funding. BDT 175.6 million and 12 projects have been successfully completed. They include



কৃষকের জানালাঃ উদ্ভিদের সমস্যা সনাক্তকারী একটি কৃষি তথ্য ভিত্তিক অ্যাপ্লিকেশন



মা ও শিশুঃ গর্ভবতী মা ও নবজাতক শিশুদের প্রয়োজনীয় তথ্য সম্বন্ধিত মোবাইল অ্যাপ্লিকেশন



প্রি-ডি প্রিন্টারের মাধ্যমে কৃত্রিম অঙ্গ-প্রত্যঙ্গ তৈরি



অনলাইন পরিবেশ বিষয়ক ছাড়পত্র

digitization of 36 textbooks of primary level, namely 'Talking Books' for visual impaired and illiterate people; improvement of web-based Environment Information System (EIS) of the Department of Environment; a problem identification system of plants with pictorial database on life-cycle of about 150 types of plants; SMS based service system of Livestock Department; mobile application for neo-natal and pregnant women, etc.

Idea Bank

To speed up the innovation culture, an idea platform (<http://ideabank.eservice.gov.bd/>) has been launched. All innovators are posting their innovations through this platform. Moreover organizations including the government would be able to monitor and provide technical assistance. A monitoring officer is providing directives knowing the present situation of the project through a dashboard and reports.



Joyeeta (e-Commerce Platform)

An e-commerce platform named 'ejoyeeta.com' has been developed with goods produced by women microentrepreneurs with the assistance of Service Innovation Fund (SIF) of a 2i programme. Joyeeta is an open e-commerce platform that has created opportunities for women microentrepreneurs of rural areas to advertise and sell their products. A shop, situated at 5th floor of Rapa Plaza in Dhanmondi, represents and sells goods from 60,000 women producers. The ejoyeeta shop is the virtual face of this initiative. Moreover, 5,000 women entrepreneurs from Digital Centres are also involved with this virtual shop.

Joyeeta at a Glance:

Website	: www.ejoyeeta.com
Payment method:	Cash on delivery (only within Dhaka), bkash, and Dutch Bangla Bank
Delivery	: Home delivery within 24 hours
Type of goods	: Goods for men, women and children as well as home decorative items



Promoting Innovations in Public Service Delivery

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



Progress:

- Till now 2,195 officials have attended in total 72 training courses of 5 days duration; 534 officials in 22 training courses of 3 days duration; 300 officials in 8 training courses of 2 days duration and 4,650 officials in 669 trainings
- Total 412 innovative pilot projects are running in upazila and district level under 24 departments and ministries
- Total 43 pilot programmes to be implemented all over the country are under consideration
- Support group formation (resource pool) of 51 active members
- Innovation Circle is running under the leadership of divisional and district innovation team; so far 1,849 people have attended in 23 circles
- With the participation of 1409 Chief Innovation Officer and Innovation officers, total 9 Innovation Forums have been organized
- Partnership has been built with 9 government training centres and 2 universities including Cabinet Division and Ministry of Public Administration at the national level. Simultaneously, partnership on capacity building has been developed with E-Governance Programme (EGL) and Griffith University of Australia at the international level. In the meantime, 180 field officers have attended 7 workshops in Cox's Bazar and Singapore
- With an official order released by the Cabinet Department in 2013, total 1,000 innovation teams have been formed in all the government offices (starting from the ministry to the upazila level). This year, 'Innovation Planning and Evaluation Booklet- 2015' has been published by the Cabinet Division

Use of Social Media/ New Media in Public Service

Using Facebook in public activities, 'Innovation Practices for Public Services' has become a supportive power. Facebook is playing a positive role in saving the time cost and visit of citizens in receiving public services.

At a Glance:

- Facebook is in use in more than 265 government departments;
- There is a 'Public Service Innovation Bangladesh' group, dedicated to discuss innovation practices for public services - has 7529 members and is exclusive to government officers;
- There is a 'Secretary' group to discuss issues on public policy and decision making;
- Issue based media discussions have started at upazila, district and department and ministry levels;
- Till now 9,329 people including 18 policy makers have participated in 42 discussions.

Service Profile Book

Simplification of public service delivery processes, termed Service Process Simplification or SPS, has been identified as a vital imperative before digitization. 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 about 400 vital services to facilitate the process of SPS. The service profiles have been published in a collection of 36 Service Profile Books. 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 digitization of a service every year.



- Each Service Profile Book contains descriptions, process maps, relevant fees and documents needed to get the service as well as grievance redressal processes, and associated rules, policies 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 departments of the government has been published.
- 'Citizen Service Information Map' (CSIM) for 36 departments of the government has been prepared
- Service Profile books 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 Books'.

Service Process Simplification (SPS)

It is necessary to simplify the existing service system before digitization to take it to the doorsteps of citizens by making it quick and hassle free and at low cost. Therefore, initiatives have been taken jointly by the Access to Information (a2i) Programme and the Cabinet Division to use information technology for reducing unnecessary cost and steps. Reducing time, cost and number of visits of the service recipients is the objective for simplification of public services. This work is in progress according to section 260 of the Secretariat Directives 2014 and annual activity agreement.

Meanwhile, two pilot projects have been started in two districts. One is the 'Pension and Allowance Scheme for the Teachers of Primary Level' under the Primary Education Department and the other is the 'Free Skills Development Training for the Un-employed Youths' under the Department of Youth Development. In addition, 160 officials have been trained to simplify 40 types of services in 40 departments.

Comparison between Previous and Present Pension Service System for Government Primary School Teachers:

Area	Existing System	Present SPS System
Step	21	15
Time	22-23 days	8-10 days
Manpower	15 persons	9 persons
Visit	6-10 times (almost)	2/3 times
Papers/ documents	Almost of 21 types	8 types
Checking all services	Complex and time consuming	Easy and time saving

e-Purjee

All sugarcane cultivators of the country are receiving purjee information through SMS. As a result, the hassles of the sugarcane cultivators that existed for a long time are now over. Also, timely delivery of sugarcane at the mill gate has contributed to increasing sugar production. This system was started as a pilot project in two sugar mills and became successful with the support of a2i. Honourable Prime Minister Sheikh Hasina officially launched the e-purjee management system on December 12, 2010. Subsequently, digital purjee system was also started in all of the 15 state owned sugar mills in 2010. This programme is directly run under the auspices of the Bangladesh Sugar and Food Industries Corporation since 2012. For more relevant information: <http://www.epurjee.info>

- Digital purjee system in all (15) state-owned sugar mills
- 4.748 million digital purjees issued
- 200,000+ farmers directly benefited
- Purjee can be printed from Union Digital Centres (UDCs)
- Sugar mills are getting fresh sugarcane and sugar production is increasing

(Source: Bangladesh Sugar and Food Industries Corporation)



Digital Mobile Court

Digital Mobile Court System (www.ecourt.gov.bd), aimed at modernizing the activities of the courts, has been introduced in Bangladesh. Executive Magistrates can perform all of their activities such as submission of complain, preparation of seizure list, framing charges, recording statements and orders, etc. easily and faster through online and if necessary through offline means with this system. Citizens can inform the District Magistrate or Executive Magistrate about various crimes using this online system.

Using Digital Mobile Court:

- 1,059 cases have been settled/ disposed;
- Pilot programme is going on in 4 districts.

Main Characteristics of Digital Mobile court:

- Establish connection between Executive Magistracy and citizens
- Monitoring activities of Mobile Courts by the higher authority
- Young Executive Magistrates will be able to look into all the scheduled laws immediately and will be able to see the next evidences
- Certified copies can be provided fast as records are preserved in digitized system
- Verification can be done from anywhere of the recurring crimes done by the same person
- Magnitude and trend of crime in the society can be analyzed with this system
- Biometric, digital signature, digital pen etc. can be used in this system



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, District Magistrates, Additional Districts Magistrates and all Assistant Commissioners (Judiciary Section) are 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 e-services. In continuity, 'Digital Innovation Fair' has been organized every year at the divisional and district levels with the assistance of a2i. In addition to building bridges between the service providers and service receivers as well as introducing people with digital services through organizing this fair, opportunities have been created to involve the creative power of youths in building Digital Bangladesh. Individuals and organizations are awarded as acknowledgement for their contributions in building Digital Bangladesh during this fair, every year held at district and divisional levels.



- Through the fair, dissemination of information is ensured about the citizen services from the Digital Centres about mobile banking, e-commerce, agent banking, birth registration, online application for passport, life insurance, bills for rural electrification, application for certified copies of land records, etc.
- Manifesting innovative thoughts of students of various levels and to ensure their participation in solving citizen/civic problems like online application system, reducing the usage of electricity etc. Besides, various innovative competitions have been organized as part of the fairs
- Providing ideas about multimedia classroom, subject based Digital Content, Science Kit Box display, Mukto Paath, Teachers Portal and free educational materials to school and college going students
- Innovative ideas of students are also presented at Digital Innovation Fairs

Improving Skills and Standard of Services of Community Radio

Community Radio is a broadcasting medium that is established by the initiatives of a particular group of population and operated for the welfare of that population. This is a kind of public service that works with a particular group of population. With the assistance of a2i, it has become possible to bring information of all community radio channels under one web-platform (<http://www.communityradio.com.bd/>).



- Total number of community radios: 14
- Magnitude of broadcasting: 120 hours
- Coverage area: 67 upazilas of 13 districts
- Number of listeners: 4.6 million

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 numbers can be found at this link (http://app.dghs.gov.bd/inst_info/mobile_search.php).

Telemedicine:

Patients can now seek expert advice without travelling long distances to hospitals. At present telemedicine services are being delivered from 43 hospitals and 30 Union Digital Centres (UDCs) through Skype.

Complaint 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 Suggestions and Complaints:

Example: `cmp<space>dasmina<space>complain/suggestion>send to 01733077774`

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 26 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

The Call Centre for Agricultural Information started its journey on a test basis in June 2012 under the supervision of the Ministry of Agriculture to disseminate information on the latest technology about agriculture services. The toll free short code for the Call Centre was officially launched in June 2014. Any citizen can call from any mobile operator to the toll free short code number 16123 and get expert opinion on agriculture, fisheries and livestock free of cost. About 55,000 clients have been given services on agricultural information as well as suggestions/advices.



Multimedia Agricultural e-Book

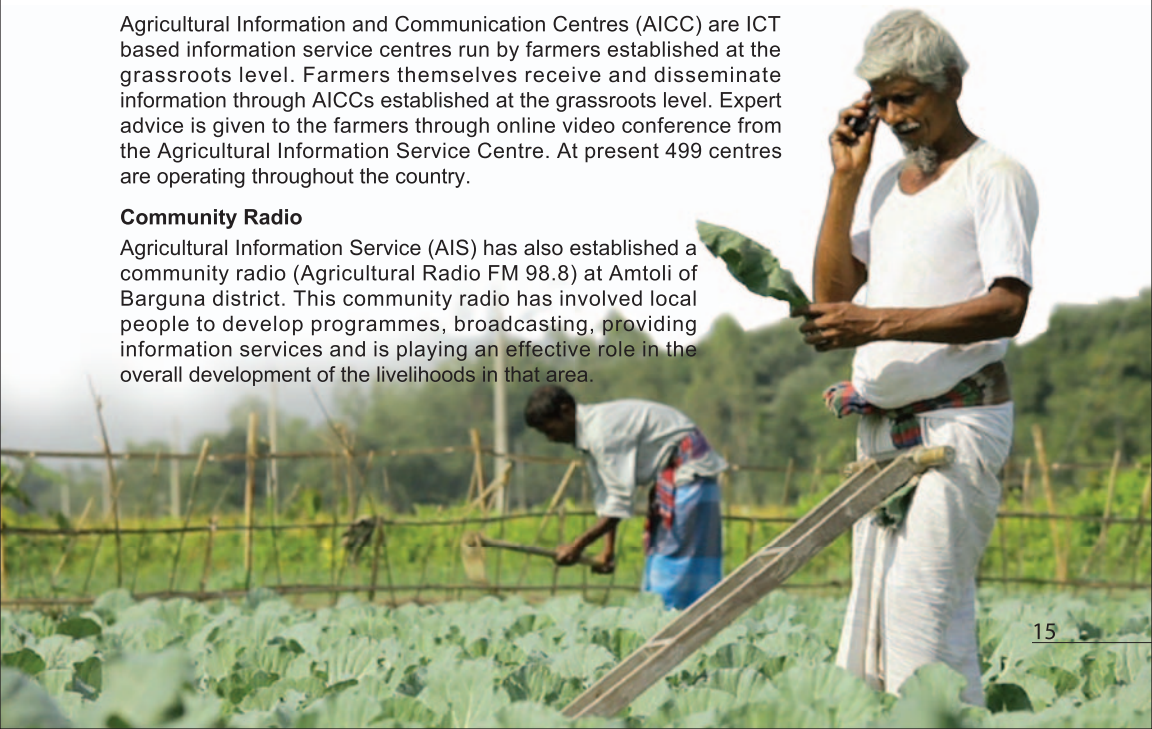
e-Book or multimedia book contains information on the production of various crops and technology in a combination of text, video/animation, audio format. Therefore, all types of clients/service recipients can learn about the subject easily. Multimedia e-books on 17 different crops and technology have been uploaded in the Agricultural Information Service (AIS) (<http://www.ais.gov.bd/>).

Establishment of Agricultural Information and Communication Centre (AICC)

Agricultural Information and Communication Centres (AICC) are ICT based information service centres run by farmers established at the grassroots level. Farmers themselves receive and disseminate information through AICCs 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.

Community Radio

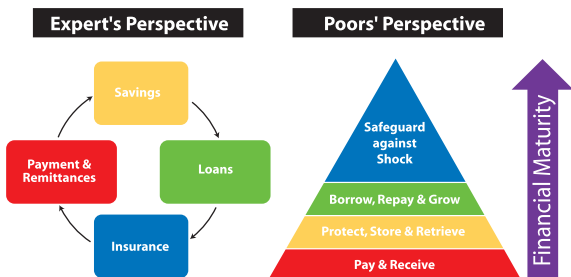
Agricultural Information Service (AIS) has also established a community radio (Agricultural Radio FM 98.8) at Amtoli of Barguna district. This community radio has involved local people to develop programmes, broadcasting, providing information services and is playing an effective role in the overall development of the livelihoods in that area.



Financial Inclusion

a2i has undertaken financial inclusion activities to extend financial services to unbanked citizens. a2i, along with Bangladesh Bank and other private financial institutions have begun 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 25 Union Digital Centres to take formal banking services to the doorsteps 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 of 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 of 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 in the country.

- 12.58 million money orders have been issued till December 2015 through Electronic Money Transfer Service
- BDT 69.25 billion transacted through Electronic Money Transfer Service
- The Postal Department has made a profit of BDT 835.57 million



Rural e-Commerce

Rural e-Commerce activities have started through 5,275 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 for the goods and services produced in remote, rural areas. Trading has been possible through the 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.

Rural e-Commerce Activities at a Glance:

- 300 Digital Centres are involved in Rural e-Commerce
- Goods of BDT 2.4 million sold within the last 6 months
- BDT 219,000 profit has been made by the Digital Centre entrepreneurs
- About 10,000 beneficiaries

Postal Cash Card

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).



- A total number of 85,000 clients have received this service till December 2015
- Postal Cash Cards can be used at 1,300 ATM Booths of 26 banks (Q-Cash Network)
- The Postal Cash Card service is available at 1,346 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 6,004 target population were given a total amount of BDT 42.5 million by Postal Cash Card under the Employment Generation Program 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.

- 1.614 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 923,000 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 Turna-Nishitha and Suborno Express of Dhaka to Chittagong route and Parabat Express of Dhaka to Sylhet route

(Source: Bangladesh Railway)

Public Utilities Bill Payment

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 446,000 bills have been paid via mobile phones
- Nearly 5.83 million bills have been paid online

Gas Bill: Citizens can pay Titas gas bills through GrameenPhone (GP) - a mobile network operator.

- 1.42 million gas bills have been paid via mobile phones

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 35.6 million bills have been paid via mobile phone

Dhaka Electric Supply Company Limited (DESCO): Over 3.1 million bills have been paid via mobile phone and 1.8 million bills have been paid in online

Dhaka Power Distribution Company Limited (DPDC): 4.54 million bills have been paid via mobile and 2.16 million bills have been paid in online

West Zone Power Distribution Company Ltd (WZPDCL): Over 1.54 million bills have been paid through online and mobile

Rural Power Company Limited: Over 1.03 million bills have been paid via mobile and 781 bills were paid through Union Digital Centres (UDCs)

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: 5,02,576 persons
- Number of customers under process: 2,20,976 persons
- Number of customers connected: 2,12,709 persons.



(Source: WASA, Titas Gas, Power Development Board, DESCO, DPDC, West Zone Power Distribution Co. Ltd., Rural Power Company)

e-TIN and Online Tax Payment

Tax returns can be prepared now by using an online tax calculator which is available on the website of National Board of Revenue (NBR). Moreover, tax returns can be submitted online.

- 1.82 million citizens have received e-TIN (Taxpayers Identification Number)
- Over 4,318 citizens received Tax, vat and customs services online

(Source: National Board of Revenue)

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 67,237 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



Digital Bus Programme

Pilot programme of BRTC Digital Bus having live tracking system and Wifi facilities started with 20 buses from Motijheel to Uttara route since 10 April 2014. A person/passenger easily can use the site urbanlaunchpad.org/brtc to know route of the bus, direction through live tracking system. Moreover, higher authority of BRTC would be able to know the latest situation of the route sitting in any place and provide directives accordingly.



The other advantage of the Digital Bus is free wifi internet facility for the passengers. A passenger can use free-internet using his/her smart phone with QR Code displayed inside the bus. To avail this facility passenger need to use QR Code Scanner application in their mobile phone.

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.

Advantage 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
- A total number of 1.55 million number plates and RFID tags have been produced

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:

- Almost 7,000 agencies have been trained within 6 years
- Preparation activities and necessary information have been provided to 600,000 pilgrims by SMS every year
- About 600,000 ID cards and 600,00 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
- Providing about 300,000 Health Treatment Cards
- Sending newsletter daily in e-mail of the hajj performers to inform them about the latest news/ information
- Issuance of Death Certificate immediately if a pilgrim unfortunately dies
- More than 15,000 mobile applications are in use
- About 150,000 pilgrims received 'Push and Pull' SMS and IVR
- Over 600,000 pilgrims received services from the Online Hajj Management Portal



Activity of Digital Registrar of Joint Stock Company (RJSC)

Long queues in the morning, lack of space, dissatisfaction, 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 e-service at minimum time, cost and hassle.



- Clearance of 168,228 registered names
- 271,844 registrations have been completed
- About 1.45 million certified copies of return filing have been given to beneficiaries

(Source: Registrar of Joint Stock Company)

Access to Information (a2i) Programme Prime Minister's Office

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