

Respondent



93

Anonymous



569:04
Time to complete



1. Country name *

Bangladesh

Contact information

2. Your name *

N M Zeaul Alam

3. Title *

Senior Secretary

4. Organization *

Information and Communication Technology Division, Government of the People's Republic of Bangladesh

5. Email *

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.

A. Institutional / Organizational Framework

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

Note: E-government and digital government are used interchangeably in this Questionnaire.

National Portal is the official e-government portal at the national level. 53,000+ offices are connected in this web portal; <https://bangladesh.gov.bd/> Also, there are more e-gov portals for policies and laws <https://policy.gov.bd> <http://bdlaws.minlaw.gov.bd/>

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

All e-services:

https://bangladesh.gov.bd/site/view/all_eservices_in_bangladesh/%E0%A6%B8%E0%A6%95%E0%A6%B2-%E0%A6%87-%E0%A6%B8%E0%A7%87%E0%A6%AC%E0%A6%BE Umbrella platform of government e-services: <https://www.mygov.bd/> One stop payment solution for government services <https://ekpay.gov.bd/#/home> Land: <https://land.gov.bd/> Health: <https://www.dghs.gov.bd/index.php/bd/> Law enforcement: <https://www.police.gov.bd/> E-

voucher: <http://echallan.gov.bd/> E-service through Call helpline:
<https://www.999.gov.bd/call-centers>

9. Please provide link(s) for portal(s) providing following services/features:
- E-participation or similar *

Online platform for Central Grievance Remedies: <http://www.grs.gov.bd/> Citizen portal for Government Procurement: <https://citizen.cptu.gov.bd/> E-participation portal: www.janatarsarkar.gov.bd

10. Please provide link(s) for portal(s) providing following services/features:
- Open government data

Open Data Portal: <http://data.gov.bd/> SDG Portal: <https://www.sdg.gov.bd/>

11. Please provide link(s) for portal(s) providing following services/features:
- Public procurement

National E-procurement Portal: <https://www.eprocure.gov.bd/>

12. Please provide link(s) for portal(s) providing following services/features:
- Others (if any)

E-learning portal: <https://www.muktopaath.gov.bd/> Adolescent portal:
<http://konnnect.edu.bd/> Skills portal: <http://skills.gov.bd/>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Information and Communication Technology Division <https://ictd.gov.bd/> Posts and Telecommunications Division <https://ptd.gov.bd/> Cabinet Division <https://cabinet.gov.bd> Bangladesh Telecommunication Regulatory Commission (BTRC) <http://www.btrc.gov.bd/>

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

N M Zeaul Alam

16. Title *

Senior Secretary

17. Organization *

ICT Division

18. Email *

secretary@ictd.gov.bd

Multiple and/or networked CIOs or equivalent across Government

Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

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

Sectoral agencies/departments/ministries

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

21. Planning/development *

Planning Division: <https://plandiv.gov.bd/> Statistics and Informatics Division
<https://sid.gov.bd/> Implementation Monitoring & Evaluation Division <https://imed.gov.bd/>
 Planning Commission <https://planning.gov.bd/> Finance Division <https://mof.gov.bd/>
 Economic Relations Division <https://erd.gov.bd/> Local Government Division
<http://www.lgd.gov.bd/> Rural Development and Cooperative Division <https://rdcd.gov.bd/>
 Bangladesh Bureau of Statistics <http://www.bbs.gov.bd/> Ministry of Agriculture
<https://moa.gov.bd/> Ministry of Power Energy and Resources <https://www.mpemr.gov.bd/>

22. Education *

Ministry of Education a. Secondary and Higher Education Division <http://shed.gov.bd/> •
 Bangladesh Bureau of Educational Information and Statistics <http://www.banbeis.gov.bd/> •
 Directorate of Secondary and Higher Education (DSHE) <http://www.dshe.gov.bd/> b. Technical

and Madrasah Education Division <http://tmed.gov.bd/> • Directorate of Technical Education <http://www.techedu.gov.bd/> Ministry of Primary and Mass Education <https://mopme.gov.bd/> • Directorate of Primary Education <http://www.dpe.gov.bd/> • Bureau of Non-Formal Education (BNFE) <http://www.bnfe.gov.bd/> • National Academy for Primary Education (NAPE) <http://www.nape.gov.bd/> University Grants Commission <http://www.ugc.gov.bd/>

23. Health *

Ministry of Health and Family Welfare a. Health Services Division <https://hsd.gov.bd/> • Director General Health Services <https://dghs.gov.bd/> • Directorate General of Drug Administration (DGDA) <http://www.dgda.gov.bd/> b. Medical Education and Family welfare Division <https://mefwd.gov.bd/> • Directorate General of Family Planning <http://www.dgfp.gov.bd/> Ministry of Women and Children Affairs <https://mowca.gov.bd/>

24. Social Welfare (social inclusion, social protection, etc.) *

Prime Minister's Office (Ashrayan 2 & 3 project) <http://www.ashrayanpmo.gov.bd/> Cabinet Division <https://cabinet.gov.bd/> Ministry of Social Welfare <https://msw.gov.bd/> Ministry of Liberation War Affairs <https://molwa.gov.bd/> Ministry of Disaster Management and Relief <https://modmr.gov.bd/> Ministry of Women and Children Affairs <https://mowca.gov.bd/> Health Services Division <https://hsd.gov.bd/> Local Government Division <http://www.lgd.gov.bd/> Rural Development and Cooperative Division <https://rdcd.gov.bd/> Ministry of Water Resources <https://mowr.gov.bd/> Planning Division <https://plandiv.gov.bd/> Ministry of Fisheries and Livestock <https://mofl.gov.bd/> Ministry of Chittagong Hill Tracts Affairs <https://mochta.gov.bd/> Finance Division <https://mof.gov.bd/> Financial Institutions Division <https://fid.gov.bd/> Ministry of Food <https://mofood.gov.bd/> Ministry of Agriculture <https://moa.gov.bd/> Ministry of Primary and Mass Education <https://mopme.gov.bd/> Secondary and Higher Education Division <http://shed.gov.bd/> Technical and Madrasah Education Division <http://tmed.gov.bd/> Ministry of Environment, Forest and Climate change <https://moef.gov.bd/> Ministry of Youth and Sports <https://moysports.gov.bd/> Ministry of Law, Justice and Parliamentary Affairs <https://minlaw.gov.bd/>

25. Employment and Labour *

Ministry of Labour and Employment <https://mole.gov.bd/> Ministry of Expatriates' Welfare and Overseas Employment <https://probashi.gov.bd/> Bureau of Manpower, Employment and Training <http://www.bmet.gov.bd/> Department of Youth <http://www.dyd.gov.bd/>

26. Environment *

Ministry of Environment Forest and Climate Change <https://moef.gov.bd/> Department of Environment <http://www.doe.gov.bd/> Bangladesh Climate Change Trust <http://www.bcct.gov.bd/> Ministry of Disaster Management and Relief <https://modmr.gov.bd/>

27. Justice *

Ministry of Law, Justice and Parliamentary Affairs a. Law and Justice Division <https://lawjusticediv.gov.bd/> b. Legislative and Parliamentary Affairs Division <https://legislatediv.gov.bd/> Supreme Court of Bangladesh <http://www.supremecourt.gov.bd/web/> e-court: <http://ecourt.gov.bd/>

28. Economy/finance *

Ministry of Finance a. Internal Resources Division <https://ird.gov.bd/> b. Economic Relations Division <https://erd.gov.bd/> c. Finance Division <https://mof.gov.bd/> d. Financial Institutions Division <https://fid.gov.bd/> Bangladesh Bank <https://www.bb.org.bd/en/index.php> Bangladesh Securities and Exchange Commission <https://www.sec.gov.bd/> National Board of Revenue <https://www.nbr.gov.bd/>

29. Industry/trade *

Ministry of Industries <https://moind.gov.bd/> Ministry of Commerce <https://mincom.gov.bd/> Trading Corporation of Bangladesh (TCB) <http://www.tcb.gov.bd/> Export Promotion Bureau <http://www.epb.gov.bd/> Bangladesh Investment Development Authority (BIDA) <http://bida.gov.bd/> Bangladesh Economic Zones Authority (BEZA) <https://www.beza.gov.bd/> Public Private Partnership Authority (PPPA) <http://www.pppo.gov.bd/>

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

Yes

No



Other

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

• Covid-19 Vaccine registration platform <https://surokha.gov.bd/> • Corona Info (<https://corona.gov.bd/>) provides comprehensive information on the COVID-19 pandemic. Public can get information about all the health services available for COVID-19 such as contact tracing, testing, telehealth service, vaccination, emergency ambulance service, information of hospital capacity etc. • COVID-19 National Dashboard (<http://dashboard.corona.gov.bd/>) to provide important data-driven information to the policy makers and to make data driven decisions COVID-19 National Dashboard has been developed. The dashboard is assisting Prime Minister's Office, Cabinet Division, Health Ministry and field administration at Division, district levels to take prompt, needs-based and high-impact interventions to help citizens to mitigate the effects of COVID-19 pandemic. Coronavirus COVID-19 Dashboard by Directorate General of Health Services Link: <http://103.247.238.92/webportal/pages/covid19.php> • Covid-19 Report download system <https://covid19reports.dghs.gov.bd/> • Live Corona Test <https://livecoronatest.com/> • COVID-19 Scenario & Trend analysis dashboard by Institute of Epidemiology, Disease Control and Research (IEDCR) Bangladesh <https://covid19bd.idare.io/> • Corona Tracer BD <https://play.google.com/store/apps/details?id=com.shohoz.tracer&hl=en&gl=US>

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *



Yes



No

33. Please provide link and detail.

For the fiscal year (2020-21) government has allocated budget and declared a number of stimulus packages to support the emergency healthcare services, to protect jobs and to achieve smooth economic recovery. The economic recovery packages declared so far has

totalled Tk. 1,03,117 crore. (source: Budget speech, page no. 4-8)
http://www.parliament.gov.bd/images/pdf/budget/budget_2020_2021/en-speech-20-21.pdf

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

35. Please provide link and detail.

ICT Division, Government of Bangladesh has developed a Post Covid-19 National ICT roadmap as a digital strategy for recovery and allocation of public resources
[https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/page/6c9773a2_7556_4395_bbec_f132k-Covid-19 National ICT Roadmap_compressed.pdf](https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/page/6c9773a2_7556_4395_bbec_f132k-Covid-19%20National%20ICT%20Roadmap_compressed.pdf) Also, Sector specific Post Covid-19 National ICT Roadmap (Draft) has been developed.
<https://ictd.portal.gov.bd/site/page/d05a8088-8272-49b4-883c-1698796dce3e/%E0%A6%96%E0%A6%B8%E0%A7%9C%E0%A6%BE-%E0%A6%86%E0%A6%87%E0%A6%A8-%E0%A6%93-%E0%A6%AC%E0%A6%BF%E0%A6%A7%E0%A6%BF->

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

37. If yes, please provide link and detail.

Rights to information Act, 2009 <http://bdlaws.minlaw.gov.bd/act-1011.html> Also, 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_9cb
Public Interest Information Disclosure (Protection) Act, 2011
<http://bdlaws.minlaw.gov.bd/act-1072.html?lang=en> Information commission introduced
several law and policies as well <http://www.infocom.gov.bd/site/view/law/->

38. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

39. If yes, please provide link and detail.

There are different policies/law and strategies taken to protect data privacy and proper safeguard • Digital security Act 2018
https://ictd.gov.bd/sites/default/files/files/ictd.portal.gov.bd/law/e883dda8_4ee4_4f4f_89f2_3d50685ebd3f
• Digital Security Rules 2020
https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/bdb0a706_e674_4a40_a8a8_7cfccf10-16-17-08-66d778e039591e0aa7302996e47f7216.pdf • Data loss prevention policy 2020 (Draft)
https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/bdb0a706_e674_4a40_a8a8_7cfccf10-20-00-18-b1b33f0c11fb8d9bfb8d404fe9c7f4a3.pdf • Information Security Policy Guideline https://www.cirt.gov.bd/wp-content/uploads/2019/11/information_Security_Policy_Guideline_Gazet.pdf

40. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

41. If yes, please provide link and detail.

• Digital Security Act 2018
https://ictd.gov.bd/sites/default/files/files/ictd.portal.gov.bd/law/8bdd2ce4_e51f_4599_81cd_37d5175729d
• Digital Security Rules 2020
https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/bdb0a706_e674_4a40_a8a8_7cfccf10-16-17-08-66d778e039591e0aa7302996e47f7216.pdf • National Cybersecurity Strategy 2014

No

47. If yes, please provide link and detail.

• Public Procurement Act 2006 <https://cptu.gov.bd/procurement-policy-and-procedure-documents/procurement-act.html> • Public Procurement rules 2008
<https://cptu.gov.bd/procurement-policy-and-procedure-documents/procurement-rules.html>

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

49. If yes, please provide link and detail.

• Budget Management Act 2009
https://mof.portal.gov.bd/sites/default/files/files/mof.portal.gov.bd/page/311e440e_4ad0_4c97_8a7e_e727
• Finance Act 2020 https://nbr.gov.bd/uploads/acts/Finance_Act_2020.pdf

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

51. If yes, please provide link and detail.

• National ICT Policy, 2018 (Chapter 3; 3.1.5 Page 17)
https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/31ac714d_80cc_4ba7_9fa2_5030072018.pdf • Bangladesh National Digital Architecture Guideline 2019
[https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/48ed2285_6a4c\(3\).pdf](https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/48ed2285_6a4c(3).pdf) • Digital Certificate Interoperability guideline, 2018

https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/444c4d61_11a0-42ba-afbd-cee63a5a1ea9/%E0%A6%A8%E0%A6%BE%E0%A6%97%E0%A6%B0%E0%A6%BF%E0%A6%95%E0%A7%87%E0%A6%AE%E0%A7%8C%E0%A6%B2%E0%A6%BF%E0%A6%95%E0%A6%89%E0%A6%AA%E0%A6%BE%E0%A6%A4%E0%A7%8D%E0%A6%A4%E0%A6%95%E0%A6%BE%E0%A6%A0%E0%A6%BE%E0%A6%AE%E0%A7%8B-Citizen-Core-Data-Structure-CCDS-Version-31

52. Is there any legislation, law or regulation on open government data? *

Yes

No

53. If yes, please provide link and detail.

Open Data Strategy

https://sid.portal.gov.bd/sites/default/files/files/sid.portal.gov.bd/notices/e1531b3c_460d_49a6_82bf_36b9

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

55. If yes, please provide link(s) and detail(s).

• National Strategy for Robotics

https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/bf2f982d_d096_

• National Internet of Things Strategy Bangladesh

https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/8530d019_002a_

• National Strategy for Artificial intelligence Bangladesh

https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/c2fafbbe_599c_4%20Bangladesh%20.pdf

• National Blockchain Strategy: Bangladesh

https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/00560d42_fc92_

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

Yes

No

59. Please provide link and detail.

The updated national e-government strategy consists of the following documents: 1.
National ICT Policy 2018

https://ictd.gov.bd/sites/default/files/files/ictd.portal.gov.bd/policies/0b508068_d74f_45a1_864a_516536af
 2. e-Government Master Plan 2019
 (https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/publications/3f9cd471_9905_4122_96e05-24-15-54-43f3d2b8b4523b5b62157b069302c4db.pdf). 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_7556_4395_bbec_f132k19%20National%20ICT%20Roadmap_compressed.pdf 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). the national e-government strategy is guided by the following national development plans:
 1. 6th 5-year plan (2010-2015) pages 19-20
http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/83300734_9ba4_4a36_Final-Part-1.pdf 2. 7th 5-year plan (2016-2020) Chapter-12; page 555-594 :
http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/ae61c03_3c11_4e89_9
 3. 8th 5-year plan (2020-2025) pages 651-684:
http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/68e32f08_13b8_4192_02-03-17-04-ec95e78e452a813808a483b3b22e14a1.pdf 4. Long term perspective plan (2010-2021) pages 54-57:
http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/8d86299a_4a96_463d_2021.pdf 5. Long term perspective plan (2021-2041) pages 143-166:
http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/10509d1f_aa05_4f93_908-31-16-08-8f1650eb12f9c273466583c165a315a4.pdf

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

61. Please provide link and detail.

The national e-government strategy is guided by the National Sustainable Development Strategy
 (http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/7ab46c78_0eaf_4538_Sustainable-Development-Strategy.pdf). The following document shows the mapping of Ministries by targets in the implementation of SDGs aligning with 7th Five Year Plan (2016-20):
http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/19da51a5_b571_4158_Handbook-Mapping-of-Ministries_-targets_-SDG_-7-FYP_2016.pdf Also the present 8th 5-year plan (2020-2025) aligned with the SDGs:
http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/68e32f08_13b8_4192_02-03-17-04-ec95e78e452a813808a483b3b22e14a1.pdf

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

63. Please provide link and detail.

the national e-government strategy

https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/publications/3f9cd471_9905_4122_96ee05-24-15-54-43f3d2b8b4523b5b62157b069302c4db.pdf) is aligned with the sub-national/local e-government development strategy in the following places: 1. Section 4.2.3 (page 37) 2. Section 5.3 (page 43) 3. Appendix 1 (page 200-207)

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

65. Please provide link and detail.

E-Government Master plan explains about Grievance Redress System (GRS) Innovation as a Central e-Participation Portal including civil proposal, policy discussion, and corruption reporting (page-168)

https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/publications/3f9cd471_9905_4122_96ee05-24-15-54-43f3d2b8b4523b5b62157b069302c4db.pdf National ICT Policy, 2018 (https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/31ac714d_80cc_4ba7_9fa2_503002018.pdf) makes specific reference to e-participation , engagement and digital inclusion in the following pages: 1. Section 3.1.3 (page 16) 2. Section 3.3.1, 3.3.2, 3.3.4 (page 17) 3. Section 3.3.6 (page 18) 4. Annex: Action item 1.2.8 (page 24) 5. Annex: Action item 3.1.2 (page 33) 6. Annex: Action item 3.1.6 (page 34) 7. Annex: section 3.4, 3.6 (page 37)

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes No

67. Please provide link and detail.

E-Government Master plan demonstrates about National Data Center as a data warehouse and Data analysis platform (page-248 & 249)

https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/publications/3f9cd471_9905_4122_96ee05-24-15-54-43f3d2b8b4523b5b62157b069302c4db.pdf National ICT Policy, 2018

(https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/31ac714d_80cc_4ba7_9fa2_503002018.pdf) makes specific reference to a national data governance framework in following places: 1. Section 3.1.5 (page 17) 2. Annex: Action item 1.51.-1.5.8 (page 26-27)

68. Does the national e-government strategy make specific reference to national digital identity? *

 Yes No

69. Please provide link and detail.

E-Government Master plan makes reference to Resident Registration System / Digital identity (Page- 175)

https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/publications/3f9cd471_9905_4122_96ee05-24-15-54-43f3d2b8b4523b5b62157b069302c4db.pdf

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

 Yes No

71. Please provide link and detail.

In regard to the strategy for e-government, Government services will be made available through e-government. The Government should prioritize the services that they will initially offer online, such as (i) revenue collection, (ii) improved financial management, and (iii) creation of a better investment environment.

http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/8d86299a_4a96_463d_2021.pdf (page-56)

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

73. Please provide link and detail.

The national e-government strategy specifies ensuring e-services at the door steps and the fingertips of citizen and simplification of all services. Based on these action items, the myGov platform was launched by the honorable Prime Minister in January 2020. MyGov manual specifies the data-once-only principle. <https://www.mygov.bd/myGov-digitization-manual.pdf>

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

In reference to SPDP and e-government master plan, different strategies have been developed and taken for the use of new/emerging technologies such as artificial intelligence, robotics, blockchains, Internet of Things. National ICT Policy, 2018 (https://bcc.portal.gov.bd/sites/default/files/files/bcc.portal.gov.bd/page/31ac714d_80cc_4ba7_9fa2_503002018.pdf) makes specific reference to the new/emerging technologies in the following pages: 1. Annex: Action item 1.1.9 (page 23) 2. Annex: Action item 4.5.2 (page 45) 3. Annex: Action item 6.3.12 (page 53) 4. Annex: Action item 8.1.5, 8.2.1 (page 58) 5. Annex: Action

item 8.2.2 (page 59) 6. Annex: Action item 8.2.26 (page 63) National Strategy for Artificial intelligence Bangladesh

https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/c2fabbbe_599c_4%20Bangladesh%20.pdf

76. Robotics - please provide link and detail:

National Strategy for Robotics

https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/bf2f982d_d096_

77. Blockchains - please provide link and detail:

National Blockchain Strategy: Bangladesh

https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/00560d42_fc92_

78. 5G - please provide link and detail:

79. Internet of Things (IoT) - please provide link and detail:

National Internet of Things Strategy Bangladesh

https://ictd.portal.gov.bd/sites/default/files/files/ictd.portal.gov.bd/legislative_information/8530d019_002a

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

82. Please provide link and detail.

National e-government strategy aligned to following global guidelines/recommendations/goals • Report of the Secretary-General Roadmap for Digital Cooperation (https://www.un.org/en/content/digital-cooperation-roadmap/assets/pdf/Roadmap_for_Digital_Cooperation_EN.pdf) • OECD Digital Government Policy Framework https://www.oecd-ilibrary.org/governance/the-oecd-digital-government-policy-framework_f64fed2a-en;jsessionid=C0s_064bnQYR5kUPe3Rr0TO2.ip-10-240-5-139 • eGovernment Action Plan of EU <https://digital-strategy.ec.europa.eu/en/policies/egovernment-action-plan> • UN e-government Survey (<https://www.un.org/development/desa/publications/publication/2020-united-nations-e-government-survey>) covers thematic areas such as e-participation, data governance and capacities for digital transformation

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

Yes, to some limited extent. The Perspective Plan 2041 (http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/10509d1f_aa05_4f93_08-31-16-08-8f1650eb12f9c273466583c165a315a4.pdf) and Delta Plan 2100 (<http://www.plancomm.gov.bd/site/files/fd6c54f6-dfab-4c71-b44a-e983ffd2bdee/->) have used some foresight tools to plan possible future scenarios and do some back-casting to build alternative pathways. The Ministry of Education and a2i have used foresight tools to build alternative education scenarios for future education paradigm: <https://a2i.gov.bd/publication/education-in-bangladesh/>

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes No

86. Please provide link and detail.

Regulatory FinTech Facilitation Office (RFFO) under Central Bank of Bangladesh facilitates interested innovative FinTech ideas to apply for Pilot project and provide related regulatory assistance to the participants e.g.: The Central Bank (Bangladesh Bank) has conducted a number of policy experimentation using sandbox to develop e-KYC for citizens which provided significant support for new forms of social safety nets for the 'new poor' during the pandemic. <https://www.bb.org.bd/en/index.php/financialactivity/paysystems#rffo> To ensure leaving no business behind, Government is conducting policy experimentation for simplification and digitization of services through physical access points (Digital Centres) complemented with entrepreneurs' and introducing regulatory sandbox for an aggregated portal to enable CMSMES access to multiple platforms with resources and partners. Also, working on regulatory sandbox for innovation PPP arrangement and business model to make broadband affordable including partnership with global initiatives such Giga by ITU and UNICEF. <https://www.unescap.org/events/2021/sensitization-workshop-frontier-technology-policy-experimentation-and-regulatory>
<https://www.unescap.org/sites/default/d8files/event-documents/Digital%20Acceleration%20of%20CMSMEs%2C%20Leaving%20no%20business%20behind%2C>
Recently, new policy experimentation is being conducted to 1) develop unique business ID to uniquely identify businesses, with a particular focus on cottage, micro, small and medium enterprises (CMSME), for access to e-services, digital finance, e-marketplaces and digital skills, 2) establish public private partnerships to ensure broadband equity for underserved students, patients, women, indigenous population and other marginalized communities, 3) develop blockchain based solutions for land records, educational certificates, and other government-issued documents to reduce corruption.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

 Yes No

88. If yes, please provide link and detail.

National ICT Policy 2018 Chapter 3 (3.3) and Action Plan 3.1 and 3.2

https://ictd.gov.bd/sites/default/files/files/ictd.portal.gov.bd/policies/0b508068_d74f_45a1_864a_516536af

89. Is there a national e-participation policy/strategy or similar? *

Yes

No

90. If yes, please provide link and detail.

In National ICT Policy 2018, action Plan 3.4 prescribes that government will ensure citizens access to e-consultation in policy decision making and as well as will ensure interaction about the government services

(https://ictd.gov.bd/sites/default/files/files/ictd.portal.gov.bd/policies/0b508068_d74f_45a1_864a_516536a

• All 64 districts headquarter, and all 492 sub-districts headquarter offices use social media as a tool for e-participation. Many of the 5000 or so social media pages in the government also do the same thing reaching out to over 2million people. • There is a Grievance Redress System Guidelines (grs.gov.bd/assets/grs_guideline.pdf) 2015 (Revised 2018) to report citizens' dissatisfaction or opinion about the government service and the promised service of the underwriters/agencies, service delivery methods and the quality of services or products through GRS portal • Perspective plan (2010-2021) demonstrates the priorities in ICT strategy and e-participation in decision making identified as one of the key priorities for the implementation of Digital Bangladesh Agenda.

http://www.plancomm.gov.bd/sites/default/files/files/plancomm.portal.gov.bd/files/8d86299a_4a96_463d_2021.pdf (Chapter-7; Paragraph 7.3 -7.5; Page 56-57) • Also, Cabinet Division disseminated a

guideline on the use of social media platform for addressing citizens query

https://cabinet.gov.bd/sites/default/files/files/cabinet.portal.gov.bd/policies/c3e4b70e_e43a_4ccb_bb61_b4 (Paragraph-8, clauses b and d)

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

Connectivity: The Domestic Network Coordination Committee chaired by the Principal Secretary to the Hon'ble Prime Minister facilitated creation of a Rural Connectivity Guidelines which allowed public-private partnerships for fibre optic network expansion across the country. • Connecting remote areas for underserved citizens: o Union Digital Centres with women entrepreneurs: <http://dcms.e-service.gov.bd/> o InfoSarker-3 (<https://bcc.gov.bd/site/page/2a07b83d-012a-48cc-b073-7e45aebec117/Info-Sarker>) is a direct result of that policy and covered 2,600 of the 4,500 Union Councils in the country covering the underserved. o Digitalization of Island, Haor and Beel (http://doict.gov.bd/sites/default/files/files/doict.portal.gov.bd/files/9b981b12_4e3e_48c8_a4d9_1ac8fc9f6112-29-11-56-03bc146da5cce6925a45cfcb83f0bfb3.pdf) o Digital Moheshkhali <https://www.dhakatribune.com/bangladesh/nation/2020/02/07/moheshkhali-textbook-example-of-digital-revolution-in-the-country> • Persons with disability: National Web Accessibility Guideline <https://cutt.ly/gmyT6MU> • Women: She Power Project (Sustainable Development for Women through ICT) • Indigenous population: <https://bcc.gov.bd/site/page/963da98f-5c6b-4b71-90ab-2a3a49d4b686/>

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

94. If yes, please provide link and detail.

(1) Welfare Grant Online Application <http://www.welfaregrant.gov.bd/> (2) Disability Information System <https://www.dis.gov.bd/> (3) Training for Women <http://www.proshikkhonbatayon.gov.bd/> (4) Digital Platform for Adolescence <https://play.google.com/store/apps/details?id=com.riseuplabs.adolescentapp> <http://adolescentclub-bd.com/> Innovations: (1) Accessible Dictionary <https://accessibledictionary.gov.bd/> (2) Multimedia Talking Book <https://a2i.gov.bd/disability/> (3) Smart White Cane <https://ilab.gov.bd/projects/smart-white-cane/>

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

96. If yes, please provide link and detail.

The 50% female participation in the Digital Centre Entrepreneurship in 5000+ locations, mostly rural, enable women to benefit from e-information, e-consultation and, increasingly e-decision making <https://a2i.gov.bd/one-stop-shop-2/#1510318258673-86e9e595-5997333> as a National helpline halting social problems. Many under-aged girls have saved themselves from the curse of child marriage. <http://333.gov.bd/333website/stories2.php> 109 help line of the Ministry of Women and Children affairs, enabling an environment to report against violence for taking legal actions (page 27) https://mowca.gov.bd/sites/default/files/files/mowca.portal.gov.bd/annual_reports/a4ecfe89_e053_47d9_819_compressed.pdf <http://www.janatarsarkar.gov.bd>

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

98. If yes, please provide link and detail.

- Sheikh Kamal IT Training & Incubation Center project <http://bhtpa.gov.bd/site/page/c10a39bb-f846-47d1-b1f5-020e7c07aa37/-> • Empowerment of Persons with Disabilities Including NDD Through ICT <https://epwdict.com/> • "Sheikh Russel Digital Lab" is a flagship project of the Government of Bangladesh for meeting the demand of Digital Bangladesh aligned with SDG and for strengthening institutional capacity ensuring the quality of education by the highest use of ICT <http://sheikhrusseldigitallab.gov.bd/> • On going project by Ministry of Women and Children affairs <https://mowca.gov.bd/site/page/14d8ed27-2ea6-466d-8ba0-3e46a44a1e41/%E0%A6%9A%E0%A6%B2%E0%A6%AE%E0%A6%BE%E0%A6%A8-%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%95%E0%A6%B2%E0%A7%8D%E0%A6%AA>
- On-going project by Ministry of Youth and Sports <https://moysports.gov.bd/site/page/184a2f75-7091-4f65-ace4-c2d6aba995d7/%E0%A6%9A%E0%A6%B2%E0%A6%AE%E0%A6%BE%E0%A6%A8-%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%95%E0%A6%B2%E0%A7%8D%E0%A6%AA%E0%A6%BE>
- On-going projects by Department of Technical Education <http://www.tmed.gov.bd/site/page/1c0b51ed-236e-498e-aa2e-8ed60c9cd698/%E0%A6%95%E0%A6%BE%E0%A6%B0%E0%A6%BF%E0%A6%97%E0%A6%B0%E0%A6%B%E0%A6%B6%E0%A6%BF%E0%A6%95%E0%A7%8D%E0%A6%B7%E0%A6%BE-%E0%A6%85%E0%A6%A7%E0%A6%BF%E0%A6%A6%E0%A6%AA%E0%A7%8D%E0%A6%A4%E0%A6%B0>

- Master plan for ICT in Education

<https://basis.org.bd/public/files/policy/5e1651f4abac2ICT%20in%20Education%20Master%20Plan%20Revi2019.pdf>

99. Does the Government use any social media platform(s)? *

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Each ministry has a Facebook page to interact with citizens and service recipients e.g.: • Ministry of foreign Affairs <https://www.facebook.com/mofadhaka/> • ICT Division: <https://www.facebook.com/ictdivisionbd> • Bangladesh Computer Council <https://www.facebook.com/bcc.ict> • LICT Bangladesh <https://www.facebook.com/lictblangladesh> • Central Procurement Technical Unit (CPTU) https://www.facebook.com/CPTU.gov.bd/?_rdc=2&_rdr • Directorate General of Health Services: <https://www.facebook.com/dghsbd> • Directorate of Secondary and Higher Education <https://www.facebook.com/dshe.moebd> • Bureau of Manpower, Employment and Training (BMET) <https://www.facebook.com/www.bmet.gov.bd> • a2i: <https://www.facebook.com/a2iBangladesh> All 64 districts also use Facebook for as citizen interaction platform e.g.: • Dhaka District: <https://www.facebook.com/dhakadcoffice> • District Administration Cox's Bazar: <https://www.facebook.com/dcofficecoxsbazar> • District Administration Mymensingh: <https://www.facebook.com/dcofficemymensingh> • District Administration Gopalganj: <https://www.facebook.com/dcgopalganj>

101. Please include any guidelines for government officials/institutions on the use of social media.

The Cabinet Division has published a guideline for government agencies for the use of social media:

https://cabinet.gov.bd/sites/default/files/files/cabinet.portal.gov.bd/policies/c3e4b70e_e43a_4ccb_bb61_b4

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

Yes

No

103. If yes, please provide link (URL) and detail.

Women and Children Affairs publish information in this regard

https://mowca.gov.bd/sites/default/files/files/mowca.portal.gov.bd/annual_reports/a4ecfe89_e053_47d9_819_compressed.pdf RTI allows to make application to any government or non-government organization if you do not get the information or are not satisfied. It is also possible to complain directly to the Information Commission.

<http://rtitracking.infocom.gov.bd/en/index> Information Commission Annual Report 2019 reflects on how people's voices, including those among women and the vulnerable groups are included

http://www.infocom.gov.bd/sites/default/files/files/infocom.portal.gov.bd/annual_reports/7c7fec19_e215_409-26-12-56-52c3e6b2d0b1ff74f7fe9b51eb17e12b.pdf

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

105. If yes, please provide link and detail.

Each government agencies have a monitoring dashboard for e-services e.g.: • MyGov:

<http://www.mygov.bd/sites/statistics> • 333 http://333.gov.bd/333website/citizen_report.php

• 16263 is a National health helpline monitor and collect statistics of phone calls

<http://16263.dghs.gov.bd/report/report.php> • RTI tracking

<http://rtitracking.infocom.gov.bd/bn/index>

106. Does the Government measure user satisfaction of e-government services? *

Yes

No

107. If yes, please provide link and detail.

The Government uses both traditional and non-traditional methods to measure user satisfaction e.g.: • 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 • Government agencies' use a TCV (Time, Cost and Visit) tool to measure the public service efficiency and level of satisfaction <https://a2i.gov.bd/resources-2/#1509040758652-89829088-b785>

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

109. If yes, please provide link (URL) and detail.

• MyGov e-service portal collects usage and user satisfaction data with dis-aggregation by gender <http://www.mygov.bd/sites/satisfaction> • Also, National helpline 333 collects gender disaggregated data of availed services http://333.gov.bd/333website/citizen_reports.php

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

a2i, in collaboration with UNOSSC ROAP, has served as the secretariat for South-South Network for Public Service Innovation (SSN4PSI) secretariat, which has grown to include 42 countries from 6 continents since its launch in 2017 at Global South-South Development

Expo in Antalya, Turkey. To date, it has conducted 18 matchmaking workshops, webinars, and events and identified 240+ matches for technology transfer among southern counties, and successfully transferred 12 technologies in 10 different countries. SSN4PSI has published 68 technology-based best practices in the South-South Galaxy platform of UNOSSC, in addition to 14 technology-based best practices featured in UNOSSC Publication: Good Practices in South-South and Triangular Cooperation for Sustainable Development. It has partnered with Commonwealth Secretariate, OECD Observatory of Public Service Innovation, World Economic Forum, Alliance for Affordable Internet, Cambridge University, ITU, ID2020, GAN Global, Asthana Civil Service, Plan International, BRAC, ILO, CARE, UNDP, and UNICEF <https://ssn4psi.net/> <https://my.southsouth-galaxy.org/en/solutions/?search=a2i>

111. Please provide any other information related to e-government development in your country. *

The government is also developing a Personal Data protection act and allocated maximum budget allocation for the ICT sector in the fiscal year of 2021-2022. Apart from these BTRC started to develop a new broadband policy to ensure accesable and affordable internet for All.

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)

