



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Bangladesh

Date Submitted (DD/MM/YYYY)

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government²** portal at the national level? If more than one, please list all.

National Portal (<https://bangladesh.gov.bd>; <https://a2i.gov.bd/wp-content/uploads/2019/03/National-Portal.pdf>) is the official e-Government Portal at the national level in Bangladesh. It is an e-architecture aimed at the creation of harmonized public websites that reduced the hassle, time and cost incurred by citizens in accessing and availing government information and service. Today the government's National Portal unites 46,500 government offices virtually, features detailed information on nearly 400 services from 36 ministries and hosts nearly 1653 government forms. Besides the National Portal, there are some other key e-Government portals as well and those include: Forms Portal (<http://www.forms.gov.bd/>), Service Portal (<https://services.portal.gov.bd/>), P2G Service Portal (<http://echallan.gov.bd/>), 5286 Digital Centres in one platform (Ek sheba- <http://eksheba.gov.bd/>), Utility Payment Platform (ek pay- <https://ekpay.gov.bd/#/home>), Teachers' Portal (<https://www.teachers.gov.bd/>; <https://a2i.gov.bd/wp-content/uploads/2019/03/Teachers-Portal.pdf>), etc. **More sites of the different** offices;

2. Please also provide **URLs** for below **specific portals**, if exists:
 - a. E-services³:

National Portal: <https://bangladesh.gov.bd>; Service Portal: <https://services.portal.gov.bd/>; Forms Portal: <http://www.forms.gov.bd/>; P2G Service Portal: <http://echallan.gov.bd/>; Ek sheba platform: <http://eksheba.gov.bd/>; Utility Payment Platform: <https://ekpay.gov.bd/#/home>; National Land Information and Service Portal: <https://land.gov.bd/>; Farmer's Portal: <http://krishi.gov.bd/>; Judicial Portal: <http://www.judiciary.org.bd/>; e-Court: <http://ecourt.gov.bd/>; Bangladesh Hajj Management Portal: <http://www.hajj.gov.bd/>; e-Ticketing Dashboard: <https://www.esheba.cnsbd.com/>; Multimedia Classroom Monitoring System: <http://mmcm.gov.bd/>; Digital Service Implementation Dashboard: <http://dsa.a2i.gov.bd/>; Health Information Dashboard: <http://103.247.238.81/webportal/pages/index.php>; Bangladesh public service commission <http://www.bpsc.gov.bd/>; Passport Application Portal <http://www.passport.gov.bd/>; Birth Registration Portal http://bris.lgd.gov.bd/pub/?pg=application_form; Police clearance portal <http://pcc.police.gov.bd:8080/apex/f?p=500:1>; Election commission Portal <https://services.nidw.gov.bd/>; All National e-Services link as of 2016: <http://data.gov.bd/dataset/national-e-service-list/resource/10a0232c-3138-4a01-97d7-ae9d991ce8b1>

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **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)

³ A specific portal where you can see the list of all online services available for the public

b. E-participation⁴:

ICT Policy (http://www.btrc.gov.bd/sites/default/files/ict_policy_2002_0.pdf)
Facebook pages for district Administration, Ministries and directorates. 333 Call centre <http://333.gov.bd/>; Public Service Innovation Bangladesh- a Facebook group of the civil servants: <https://www.facebook.com/groups/publicserviceinnovationblog/about/>; e-Court: <http://ecourt.gov.bd/>; Teachers' portal: <https://www.teachers.gov.bd/>; Digital Service Implementation Dashboard: <http://dsa.a2i.gov.bd/>; Health Information Dashboard: <http://103.247.238.81/webportal/pages/index.php>; Ek sheba platform: <http://eksheba.gov.bd/>; P2G Service Portal: <http://echallan.gov.bd/>; Social Media Guideline: (http://cabinet.portal.gov.bd/sites/default/files/files/cabinet.portal.gov.bd/notices/99747ec4_d562_4c1a_ab77_ea52c1060cf7/Social%20Media%20Guideline.pdf); 999: National Emergency service (<https://www.999.gov.bd/>), 106: Hot line for Anti-corruption, 3331: call center for Farmers participation

c. Open government data:

<http://data.gov.bd/>; Bangladesh Bureau of Statistics <http://redatam.bbs.gov.bd/binbgd/RpWebEngine.exe/Portal> Intermedia <http://inclusion.org/country/asia/bangladesh.html#data> ATAGlance World Bank Data <https://data.worldbank.org/country/bangladesh>

d. Public procurement:

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

e. Other major portals at the national level:

___ Bangladesh Trade Portal: <https://www.bangladeshtradeportal.gov.bd/>
Teenager's Portal: <http://konnect.edu.bd/>
e-Learning Platform: <http://www.muktopaath.gov.bd/>
Customs Service Portal: <http://customs.gov.bd/index.jsf#>
SDG Tracker: <http://www.sdg.gov.bd/>
CRVS Portal: <http://crvs.gov.bd/about/crvs-in-bangladesh>
Bangladesh National Digital Architecture: <https://nda.bcc.gov.bd/pages/services.php>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Ministry of Posts, Telecommunications and Information Technology- <https://ictd.gov.bd/>; Cabinet Division- <https://cabinet.gov.bd/>; Prime Minister's Office: <https://pmo.gov.bd/>; Ministry of Public Administration: <https://mopa.gov.bd/>; Local Government Division: <https://lgd.gov.bd/>; Planning Division- <https://plandiv.gov.bd/>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

Name:
Title:
Organization:
E-mail:

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

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

Phone: +88-02-8181547 (Office) and +88-01708501313

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

a. Planning and Development

Planning Division: <https://plandiv.gov.bd/> Rural Development and Co-operatives Division: <https://rdcd.gov.bd/>

b. Education

Ministry of Education: <https://moedu.gov.bd/>; Ministry of Primary and Mass Education: <https://mopme.gov.bd/> Technical and Madrasah Education Division: <http://tmed.gov.bd/> Secondary and Higher Education Division: <http://shed.gov.bd/> Bangladesh Bureau of Educational Information and Statistics: <http://data.banbeis.gov.bd/>

c. Health

Ministry of Health and Family Welfare: <http://www.mohfw.gov.bd/> DGHS: <http://www.dghs.gov.bd/index.php/en/> Health Service Division <https://hsd.gov.bd/>

d. Social Protection and Welfare

Ministry of Social welfare: <https://msw.gov.bd/> Ministry of Disaster Management and Relief: <https://modmr.gov.bd/#>
Ministry of Finance
https://mof.portal.gov.bd/sites/default/files/files/mof.portal.gov.bd/page/672e3d4d_09bb_4205_9afd_843de55481d1/Safety%20net_English_18-19.xl.pdf Ministry of Disaster Management and Relief: <https://modmr.gov.bd/>

e. Employment and Decent Work

Ministry of Labour and Employment: <https://mole.gov.bd> Bureau of Manpower, Employment and Training <http://www.bmet.gov.bd/>
Bangladesh public service commission: <http://www.bpsc.gov.bd/>; Ministry of Expatriates' Welfare and Overseas Employment: <https://probashi.gov.bd/> Skills Portal <http://skills.gov.bd/> Skills Connect <http://bdskills.gov.bd/> LICT <http://www.lict.gov.bd/>

f. Environment

Ministry of Environment, Forest and Climate Change and <https://moef.gov.bd/> Dept. of Environment <http://www.doe.gov.bd/> Forest Department <http://www.bforest.gov.bd/> Bangladesh Climate Change Trust <http://www.bcct.gov.bd/>

g. Energy/Water

Ministry of Power, Energy and Mineral Resources: <https://www.mpemr.gov.bd/> Ministry of Water Resources and <https://mowr.gov.bd/>
Electricity Bill Payment https://www.desco.org.bd/bangla/internet_bill_payment_b.php Bangladesh Rural Electrification Board <http://www.reb.gov.bd/>

h. Finance/Taxation

Ministry of Finance: <https://mof.gov.bd/> Securities and Exchange Commission <http://www.sec.gov.bd/> Bangladesh Bank <https://www.bb.org.bd/> Microcredit Regulatory Authority <http://www.mra.gov.bd/>
National Board of Revenue: <http://www.nbr.gov.bd/> Department of National Savings <http://www.nationalsavings.gov.bd/>
Bangladesh Customs <http://www.customs.gov.bd/index.jsf> Investment Corporation of Bangladesh <http://icb.gov.bd/zindex.php>

i. Industry/Trade

Ministry of Industries: <https://moind.gov.bd/> Ministry of Commerce: <https://mincom.gov.bd/> Department of Patents, Designs & Trademarks <http://www.dpdt.gov.bd/> Bangladesh Industrial Technical Assistance Center <http://www.bitac.gov.bd/> Bangladesh Chemical Industries Corporation <http://www.bcic.gov.bd/> Bangladesh Standards and Testing Institution <http://www.bsti.gov.bd/> Bangladesh Institute of Management <http://www.bim.gov.bd/> Bangladesh Small and Cottage Industries Corporation <http://www.bscic.gov.bd/>

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

Yes. There is a national development strategy incorporating the Sustainable Development Goals (SDGs) (National Sustainable Development Strategy
(http://plancomm.portal.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/7ab46c78_0eaf_4538_8fbf_33ec533e3d07/National-Sustainable-Development-Strategy.pdf)

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

Yes, there is a e-Government Master plan for Digital Bangladesh
[https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/ecbb5603_1eac_4bf0_99fe_628e9980c279/e-Government%20Masterplan%20for%20Digital%20Bangladesh_V6.0%20\(2\).pdf](https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/ecbb5603_1eac_4bf0_99fe_628e9980c279/e-Government%20Masterplan%20for%20Digital%20Bangladesh_V6.0%20(2).pdf)
In addition to that there is a Strategy which is known as the Strategic Priorities of Digital Bangladesh, popularly known as SPDB (https://a2i.gov.bd/wp-content/uploads/2017/11/4-Strategy_Digital_Bangladesh_2011.pdf)

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

The e-Government Master Plan for Digital Bangladesh ([https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/ecbb5603_1eac_4bf0_99fe_628e9980c279/e-Government%20Masterplan%20for%20Digital%20Bangladesh_V6.0%20\(2\).pdf](https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/ecbb5603_1eac_4bf0_99fe_628e9980c279/e-Government%20Masterplan%20for%20Digital%20Bangladesh_V6.0%20(2).pdf)) outlines the Vision, Strategies. The vision of e-Government is "e-Government for Digital Bangladesh". The goals are "Make Citizens' Lives Easier, Make Businesses Competitive, and Make Government Innovative". This master plan also reflects the findings of 53 Ministries and Divisions "Digital Service Implementation Plan 2021" which was supported by Digital Service Accelerator, a combined support unit of Cabinet Division and a2i, ICT Division

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

- digital identity
- digital certification/signature
- e-procurement
- digitally publishing government expenditure⁸
- data interoperability
- digital government as a right

- Right to information act 2009

http://infocom.portal.gov.bd/sites/default/files/files/infocom.portal.gov.bd/law/ec81a874_3b89_498c_92b5_be30da12af3c/Right%20to%20Information.pdf

Bangladesh eHealth Standards & Interoperability Framework

<http://www.dghs.gov.bd/index.php/en/home/84-english-root/ehealth-eservice/493-bangladesh-ehealth-standards-interoperability-framework>; Data Standard of Land Information and Service Framework

(<https://goo.gl/rNZ4dj>), APA Guideline: (<https://goo.gl/JJ7jAu>), Mobile Financial Services guideline

(https://www.bb.org.bd/aboutus/draftguinotification/guideline/mfs_final_v9.pdf); Copyright Act 2000

(<http://www.wipo.int/edocs/lexdocs/laws/bn/bd/bd016bn.pdf>), Patents and Design Act 1911

(<https://goo.gl/JwHPg2>), and ICT Act 2006 (http://bdlaws.minlaw.gov.bd/bangla_pdf_part.php?id=950);

National Cyber Security Strategy (http://www.dpp.gov.bd/upload_file/gazettes/10041_41196.pdf); Open

Government Data Strategy (<https://goo.gl/MXe2wm>); e-Government Interoperability Policy:

(<http://lict.gov.bd/pages/view/it-governance-policy>)

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

- Yes No

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

We conduct national level surveys to collect the usage statistics of e-Government services and share with the concerned public institutions. We publish the results on the website as well. Some of those survey results are available at: <https://a2i.gov.bd/wp-content/uploads/2018/12/A-TCV-Analysis-on-BKKB-General-Treatment-Grant.pdf>; <https://a2i.gov.bd/wp-content/uploads/2018/12/Complicated-disease-treatment-of-BKKB.pdf>; <https://a2i.gov.bd/wp-content/uploads/2018/12/A-TCV-Analysis-on-SMS-based-marriage-certification.pdf>; <https://a2i.gov.bd/resources-2/#1509040758652-89829088-b785>; http://www.sdg.gov.bd/uploads/pages/5989b62d98b4b_7_Voluntary-National-Review-VNR-2017.pdf; TIB Report: https://www.ti-bangladesh.org/beta3/images/2017/UDC/Full_Report_UDC_02122017.pdf

⁸ Related to SDG Indicator 16.6.1

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

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

a2i Programme has a dedicated Research Unit to conduct studies and surveys to measure the satisfaction of citizen on the e-Government and digital services in terms of analyzing the Time, Cost and visit needed by the citizen in availing services. The results are available in the official resource section and open for all at: <https://a2i.gov.bd/resources-2/>; <https://a2i.gov.bd/wp-content/uploads/2018/12/A-TCV-Satisfaction-survey-on-online-based-Utility-Bill-Payment-system-from-UDC.pdf>; https://a2i.gov.bd/wp-content/uploads/2018/11/TCV-Satisfaction-Survey-on-%E2%80%98Land-e-Porcha%E2%80%99-Service-from-UDC_An-Impact-Analysis.pdf; https://a2i.gov.bd/wp-content/uploads/2018/11/Final-report_Youth-loan-payment-through-DBBL-mobile-banking_Outcome-study.pdf; https://a2i.gov.bd/wp-content/uploads/2018/11/A-TCV-Satisfaction-Survey-on-Female-Service-Recipients-of-UDCs_Problem-and-Prospect-1.pdf; https://www.ti-bangladesh.org/beta3/images/2017/UDC/Full_Report_UDC_02122017.pdf; <https://a2i.gov.bd/resources-2/#1509042773213-1800e241-e6f5>; https://a2i.gov.bd/wp-content/uploads/2017/11/31-a2i_Success_Story_Book-2010.pdf;

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

The government uses social media at the national level to interact with and encourage people, particularly the civil servants in e-Government activities. All the government bodies of Bangladesh have their active Facebook page with the name of their own agencies (<https://www.facebook.com/groups/publicserviceinnovationblog/about/>). Posting new feeds of their intervention there and taking feedback from citizens is very common now. Also, Cabinet Division issued a social media guideline for all govt. officials: (http://cabinet.portal.gov.bd/sites/default/files/files/cabinet.portal.gov.bd/notices/99747ec4_d562_4c1a_ab77_ea52c1060cf7/Social%20Media%20Guideline.pdf). Use of social media to foster innovation in public service is evident at: <https://a2i.gov.bd/wp-content/uploads/2018/01/Social-Media-in-Public-Service-Innovation-1.pdf>; https://a2i.gov.bd/wp-content/uploads/2017/11/18-e-Participation_Barisal_Ensuring-e-Participation-2.compressed.pdf; <https://a2i.gov.bd/blog/public-service-innovation-social-media-and-green-revolution-in-trishal/>; <https://a2i.gov.bd/blog/reclaiming-a-river/>

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

In the e-Government Master Plan for Digital Bangladesh, emphasis has been given on the Artificial Intelligence, Big data and new and emerging technologies/ ICT Technologies to implement digital services.
[https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/ecbb5603_1eac_4bf0_99fe_628e9980c279/e-Government%20Masterplan%20for%20Digital%20Bangladesh_V6.0%20\(2\).pdf](https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/ecbb5603_1eac_4bf0_99fe_628e9980c279/e-Government%20Masterplan%20for%20Digital%20Bangladesh_V6.0%20(2).pdf). Bangladesh Computer Council (BCC- <http://bcc.gov.bd/>) has established a private Blockchain platform for the govt agencies. It will enable govt agencies to utilize the platform to ensure security of critical data/info. This private DLS (Distributed Ledger System) system intended to provide service to govt agencies (<http://bkiict.bcc.gov.bd/page/blockchain>). Moreover, BCC has developed a mobile app named as Blockchain Validator App (<https://play.google.com/store/apps/details?id=com.bcc.blockvalidator&hl=en>) which is a smart phone-based application software intended to prevent fraudulent practices or forgery related to assessment test/certificate/recruitment exam. Its purpose is to verify authenticity of certificate from BKIICT, admit card info issued from e-recruitment system. It's a very handy but powerful utility app for employer organization. In addition to that, a2i Programme has been working to leverage the potential of Big Data for SDGs and Data Analytics to strengthen the culture of evidence-based decision making for the citizen (<https://a2i.gov.bd/data-for-development/>). a2i's (<https://a2i.gov.bd/>) Innovation Lab, popularly known as iLab (<http://ilab.gov.bd/>) has been working on the smart city and augmented reality-related issues. Bangladesh Hi-Tech Park Authority <http://bhtpa.gov.bd/> Reve Systems (Chatbot Extension, Chatbot for Ecommerce Platform) <https://www.revesoft.com/> Fox- AI <http://fox-ai.com/> SoftBD-Ltd. <http://www.soft-bd.com/> HyperTag Solutions Ltd <http://www.hypertagsolutions.com/> Pi Labs Bangladesh Ltd. <https://www.pilabsbd.com/> Projukti Next <https://projuktinext.com/> Bangladesh Robotic Foundation <http://bdrf.org.bd/> Pipilika - Bangla Search Engine <https://www.pipilika.com/>

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

Yes, in Bangladesh, the Information and Communication Technology Division (<https://ictd.gov.bd/>) is the mandated government body to work particularly on the new technologies at the national level. Under the ICT Division, Bangladesh Computer Council (<http://bcc.gov.bd/>) and a2i Programme (<https://a2i.gov.bd/>) have been working on AI, BIG data, Robotics, virtual reality, IOT and smart cities. Since government has taken new agenda for next 5 years on building smart cities. The emphasis on the new and emerging technologies for the implementation of Digital Bangladesh has been reflected in the "e-Government Master Plan for Digital Bangladesh"
([https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/ecbb5603_1eac_4bf0_99fe_628e9980c279/e-Government%20Masterplan%20for%20Digital%20Bangladesh_V6.0%20\(2\).pdf](https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/ecbb5603_1eac_4bf0_99fe_628e9980c279/e-Government%20Masterplan%20for%20Digital%20Bangladesh_V6.0%20(2).pdf)) as well.

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

According to a study on the Digital Centres (<https://a2i.gov.bd/one-stop-shop-2/#1510318258673-86e9e595-5997>), around 96% citizens are satisfied with their last experience of taking online public services.
Study Report: <https://a2i.gov.bd/stories/tcv-satisfaction-survey-on-female-service-recipients-of-udcs-problem-and-prospect/>

18. What percentage of your GDP is allocated for ICT investment in the public sector?

Percentage: (If necessary, please explain further within 250 words).

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ 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

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

100%

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

100%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

Yes, Bangladesh bureau of statistics collect data for ICT use and access from household and individual level. Generally, BBS follows globally agreed core ICT indicators for Household and Individuals (<http://www.imisbbs.gov.bd/uploads/ICT%20Use%20Access%20Survey%202013file.pdf>) Besides, Bangladesh Telecommunication Regulatory Commission (BTRC) collects mobile and Internet subscriptions data of subscribers <http://www.btrc.gov.bd/data-statistics>

IX.

International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

Yes, Bangladesh is part of SSC4PSI Network (<http://www.asia-pacific.unsouthsouth.org/our-work/south-south-network-for-public-service-innovation/>) under UNOSSC. In addition to that, Bangladesh has been implementing a joint project with UN DESA on ICT4SDGs to strengthen capacity of public sector institutions in developing evidence- and data-based e-government policies to support the Sustainable Development Goals (SDGs) (<https://publicadministration.un.org/en/Capacity-Building/Projects/Evidence-based-e-government-policies-in-support-of-the-Sustainable-Development-Goals>). Besides, in collaboration with e-Government Leadership Centre (<https://www.iss.nus.edu.sg/centres-of-excellence/e-government-leadership-centre>) of National University of Singapore a 2-year initiative on data analytics for entire government is ongoing. Moreover, Bangladesh has started working with the UN Project Office on Governance (UNPOG) Korean government on Advancing E-Governance Development for the Implementation of the 2030 Agenda for Sustainable Development (http://unpog.org/page/sub4_2_tab_introduction.asp?tb_Symposium_sn=3). a2i Programme has initiated discussion with the UN ESCAP to implement data analytics and visualization in support of SDGs to foster evidence-based decision making in Bangladesh. Bangladesh has been working with ITU to develop ICT indicators for achieving the SDGs and a member of the ITU Task Group on ICT for SDGs (https://www.itu.int/en/ITU-D/Statistics/Documents/partnership/TaskGrouponICT4SDGs_TOR_21Sept.pdf)

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?

Yes, through the South-South cooperation (<https://a2i.gov.bd/wp-content/uploads/2018/01/South-South-Triangular-Cooperation.pdf>) Network (<https://a2i.gov.bd/ssc-2/>), Bangladesh has been working with Fiji, Peru, Somalia, Uganda, Ethiopia, Nepal, Maldives and some other countries on e-Government initiatives (https://a2i.gov.bd/wp-content/uploads/2017/12/3-SS-in-Action-Citizen-friendly-Public-Service-Innovation-in-Bangladesh_Inside-Low.pdf).

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

Yes, Under Prime Minister's Office of Bangladesh, Public Private Partnership Authority has been implementing joint projects/initiatives focusing on infrastructure and e-government as well. <https://www.pppo.gov.bd/projects.php>

X.

Contact and Additional Information

Name: Dr. Ramiz Uddin

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Email: ramiz.uddin@a2i.gov.bd

Organization: a2i Programme, ICT Division and UNDP Bangladesh

1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- 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:

Please explain further (Max 250 words).

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other:

Please explain further (Max 250 words).

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.