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November 28, 2018

Authorized officer
Public Service Innovation Branch
Division for Public Institutions and Digital Government
Department of Economic and Social Affairs
United Nations Secretariat.

Subject: Referring “registration process simplification service to form effective and sustainable cooperative societies” for United Nations Public Service Awards 2019

Dear officer,

Bangladesh is using ICTs as an enabler and empathy as the catalyst; and service delivery mechanisms are being innovated making essential public services available to citizens. a2i (Access to Information) is facilitating the development of an innovation eco-system utilizing digital technologies and service simplification. It also provides technical supports to public sector organizations in Bangladesh for capacity building, service innovation planning, and research. As the representative of a2i, it is my pleasure to refer Department of Cooperatives under The Ministry of Local Government, Rural Development and Co-operatives for the prestigious United Nations Public Service Awards (UNPSA) for its exceptional innovation.

The department of cooperatives has implemented an innovative initiative “registration process simplification service to form effective and sustainable cooperative societies,” for hassle-free services. Citizen are entitled to get basic services like the registration of their cooperative society within a short period of time. However, the registration process had been substantially difficult at field level due to mismanagement and corruption. The initiative has made the process efficient, easy, less time-consuming and corruption-free. Prior to the registration, the applicants get a comprehensive training on the process, required documents and necessary information to manage the cooperative. Therefore, the formation of cooperative societies have become sustainable than before.

“The Ministry of Local Government, Rural Development and Co-operatives” replicated the initiative in 28 sub-districts from seven divisions of Bangladesh, after successful piloting in ten unions of Panchagarh District. It has already positively impacted people of the project areas forming cooperatives and ensured equal access for all. Now, it only takes one to five days to register the cooperative society. This is a significant reduction in time from before; which was 30-90 days in total. The elimination of brokers have saved costs and visits for cooperative members. The overall reduction in cost has been between BDT19,655.00 to 39,655.00; and the overall reduction in visit has been between 14 to 19 times. The simplification of cooperative registration process has significant impact on citizens of Bangladesh.

This initiative is innovative and a perfect example of Public Service Innovation for bringing services closer to the doorsteps of citizens. Therefore, Information & Communication Technology Division in confident and believes that this initiative is worthy of receiving this prestigious award that is contributing significantly and helping to foster innovation eco-system for better and inclusive public services.

For any further clarification, please contact with a2i.

Sincerely Yours,

(Zuena Aziz)
Secretary

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