



## Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact [apidg@un.org](mailto:apidg@un.org).

Dhaka

Bangladesh

### I. Institutional Framework

1. What is the official e-Government<sup>1</sup> portal of the city/municipality? If more than one exists, please list all.

<http://www.dncc.gov.bd/> is the official e-government portal.

There are more portals provide e-services e.g.:

- Shobar Dhaka Android App:  
<https://play.google.com/store/apps/details?id=com.shobardhaka.citizen&hl=en&gl=US>
- Shobar Dhaka Ios App: <https://apps.apple.com/us/app/shobar-dhaka/id1546825556>
- Shobar Dhaka Citizen Web: <http://shobardhaka.com>
- Shobar Dhaka Web Officer Management Portal: <https://shobardhaka.com/management>

2. Please provide URLs for portals providing specific services/features

- a. E-services<sup>2</sup>: <https://shobardhaka.com/>
- b. E-participation<sup>3</sup>: <https://shobardhaka.com/>
- c. Open government data<sup>4</sup>:
  - <http://www.dncc.gov.bd/>
  - <http://www.data.gov.bd/>

<sup>1</sup>E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

<sup>2</sup> A specific portal where you can see the list of all online services available to the public.

<sup>3</sup> E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

<sup>4</sup> Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

- d. Public procurement: <https://www.eprocure.gov.bd/>
- e. Other major portals at the city/municipality level:
  - E-Revenue Citizen Portal (<http://202.40.183.114/cp/cportal/cp/northcc.aspx>)
  - Emergency Operation Center: <http://eocgeoportal.dncc.gov.bd>
  - GIS Portal: <http://eocgis.dncc.gov.bd/>

**3. Does your city/municipality have a Chief Information Officer (CIO)<sup>5</sup> to manage its e-Government programs/strategies?**

**Yes.**

Name: **Md. Selim Reza**

Title: Chief Executive Officer

Organization: Dhaka North City Corporation (DNCC)

E-mail: [ceo@dncc.gov.bd](mailto:ceo@dncc.gov.bd)

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**If yes, is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)**

In Bangladesh the CIO equivalent is the Chief Innovation Officer. Each ministry has a Chief Innovation Officer (CIO) and each department/agency has an Innovation Officer (IO). The CIOs and IOs are supported by a 5-7-member Innovation Team. Each Innovation Team submits an annual innovation plan to the Cabinet Division which, in turn, tracks progress.

[https://bangladesh.gov.bd/site/view/central\\_innovation\\_team](https://bangladesh.gov.bd/site/view/central_innovation_team)

[https://dncc.portal.gov.bd/sites/default/files/files/dncc.portal.gov.bd/innovation\\_corner/5fb431f9\\_5d7c\\_4da8\\_a034\\_80901994f69f/Innovation%20Team.pdf](https://dncc.portal.gov.bd/sites/default/files/files/dncc.portal.gov.bd/innovation_corner/5fb431f9_5d7c_4da8_a034_80901994f69f/Innovation%20Team.pdf)

## II. Legal Framework

**1. Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the:**

National level?  Yes  No

Local level?  Yes  No

**If Yes, how do you adopt these in your organization?**

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<sup>5</sup> CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

Rights to information Act, 2009 <http://bdlaws.minlaw.gov.bd/act-1011.html> Cabinet Division developed a guideline on proactive information disclosure for all ministries/divisions, directorates/agencies/offices Link:

[https://cabinet.portal.gov.bd/sites/default/files/files/cabinet.portal.gov.bd/page/aad0b41a\\_0e4a\\_4ae3\\_9cbe\\_30c21e077214/%E0%A6%AC%E0%A6%BF%E0%A6%AD%E0%A6%BE%E0%A6%97%E0%A7%87%E0%A6%B0%20%E0%A6%B8%E0%A7%8D%E0%A6%AC%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A3%E0%A7%8B%E0%A6%A6%E0%A6%BF%E0%A6%A4%20%E0%A6%A4%E0%A6%A5%E0%A7%8D%E0%A6%AF%20%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%95%E0%A6%BE%E0%A6%B6%20%E0%A6%A8%E0%A6%BF%E0%A6%B0%E0%A7%8D%E0%A6%A6%E0%A7%87%E0%A6%B6%E0%A6%BF%E0%A6%95%E0%A6%BE%2020.pdf](https://cabinet.portal.gov.bd/sites/default/files/files/cabinet.portal.gov.bd/page/aad0b41a_0e4a_4ae3_9cbe_30c21e077214/%E0%A6%AC%E0%A6%BF%E0%A6%AD%E0%A6%BE%E0%A6%97%E0%A7%87%E0%A6%B0%20%E0%A6%B8%E0%A7%8D%E0%A6%AC%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A3%E0%A7%8B%E0%A6%A6%E0%A6%BF%E0%A6%A4%20%E0%A6%A4%E0%A6%A5%E0%A7%8D%E0%A6%AF%20%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%95%E0%A6%BE%E0%A6%B6%20%E0%A6%A8%E0%A6%BF%E0%A6%B0%E0%A7%8D%E0%A6%A6%E0%A7%87%E0%A6%B6%E0%A6%BF%E0%A6%95%E0%A6%BE%2020.pdf) Also, Public Interest Information Disclosure (Protection) Act, 2011 <http://bdlaws.minlaw.gov.bd/act-1072.html?lang=en> has been adopted at National level.

In response to above mentioned national acts/policies/guidelines, Dhaka North City Corporation (DNCC) assigned RTI (Right To Information) Designated Officer, ([http://www.dncc.gov.bd/site/info\\_officers/96373abe-3844-4860-b3e4-ed9046d5b787/---RTI-Designated-Officer](http://www.dncc.gov.bd/site/info_officers/96373abe-3844-4860-b3e4-ed9046d5b787/---RTI-Designated-Officer)) , Adopted Integrated award policy, 2017 (Formulated by Cabinet Division) ([http://dncc.portal.gov.bd/sites/default/files/files/dncc.portal.gov.bd/page/cf3a87a9\\_af27\\_4d1f\\_b787\\_625342ce246e/Integrity%20Award%20Policy%20%281%29.pdf](http://dncc.portal.gov.bd/sites/default/files/files/dncc.portal.gov.bd/page/cf3a87a9_af27_4d1f_b787_625342ce246e/Integrity%20Award%20Policy%20%281%29.pdf)) and developed action plan ([http://dncc.portal.gov.bd/sites/default/files/files/dncc.portal.gov.bd/page/28a497a0\\_12f4\\_41cb\\_8399\\_72fd4d09deb4/2020-12-02-09-46-79db64d98ddc757d3b9578f5fc2a62d8.pdf](http://dncc.portal.gov.bd/sites/default/files/files/dncc.portal.gov.bd/page/28a497a0_12f4_41cb_8399_72fd4d09deb4/2020-12-02-09-46-79db64d98ddc757d3b9578f5fc2a62d8.pdf)) to ensure proper access to information

### III. Strategy and Implementation

1. Is there a city/municipality e-Government Strategy or equivalent? If yes, please provide link and/or further details.

Yes. The updated national aggregated e-government strategy consists of the following documents which also refer e-government implementation at local level:

1. Smart Bangladesh ICT Masterplan 2041

<https://a2i.gov.bd/wp-content/uploads/2023/03/Smart-Bangladesh-ICT-Master-Plan-2041-Draft-PDF-1.pdf>

2. National ICT Policy 2018

[https://ictd.gov.bd/sites/default/files/files/ictd.portal.gov.bd/policies/0b508068\\_d74f\\_45a1\\_864a\\_516536af3060/%E0%A6%A4%E0%A6%A5%E0%A7%8D%E0%A6%AF%20%E0%A6%93%20%E0%A6%AF%E0%A7%8B%E0%A6%97%E0%A6%BE%E0%A6%AF%E0%A7%8B%E0%A6%97%20%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%AF%E0%A7%81%E0%A6%95%E0%A7%8D%E0%A6%A4%E0%A6%BF%20%E0%A6%A8%E0%A7%80%E0%A6%A4%E0%A6%BF%E0%A6%AE%2020.pdf](https://ictd.gov.bd/sites/default/files/files/ictd.portal.gov.bd/policies/0b508068_d74f_45a1_864a_516536af3060/%E0%A6%A4%E0%A6%A5%E0%A7%8D%E0%A6%AF%20%E0%A6%93%20%E0%A6%AF%E0%A7%8B%E0%A6%97%E0%A6%BE%E0%A6%AF%E0%A7%8B%E0%A6%97%20%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%AF%E0%A7%81%E0%A6%95%E0%A7%8D%E0%A6%A4%E0%A6%BF%20%E0%A6%A8%E0%A7%80%E0%A6%A4%E0%A6%BF%E0%A6%AE%2020.pdf)

[E0%A6%BE%E0%A6%B2%E0%A6%BE%20%E0%A7%A8%E0%A7%A6%E0%A7%A7%E0%A7%AE.pdf](#)

3. e-Government Master Plan 2019

([https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/publications/3f9cd471\\_9905\\_4122\\_96ee\\_ced02b7598a9/2020-05-24-15-54-43f3d2b8b4523b5b62157b069302c4db.pdf](https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/publications/3f9cd471_9905_4122_96ee_ced02b7598a9/2020-05-24-15-54-43f3d2b8b4523b5b62157b069302c4db.pdf) ).

4. The Post Covid National ICT roadmap describes the changed context:

[https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/page/6c9773a2\\_75564395\\_bbec\\_f132b9d819f0/Post%20Covid-19%20National%20ICT%20Roadmap\\_compressed.pdf](https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/page/6c9773a2_75564395_bbec_f132b9d819f0/Post%20Covid-19%20National%20ICT%20Roadmap_compressed.pdf)

5. The older national e-government strategy was described in the Strategic Priorities of Digital Bangladesh (SPDB) 2011 ([https://a2i.gov.bd/wp-content/uploads/2017/11/4-Strategy\\_Digital\\_Bangladesh\\_2011.pdf](https://a2i.gov.bd/wp-content/uploads/2017/11/4-Strategy_Digital_Bangladesh_2011.pdf) ).

DNCC has been developed an integrated annual action plan includes digital/e-service for public goods e.g. online birth registration, waste management, automated traffic facilities, Grievance Redress System, 333 hotline, online tax payee registration, land registration, etc. Thus, to accelerate innovations for e-government and e-services DNCC articulated a mainstream plan through Annual Performance Agreement (APA) <http://www.dncc.gov.bd/site/page/21250ac2-3d59-47ff-9cfd-60a4af209bea/Agreement-and-Reports> and introduced Integrity Strategy Action Plan for citizen centric service delivery <http://www.dncc.gov.bd/site/page/90496f3c-e27d-4cca-8d34-d8c9645b8b59/%E0%A6%95%E0%A6%B0%E0%A7%8D%E0%A6%AE%E0%A6%AA%E0%A6%B0%E0%A6%BF%E0%A6%95%E0%A6%B2%E0%A7%8D%E0%A6%AA%E0%A6%A8%E0%A6%BE>

2. **Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.**

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to SDG 11 (New)
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.

- provides other specific measures to ensure e-Government is used by the most vulnerable groups<sup>6</sup>.
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.

**3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.**

Yes. There is an aggregated budget policy adopted by the DNCC authority, where digital government initiatives are included by default in every sector

<http://www.dncc.gov.bd/site/page/e0eb91eb-2143-49bb-bc9f-d33a6aa8e7af/Budget>

**4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.**

Yes. DNCC publishes fiscal year budget on the portal on a regular basis

[http://dncc.gov.bd/site/page/e0eb91eb-2143-49bb-bc9f-d33a6aa8e7af/-](http://dncc.gov.bd/site/page/e0eb91eb-2143-49bb-bc9f-d33a6aa8e7af/)

**5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.**

Yes, DNCC introduced Solar based and sensor sensitive streetlights to promote safe and renewable energy for sustainable development. Also, working on the modern and sustainable waste management.

[http://www.dncc.gov.bd/site/view/annual\\_reports/-](http://www.dncc.gov.bd/site/view/annual_reports/)

**6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.**

Yes, The Dhaka North City Corporation (DNCC) has launched a mobile application called "Shobar Dhaka," aiming to provide affordable, accessible, and sustainable transportation systems for all residents. The primary focus is to enhance road safety by expanding public transport, with particular consideration given to the needs of vulnerable individuals, including women, children, persons with disabilities, and older persons.

- Shobar Dhaka Android App:

<https://play.google.com/store/apps/details?id=com.shobardhaka.citizen&hl=en&gl=US>

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<sup>6</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

- Shobar Dhaka Ios App: <https://apps.apple.com/us/app/shobar-dhaka/id1546825556>
- Shobar Dhaka Citizen Web: <http://shobardhaka.com>

7. **Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.**

Yes. "Sobar Dhaka App" prioritizes the provision of affordable housing and essential services to individuals in vulnerable situations. The app specifically caters to the needs of women, children, persons with disabilities, and older persons.

- Shobar Dhaka Android App: <https://play.google.com/store/apps/details?id=com.shobardhaka.citizen&hl=en&gl=US>
- Shobar Dhaka Ios App: <https://apps.apple.com/us/app/shobar-dhaka/id1546825556>
- Shobar Dhaka Citizen Web: <http://shobardhaka.com>

8. **Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.**

Yes. Sobar Dhaka App focus on ensuring universal access to safe, inclusive, and accessible green spaces and public areas. The app particularly emphasizes the needs of women, children, older persons, and individuals with disabilities.

- Shobar Dhaka Android App: <https://play.google.com/store/apps/details?id=com.shobardhaka.citizen&hl=en&gl=US>
- Shobar Dhaka Ios App: <https://apps.apple.com/us/app/shobar-dhaka/id1546825556>
- Shobar Dhaka Citizen Web: <http://shobardhaka.com>

9. **Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.**

Yes. There is a multi-stakeholder engagement project taken by DNCC- “Environmental and Social Assessment of Urban Resilience Project”

<http://www.dncc.gov.bd/site/project/bcca578c-df9c-4717-9317-57cd4e3e55cf/Environmental-and-Social-Assessment-of-Construction-of-Warehouse-in-DNCC-under-Urban-Resilience-Project>

#### IV. Usage of online services

- 1. What is the percentage of city/municipality services offered online (municipality website)?  
Please explain and provide links**

DNCC automated 50% services into online. MyGov platform (<https://www.mygov.bd/service#category=office&data=office-level-3>) facilitates these services as an umbrella hub for the all government services. Also, there are more e-services has been provided by DNCC e.g.:

- Hotline numbers

1. 09602222333
2. 09602222334

E-filing <https://www.nothi.gov.bd/login>

Public procurement: <https://www.eprocure.gov.bd/>

Online Birth and death Registration <https://bdris.gov.bd/br/search>

Sobar Dhaka <http://shobardhaka.com>

- 2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.**

DNCC automated 50% services into online. MyGov platform (<https://www.mygov.bd/service#category=office&data=office-level-3>) facilitates these services as an umbrella hub for the all government services. Also, there are more e-services has been provided by DNCC e.g.:

- Hotline numbers

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Public procurement: <https://www.eprocure.gov.bd/>

Online Birth and death Registration <https://bdris.gov.bd/br/search>

Sobar Dhaka <http://shobardhaka.com>

- 3. Do you collect usage statistics of e-Government services?**

Yes     No

- 4. If yes, do you publish the results online and share those with the public institutions concerned?**

DNCC collects user statistics for own or shared /integrated services through admin panel or API integration . Few of them are publicly available e.g. <https://www.mygov.bd/> and Sobar Dhaka

<http://shobardhaka.com> ; National Helpline- 333 (a single voice access point for all Government Information & Grievance Redressal) [http://333.gov.bd/333website/citizen\\_reports.php](http://333.gov.bd/333website/citizen_reports.php)  
DNCC has a Digital Centre in every ward of the corporation to provide more than 200 digital services <http://www.dncc.gov.bd/site/page/7c546ad8-d8af-41e2-a8e8-44ee19d4a778/->

## V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes       No

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

MyGov is an umbrella service portal which collects user satisfaction data and publish on online dashboard and this portal is interlinked and integrated with DNCC's dedicated services.

MyGov <http://www.mygov.bd/sites/satisfaction>

National Helpline- 333 (a single voice access point for all Government Information & Grievance Redressal) [http://333.gov.bd/333website/citizen\\_reports.php](http://333.gov.bd/333website/citizen_reports.php)

3. What is the percentage of the population<sup>7</sup> satisfied with their last experience of online public services? Please explain further.

According to the Shobar Dhaka Apps, 80% service recipients are satisfied by this application <https://play.google.com/store/apps/details?id=com.shobardhaka.citizen&hl=en&gl=US> Also, According to MyGov (<http://www.mygov.bd/sites/satisfaction> ) as of 14 June 2023 the results distribution of satisfaction is

- o Satisfied 85%
- o Not-satisfied 15%

Bangladesh Bureau of Statistics (NSO) collects data at national level for SDG16.6.2 through Citizen Perception Household survey which going to be publish in the period of year 2021-2022 period.

## VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

DNCC has an official Facebook page <https://www.facebook.com/dncc.gov.bd> to interact with

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<sup>7</sup> Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: [https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement\\_Eng.pdf](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)



and engage people in e-government activities. DNCC also collect feedback from a mobile application-based platform

(<https://play.google.com/store/apps/details?id=com.shobardhaka.citizen&hl=en&gl=US>

). Apart from that, to enable citizens participation environment DNCC use government-wide GRS system (<http://www.grs.gov.bd/> )

## VII. Crisis/Emergency Response and Recovery

1. **Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.**

Yes, DNCC provides emergency supports in response to different emergencies through Hotline Number has been introduced to address citizens needs e.g. Hospital info, ambulance service, vaccination info, COVID-19 testing info and so on:

Hotline numbers:

1. 09602222333
2. 09602222334

DNCC added an additional tab (<http://www.dncc.gov.bd/> ) into the official website to take measures against Covid-19. Also, several intervention has been taken by DNCC

([http://www.dncc.gov.bd/site/view/monthly\\_reports/](http://www.dncc.gov.bd/site/view/monthly_reports/) )

Telemedicine Service for Covid-19 of Urban maternity hospitals under the Dhaka North City Corporation. Hotline Numbers: PA-1 Nari Maitri Magbazar-57314933, PA-2 Nari Maitri Mohammadpur-01311948432, PA-3 Nari Maitri Dhaka Ahsania Mission, Mirpur-0301596839. PA-5 UTPS Uttara-01314766545. Also, there a numbers of activities has been taken [http://www.dncc.gov.bd/sites/default/files/files/dncc.portal.gov.bd/monthly\\_report/e37b3026\\_e4e1\\_4823\\_b2ac\\_a73ace4309e5/2020-04-10-19-36-2f1a4313f2c774c96343eb776415207c.pdf](http://www.dncc.gov.bd/sites/default/files/files/dncc.portal.gov.bd/monthly_report/e37b3026_e4e1_4823_b2ac_a73ace4309e5/2020-04-10-19-36-2f1a4313f2c774c96343eb776415207c.pdf)

## VIII. Smart City and New Technologies

1. **Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.**

Yes,

- DNCC has implemented a digital platform named **ShobarDhaka Citizen Engagement & Management Platform**.
- This is the first step to achieve the vision of one stop citizen application under smart city initiative.
- From the app, citizens will be able to report their issues to DNCC in a total of 8 categories including Road, Mosquito, Street Light, Garbage, Public Toilet, Drainage, Illegal

Structure and Waterlog.

- The user will take a picture of the issue from the issue location (Automatic GPS Address Capture). Then by selecting the category of the issue, selecting the type of issue and submit the issue with relevant details.
- As soon as the issue is submitted, the issue with its exact GPS location is analyzed and according to DNCC Operation Map the issue is assigned to a Zone and Ward area Department Officer in charge.
- Users can track the solution of the submitted issues in 4 steps - Sent, Accepted, Investigated and Solution.
- Also citizens will get update within 24 hours about submitted problems from the solution counter for Priority services. Ex Manhole Cover Missing.
- Citizen can indicate the most emergency issue as priority issue in time of issue submission and emergency issues are solved as fast as possible.
- The app also has an emergency service section for women such as Emergency Alert sending location details with help message. Moreover, important number list for use in any emergency.
- From Dhaka Today feature, one can find and participate in the ongoing events, see weather forecast of Dhaka and also browse DNCC Facebook Page.
- Important locations like nearest bus stand, hospital, police station, pharmacy can be found in the Nearby Service section.
- DNCC officers have a separate Mobile and Web Platform to access citizen submitted grievances according to the role and permission assigned to them based on DNCC operation protocol.
- The Management system also can automatically escalate a pending citizen issue to the officer's next supervisor if left unattended. Thus, ensuring accountability to complete a task in a timeframe.
- Ratings in app from citizen for solution provided helps identify most performing officers and departments of DNCC.
- Moreover, DNCC Officers can easily monitor and export any statistical data, charts and issue heat map from Shobar Dhaka Management system.
- Till now the solution percentage of Shobar Dhaka Citizen Engagement and Management System is 86% (10 January 2021 - 22 May 2023).  
Total Number of Submitted Issues: 230020  
Total Solved Issues: 199744  
Percentage of Solution: 86%
- Citizens can easily download and use the mobile app from Google Play Store and Apple Play Store.

URL:

Shobar Dhaka Android App:

<https://play.google.com/store/apps/details?id=com.shobardhaka.citizen&hl=en&gl=US>

Shobar Dhaka citizen iOS App: <https://apps.apple.com/us/app/shobar-dhaka/id1546825556>

Shobar Dhaka citizen Web: <http://shobardhaka.com>

Shobar Dhaka Officer Management Portal: <https://shobardhaka.com/management>

Through the data collected from Smart City Application Shobar Dhaka Citizen Engagement and Management System, DNCC plans to churn out important analysis which includes identifying bottle necks and operation barriers in providing citizen services and improving citizen satisfaction of service received from DNCC.

URL: Shobar Dhaka Web Officer Management Portal: <https://shobardhaka.com/management>

**2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?**

Yes       No

**If Yes, please explain further and provide links.**

Smart Bangladesh ICT Masterplan 2041

<https://a2i.gov.bd/wp-content/uploads/2023/03/Smart-Bangladesh-ICT-Master-Plan-2041-Draft-PDF-1.pdf>

## IX. Contact and Additional Information

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- Organization: Dhaka North City Corporation (DNCC)
- Submission Date: 14.06.2023

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**Please select whichever applies:**

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

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Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2024.  
We appreciate your participation.