

Good practices of [Aspire to Innovate \(a2i\)](#),  
UNDP Bangladesh

# Digital Center

<https://a2i.gov.bd/citizen-centric-services-by-digital-centre/>



9000+ Digital Centers

800M+ Services Provided

355+ Type of services

16,300+ Entrepreneurs including remarkable no. of women entrepreneurs



Description



Relevancy for Policy makers

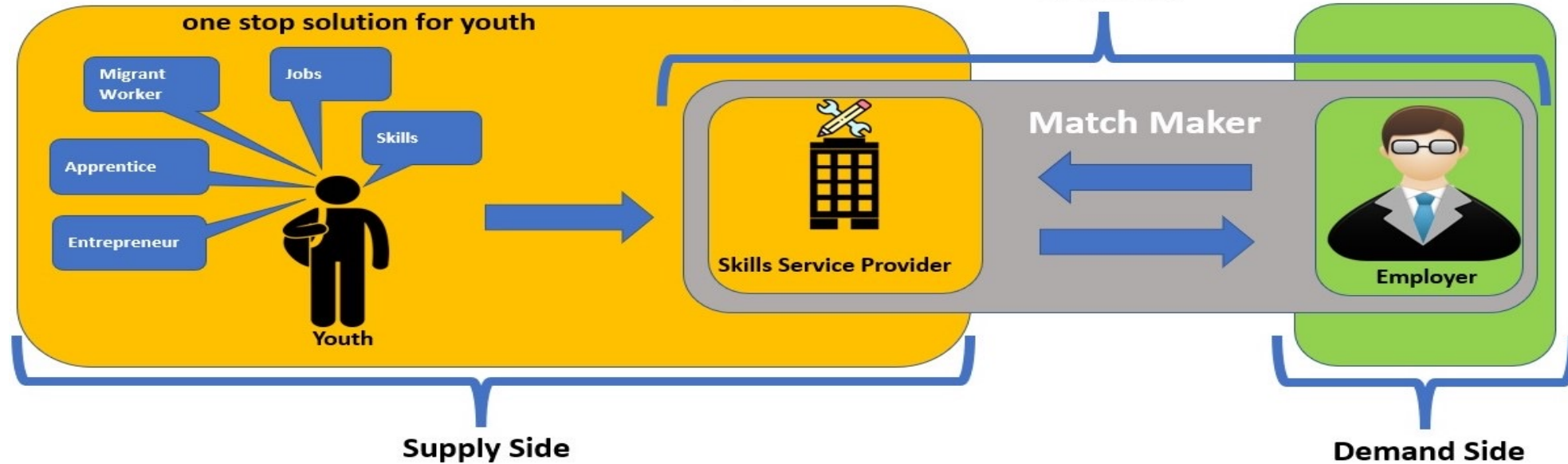
Sustainable assisted model of service delivery through the **9,000+ Digital Centers** specially for the rural poor and digitally illiterate

Ensures citizen's access to smooth service delivery and strengthens local government

Focal person-  
Md. Tohurul Hasan  
Head of Digital Financial  
Services & Digital Centre

# National Intelligence for Skills, Education, Employment and Entrepreneurship (NISE)

<https://nise.gov.bd/>



A collective data intelligence platform facilitating matchmaking between skills and employment and ensure effective data driven policy planning

Features 6,55,280 Youth (2,26,013 Women) where 19 relevant Departments of the Governments are connected and 2,32,980 Job opportunities have been created

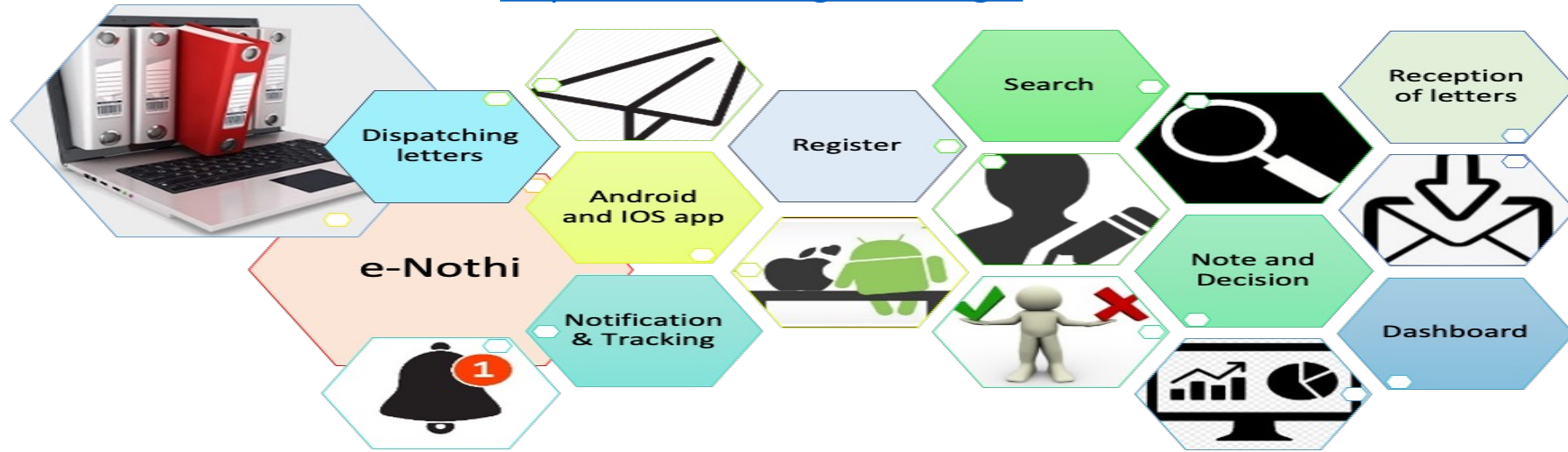
Focal person-  
H.M. Asad-  
Uz-Zaman  
Strategy &  
Innovation  
Specialist

Enables data driven policy making for Policymakers and facilitates Skills service providers, industry associations and youth with a comprehensive platform



# e-Filing

<https://www.nothi.gov.bd/login>



Electronic Filing System is an electronic file management system where a file in a soft form (transformed to a soft version if received in hard form) is processed and disposed off electronically

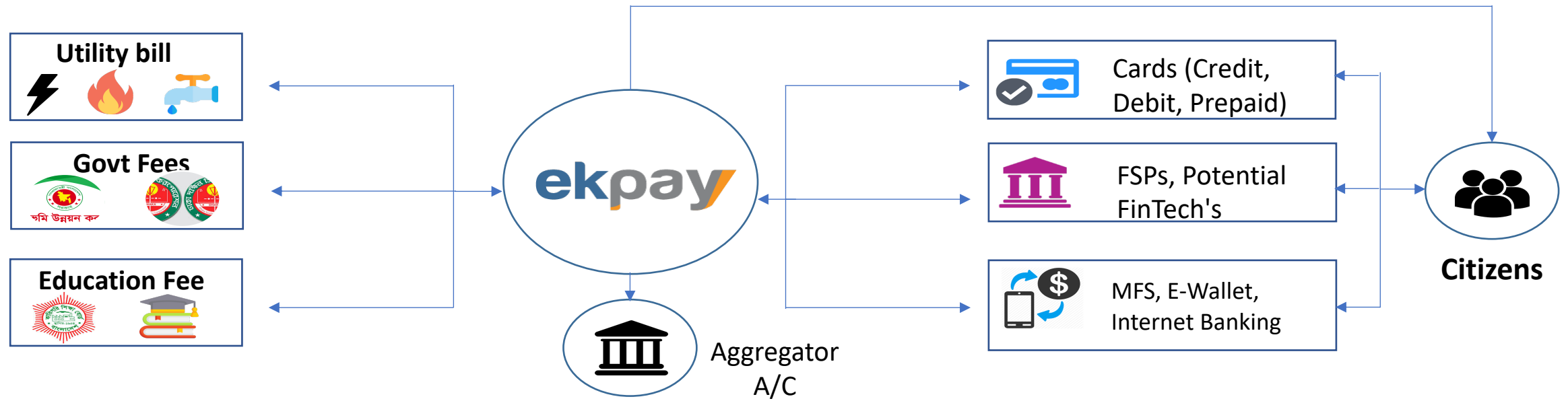
19,000 Government offices & 150,000 officials have been using it to dispose off files electronically

Enables Ministries and Government bodies to maintain a smooth, faster digital file management system

Focal person-  
ATM Al Fattah  
e-Nothi  
Implementation  
Expert

# ekpay - Payment Aggregator Platform

<https://ekpay.gov.bd/#/home>



**Ekpay** is the payment aggregator that facilitates convenient, reliable and cost-effective solution for bill and fee payment for fintech's, financial service providers, government institutes.

Focal person-  
Md. Tohurul Hasan  
Head of Digital  
Financial Services &  
Digital Centre

One stop digital solution  
for financial service  
providers and government  
institutes

# SDG TRACKER

<https://sdg.gov.bd/>

Focal person-  
Md Anowarul Arif Khan  
Results Management  
Analyst



## Description



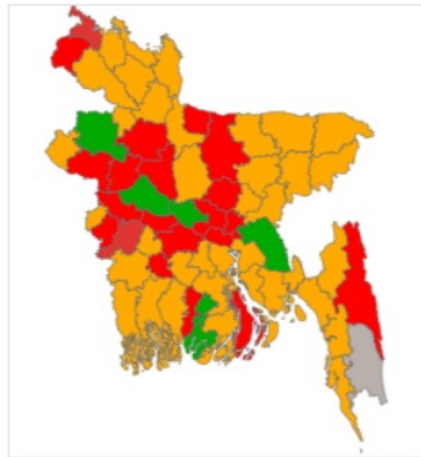
## Relevancy for Policy makers



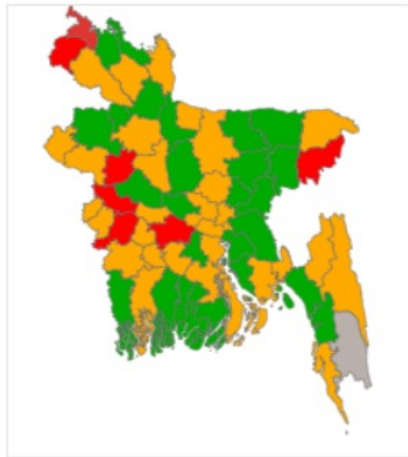
# COVID-19 National Dashboard

<http://dashboard.dghs.gov.bd/webportal/pages/covid19.php>

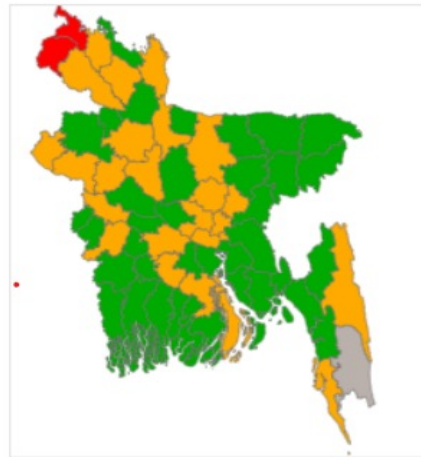
6 September – 12  
September



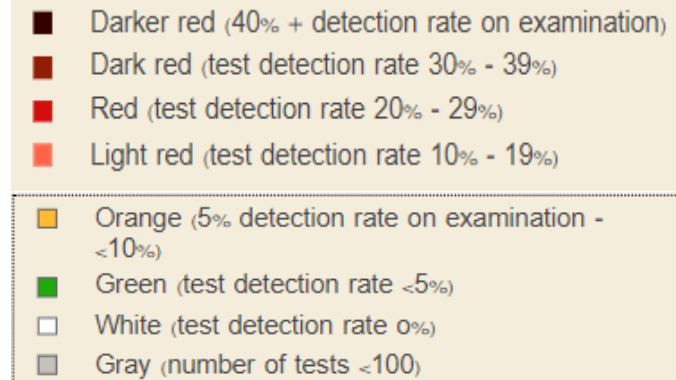
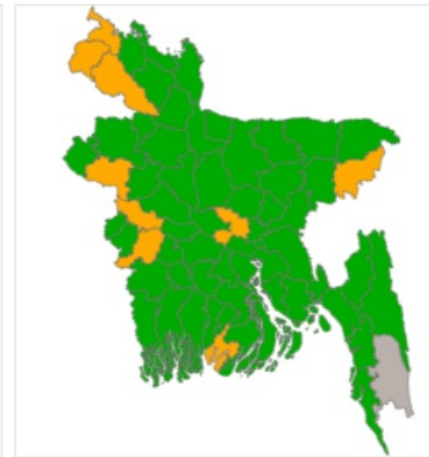
13 September – 19  
September



20 September – 26  
September



27 September – 3  
October



A single country wide COVID-19 monitoring platform easing the accessibility for policy makers resulting timely decision making and facing the emergency with offering maximum service to the citizen and reducing infection and death rate

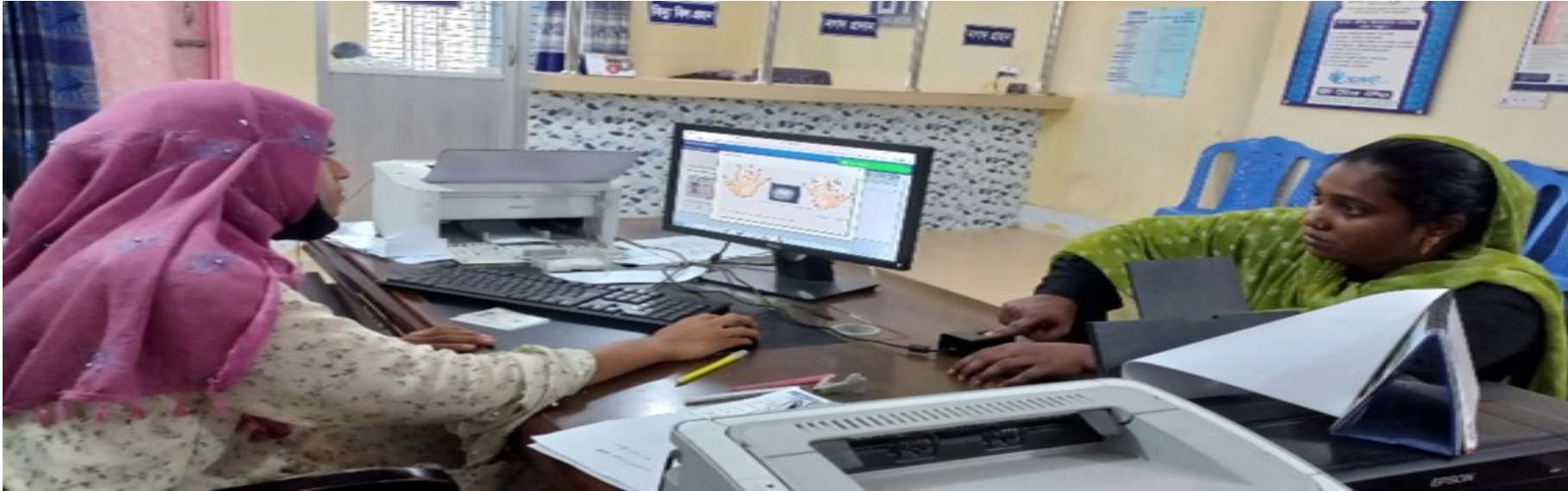
Through real time disease progression monitoring, Bangladesh was able to reduce massive infection and death. The dashboard facilitated Policy guidance to field administration and field health administration

Highly integrated monitoring tool for Policymakers during crisis such as COVID-19 pandemic



# SATHI Network: A Women Led Agent Network to Boost Financial Inclusion of marginalized women

[https://bd.linkedin.com/showcase/digital-economy-ambassador-network?trk=public\\_post\\_main-feed-card\\_reshare\\_feed-actor-image](https://bd.linkedin.com/showcase/digital-economy-ambassador-network?trk=public_post_main-feed-card_reshare_feed-actor-image)



The SATHI Network has established a women-friendly financial access point that ensures women are provided financial and digital literacy, leading to the participation of marginalized women in agent network and promoting financial inclusion.

100K+ marginalized women reached through Financial Literacy Campaign and partnership has been leveraging with Banks and Mobile Financial Service Providers

Ensures and enhances financial inclusion of marginalized women and facilitates capacity and entrepreneurship development

Focal person-Nahid  
Sharmin  
Gender Analyst





Focal person-  
Didar-E-Kibria.  
Testing Engineer.

# A single voice access point for all Government Information & Grievance Redressal. <https://333.gov.bd/>



Calling 333 from mobile and 09666789333 from land phone and abroad anyone can access:

- Information on procedure of getting Government Services;
- Contact information of Public Representatives and Government Staffs;
- Complain and get remedy from various Social Problems like early marriage, dowry, drugs dealing, gambling, environment pollution, food adulteration, eve teasing etc;
- Information about Tourist Spots & different Districts;

**62.0K+**

Social Challenges  
Addressed

**9.5K+**

Child Marriages  
Stopped

**7.7M+**

Telemedicine Calls

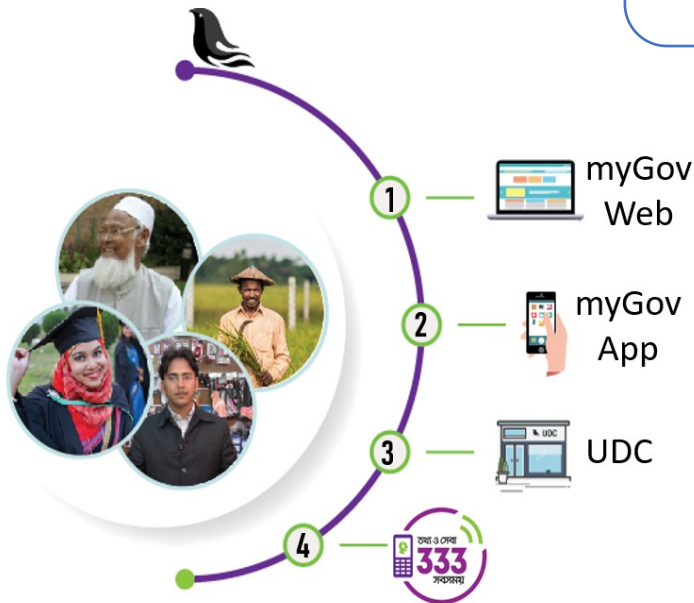
# myGov: Integrated Service Delivery Platform

<https://www.mygov.bd/>

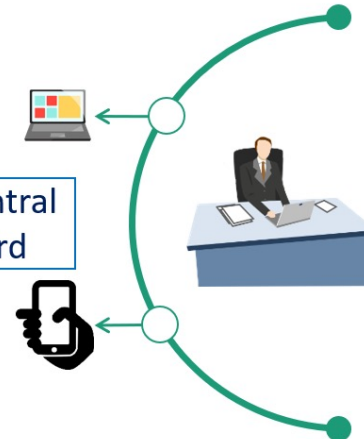
MyGov is a digital platform created by the government of Bangladesh to offer all of its digital services in one place, resulting in reduced paper usage, simplified processes, lower costs, and fewer delays in service delivery. MyGov has brought unification and simplification of government services, boosted digitalization, improved customer knowledge, increased transparency and accountability, and ensured good governance through e-governance. Link: <https://www.mygov.bd/>

Focal person-  
Mohammad Salahuddin  
Project Analyst  
(Eksheba  
Implementation)

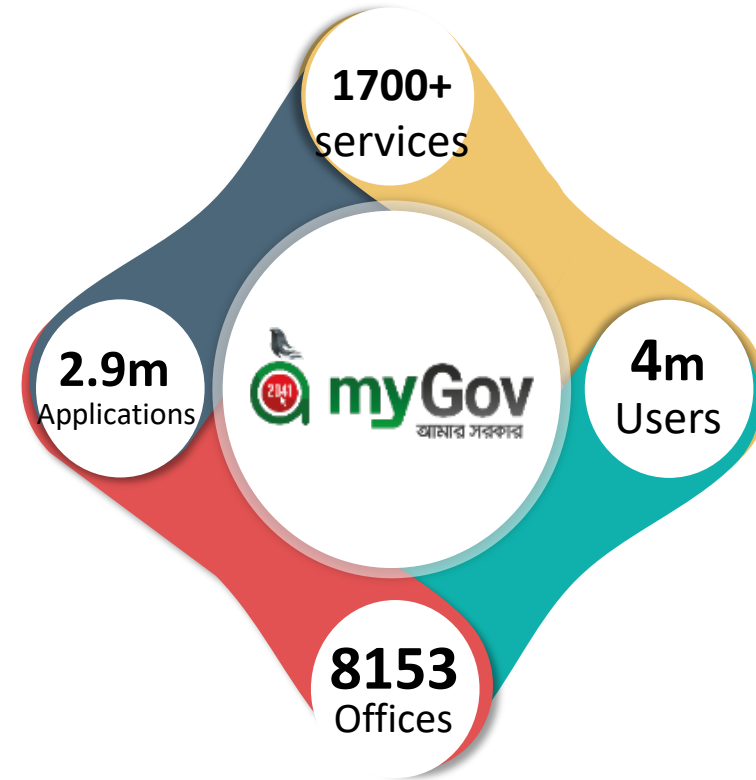
## Citizen Access



## Government Access



Public Services in  
Single Address



# SPS: Service Process Simplification

Focal person-Mohammad Salahuddin  
Project Analyst (Eksheba Implementation)

SPS enables civil servants to optimize processes, reduce costs, and improve service quality. By bringing together individuals from different levels, SPS facilitates the redesign of process flows, eliminating unnecessary steps and automating non-value-added tasks. This empowers civil servants to fundamentally rethink how they work to benefit their citizen clients.

## Evaluate Service for SPS

Ministries evaluate their service through:  
Meeting, Discussion, Committee

## Analyze at SPS Workshop

A2i & ministry jointly organize SPS workshop: TCVQ analysis, Service redesign

## Finalize SPS Design

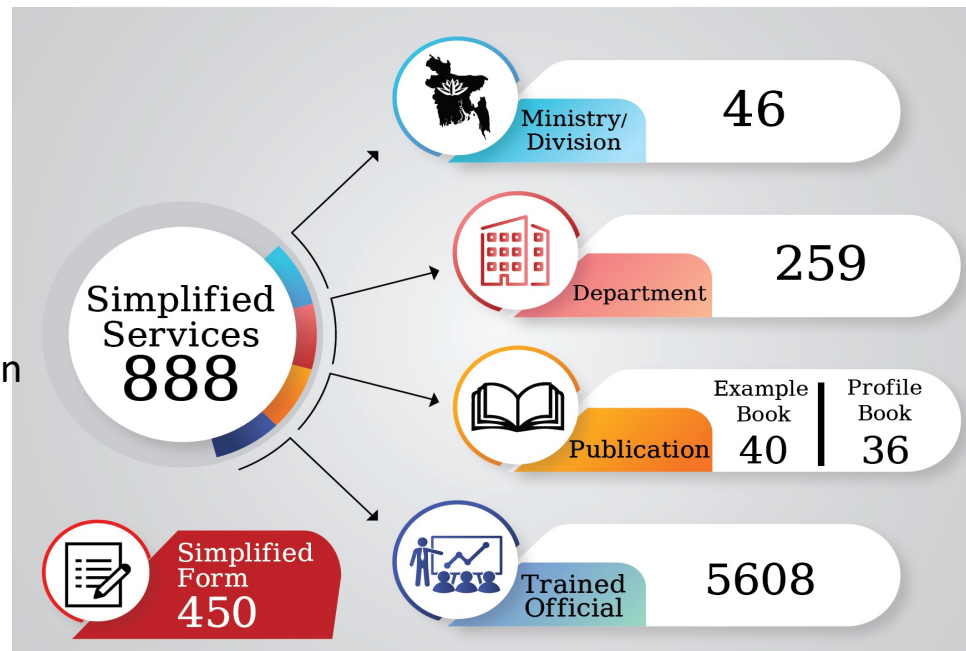
Prepare reengineered service process, calculate TCVQ gain

## Implement SPS

Design prototype, simulation model, train employees, initiate execution plan in full scale

## Continuous Improvement

Measure progress, monitor employee attitude, customer perception



TCV Description	Gross Total Reduction	Service recipient
Steps	1.3 bn	633 mn
Time	300 mn (day)	
Cost (BDT)	800 bn	
Visit	110 mn	



# Civil Service 2041 – Reimagining the Future Civil Service

<https://a2i.gov.bd/a2i-missions/re-architecting-government/>

Civil Service 2041 provides a Smart Leadership Journey for civil servants to foster with purpose. It combines civil servants' competence, purpose, and autonomy into Govpreneurship potion. Smart Leadership Journey helps civil servants grow in four areas: leadership, technological immersion, data skills, and human-centered design. Link: <https://a2i.gov.bd/a2i-missions/re-architecting-government>

## Entrepreneurial spirit

Self-driven officials will proactively identify problems and take initiatives to resolve

## Actionable Insight

Officials use predictive models for future transformation and manage Policy-Legos

## Data Skill

Officials utilize data swarm for decision making, problem solving, and predictive modelling

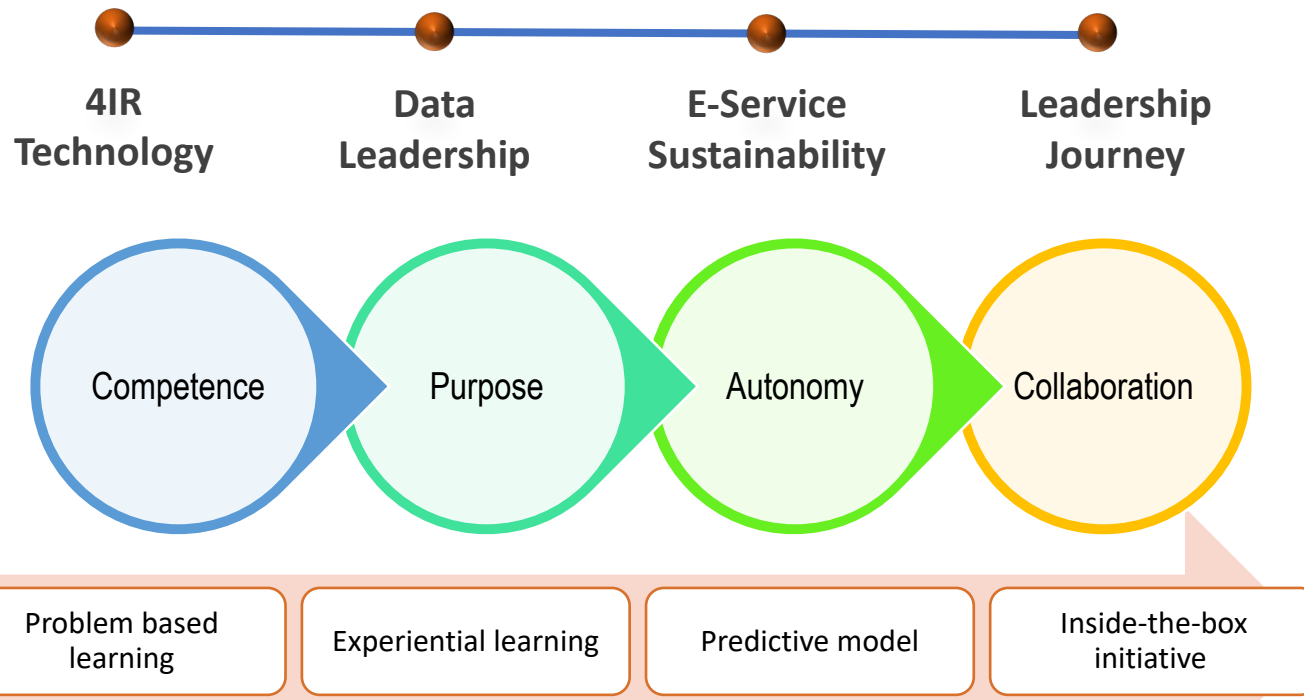
## Digital skill

Officials can leverage on immersing technology to design service delivery

## Collaboration Skill

Officials clod into collaborative networks to access critical support across the board

Focal person-  
Mohammad  
Salahuddin  
Project  
Analyst  
(Eksheba  
Implementat  
ion)

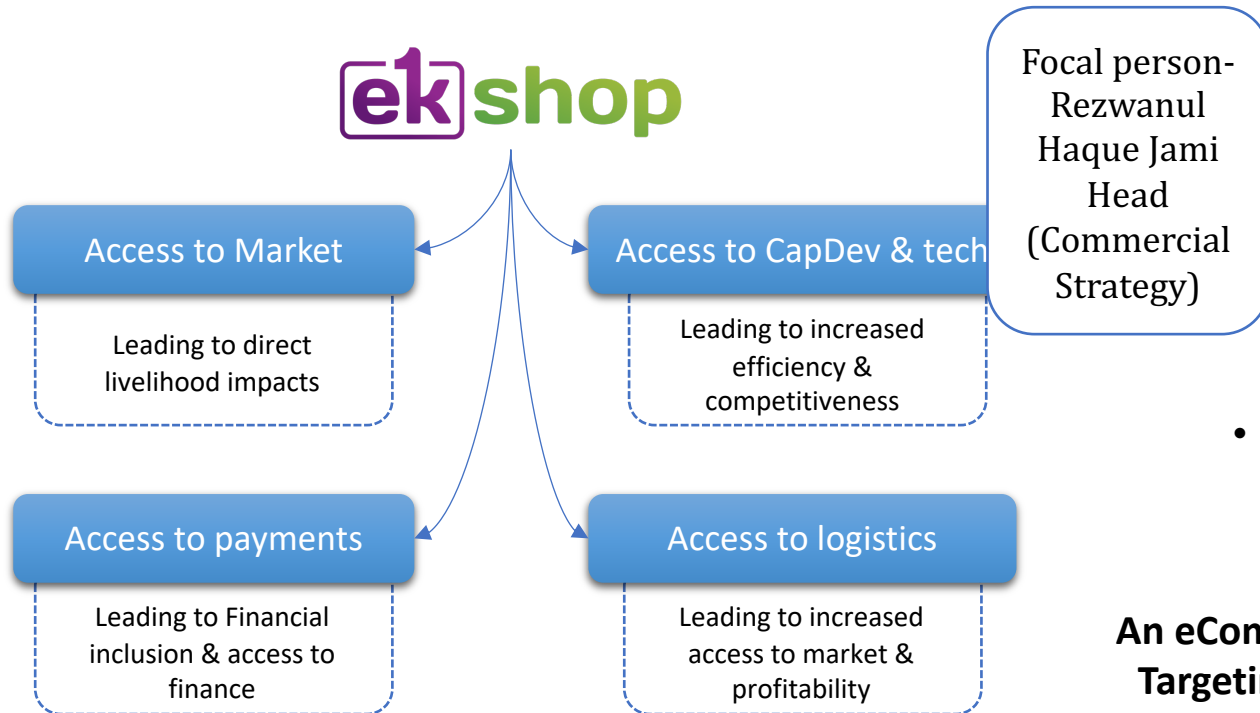


# ekShop: Leaving No Businesses Behind: Rural Assisted e-Commerce

<https://www.ekshop.gov.bd/>

ekShop has emerged as integrated assisted rural e-commerce platform incorporating all the established e-commerce, payments, and logistic players into one platform. It acts as a national e-commerce infrastructure backbone for Bangladesh. This successful and unique set-up provides a one-stop solution for those who need to establish or transform their business into a digital modality.

Link: <https://ekshop.gov.bd/>

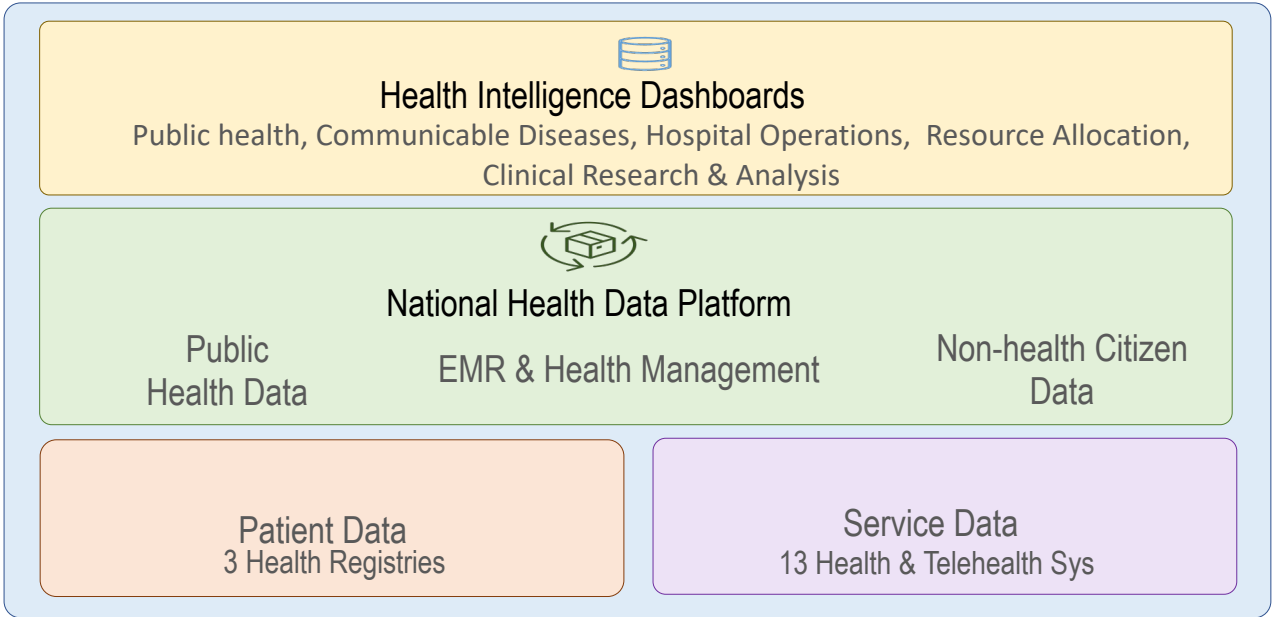


- Bangladesh's first such platform to provide **access to market, access to payments, access to technology & capacity development** and **access to logistics** to CMSMEs from a single platform.
- Currently serves more than **56,000 CMSMEs** through its various access channels
- ekShop is the **only PaaS (Platform as a service) in ecommerce** sector in Bangladesh for CMSMEs
- To inter-manage e-commerce ecosystems, create accountability and streamline government engagement ekShop is assisting the Commerce Ministry and other stakeholders in developing a **Central Complaint Management System (CCMS) and Central Logistics Tracking Platform (CLTP)**
- For enabling business credentials, all online or e-commerce businesses, including Facebook pages must obtain a mandatory **Digital Business Identification Number (DBID)** to enable business credentials.
- ekShop platform has been replicated beyond Bangladesh in **Turkey, South Sudan, Yemen and Colombia.**

**An eCommerce platform  
Targeting SDGs & DPG**



# Smart Health: Pregnancy Monitoring System Through Health Data Architecture



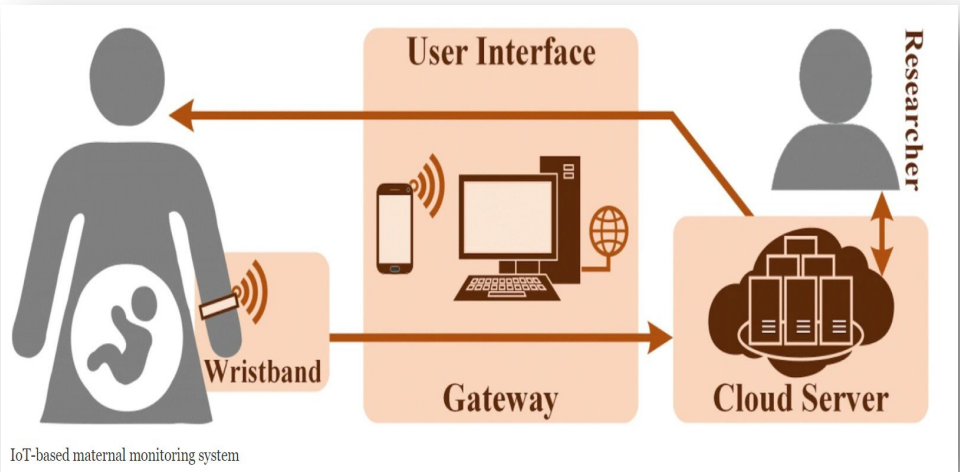
Policy Makers



Service Provider

Focal person- Mst. Shabnam Mostari  
Health Innovation Coordinator

## Smart Pregnancy Monitoring



A holistic digital ecosystem to provide Maternal & neonatal health care services

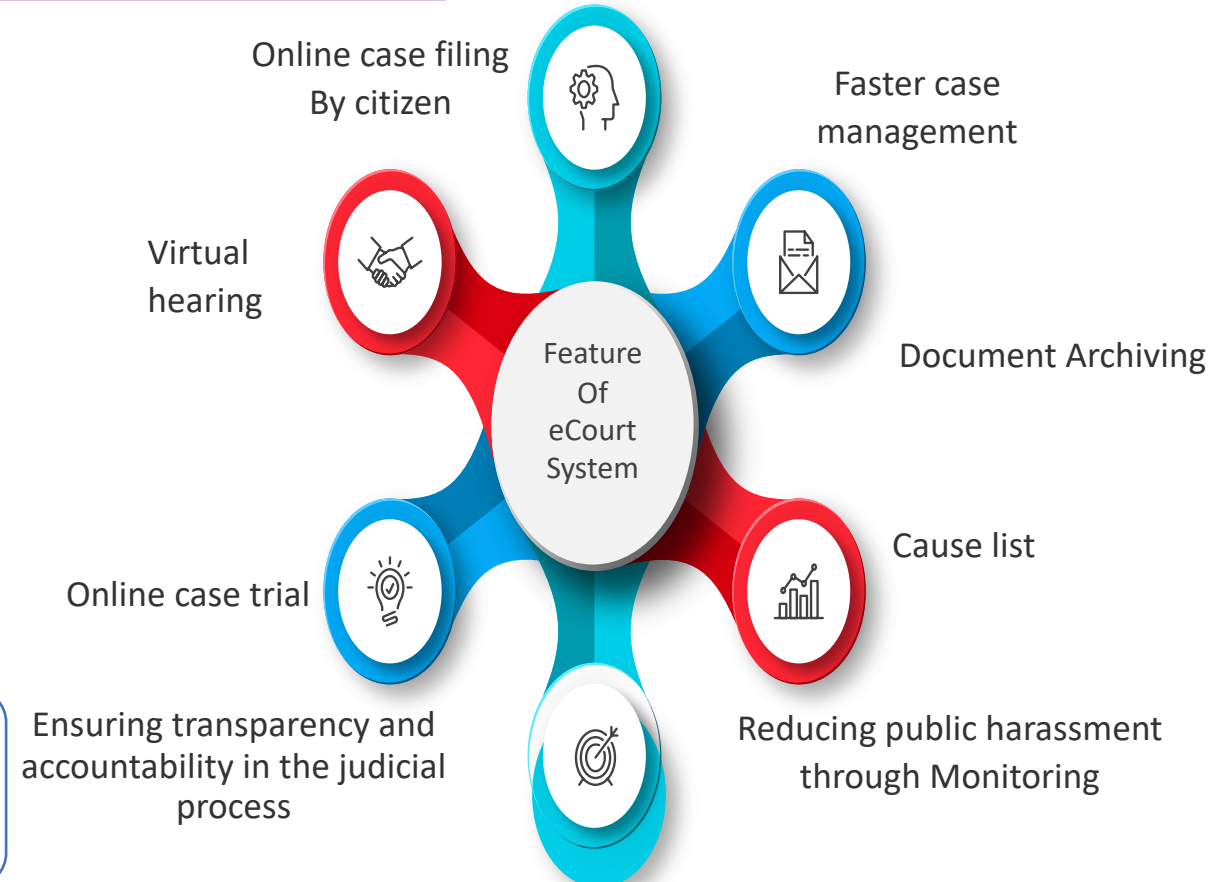
# Digital Judiciary: All Services and Information of Judiciary under one umbrella



The aim of this initiative is to simplify the delivery process of judicial services and information by converting them into digital services. The ultimate goal is to accelerate development through digitization by enhancing the digital skills of judges and judicial support staff in both the Supreme Court and Subordinate Courts of the country. Link: <https://www.judiciary.gov.bd/en/>

1. A **central Portal Framework** for the Judiciary of Bangladesh.
2. To ensure **free flow of Information** from Supreme courts to Subordinate courts.
3. It's a single judicial platform for the citizen to access all the **Judicial Information and Services**.
4. Citizen can search and find their desired **laws, human rights** and **judicial services** from this portal.
5. Current affairs of Judiciary of Bangladesh are published through this portal

Focal person-  
Farzana Khan  
Additional District and Sessions  
Judge

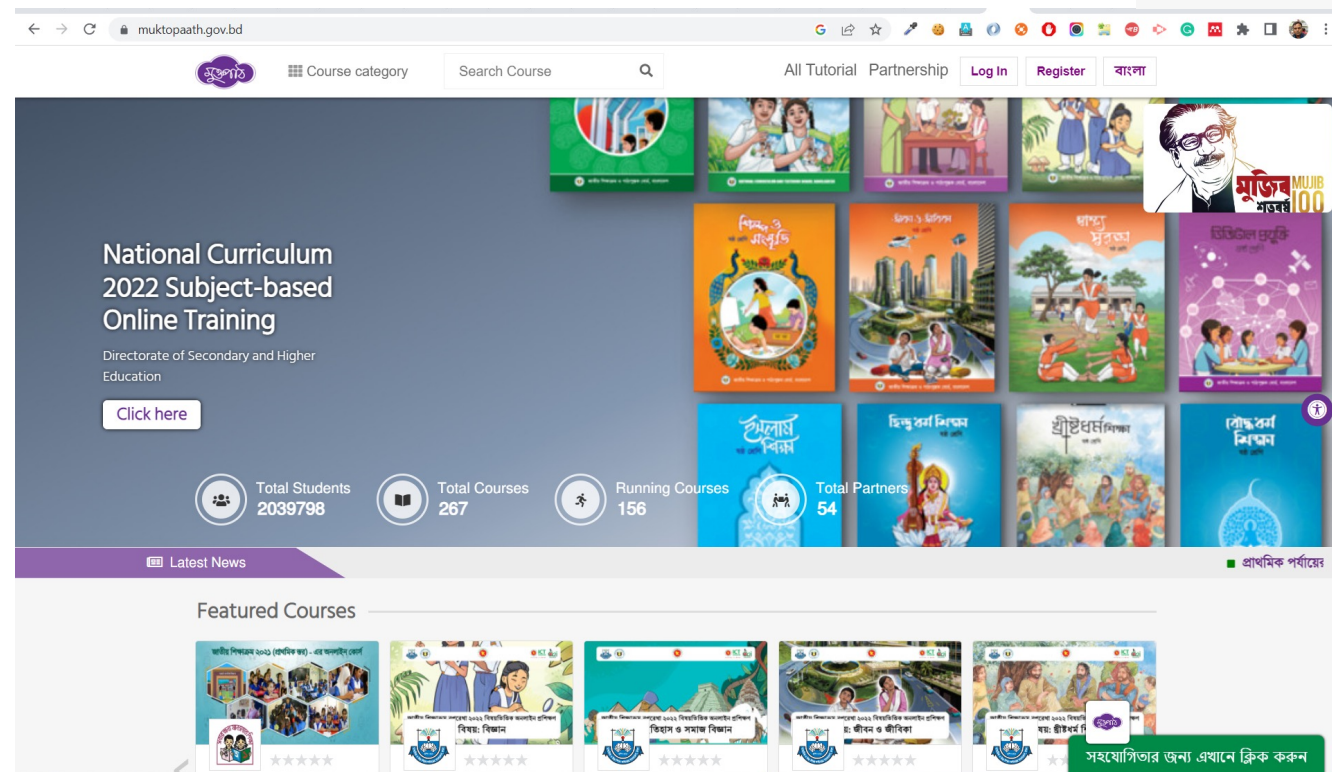


# MuktoPaath- An e-Learning Platform

<https://muktopaath.gov.bd/>



Anyone interested from this platform can acquire professional knowledge and skills in various subjects by participating in online courses at any time from any place. This platform has opportunities for general education, technical and vocational education and lifelong learning. Even underprivileged and marginalized people of Bangladesh can get self-employment opportunities by taking education from 'MuktoPaath'. <https://muktopaath.gov.bd/>



Focal person-  
Md. Afzal Hossain Sarwar  
Head (Future of Education)

**20,39,798**  
LEARNERS

**267**  
COURSES



# Digital Strategy Design Lab (DSDL)

<https://a2i.gov.bd/digital-service-design-lab-dsdl/>

An innovative, comprehensive, and effective methodology for the digital transformation of the services provided by different ministries and organizations of the Govt. of Bangladesh. Main goal of DSDL is to develop an inclusive and interoperable digital framework which will simplify service delivery and service reception, reduce Time, Cost, Visit (TCV) for each service and ensure transparency and accountability and provide support to establish digital government.

## Exceptionalities of DSDL

### Synergistic Design & Plan:

Service Recipient, Service Provider, Decision Maker, ICT Specialist

### Self Designed Masterplan

### 7 months output in 7 days

### A-Z Plan: Assessment, Analysis, Designing, Implementation Plan, Roadmap, Masterplan

### No lecture, Hands on work

### We did it! – Strong Ownership

### Step by Step – Methodical Approach

### Visualize your success

### Minimum Resource Maximum Result

### Masterplan - Magic Model

Focal person-Md. Forhad  
Zahid Shaikh  
Chief Strategist (e-  
Governance)



# Bangladesh National Portal

<https://bangladesh.gov.bd/index.php>

- National portal is a web platform where all government website of Bangladesh government is integrated.
- **Bangladesh National Portal** is a national portal of the People's Republic of Bangladesh under Aspire to Innovate (**a2i**) programme.
- Bangladesh National Portal aims to provide information about all national unions, upazilas, districts and divisions of the country.
- The portal [www.bangladesh.gov.bd](http://www.bangladesh.gov.bd) with over nine million contents started its journey to ensure transparency and accountability in government activities.
- Now it is containing 33000+ sites of government and 52000+ govt. offices in various tiers.



Focal person-Mohammad  
Samsuzzaman  
National Portal  
Implementation Specialist

**Thank you**