An Outcome Study
On
Simplification of the Registration Process for the Effective and Sustainable Cooperative Societies

Access to Information (a2i) Programme,
Prime Minister’s Office, Dhaka
&
Department of Cooperatives,
Government of the People’s Republic of Bangladesh
October, 2017
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acronyms</td>
<td>3</td>
</tr>
<tr>
<td>Acknowledgement</td>
<td>4</td>
</tr>
<tr>
<td>Executive summary</td>
<td>5</td>
</tr>
<tr>
<td>1. INTRODUCTION AND BACKGROUND</td>
<td>6</td>
</tr>
<tr>
<td>2. OBJECTIVES</td>
<td>7</td>
</tr>
<tr>
<td>3. METHODOLOGY</td>
<td>8</td>
</tr>
<tr>
<td>4. FINDINGS OF THE STUDY</td>
<td>9</td>
</tr>
<tr>
<td>4.1 Demographic information</td>
<td>9</td>
</tr>
<tr>
<td>4.2 Access to ICT</td>
<td>10</td>
</tr>
<tr>
<td>4.3 Information about registration process</td>
<td>11</td>
</tr>
<tr>
<td>4.4 Overall satisfaction level and comparison</td>
<td>17</td>
</tr>
<tr>
<td>4.5 CASE STUDIES</td>
<td>19</td>
</tr>
<tr>
<td>5. RECOMMENDATION</td>
<td>21</td>
</tr>
<tr>
<td>6. CONCLUSION</td>
<td>21</td>
</tr>
<tr>
<td>Annexure 1: Questionnaire for beneficiaries</td>
<td>22</td>
</tr>
<tr>
<td>Annexure 2: Questionnaire for District Cooperative Officer</td>
<td>31</td>
</tr>
<tr>
<td>Annexure 3: Questionnaire for Upazila Cooperative Officer</td>
<td>36</td>
</tr>
<tr>
<td>Annexure 4: Questionnaire for Inspector</td>
<td>40</td>
</tr>
</tbody>
</table>
List of Figure

Figure 1: Gender ................................................................................................................. 9  
Figure 2: Age ..................................................................................................................... 9  
Figure 3: Education .......................................................................................................... 10  
Figure 4: Occupation ....................................................................................................... 10  
Figure 5: Types of mobile phone ..................................................................................... 10  
Figure 6: Status of using internet ................................................................................. 10  
Figure 7: Mode of using internet .................................................................................... 10  
Figure 8: State of using social media ............................................................................ 11  
Figure 9: Types of social media ...................................................................................... 11  
Figure 10: Source of getting information about forming societies ................................. 11  
Figure 11: Number of steps and documents required for completing registration .......... 12  
Figure 12: Number of steps and documents required for completing registration process .......................................................... 13

Figure 13: Receiving certificate timely ............................................................................ 13  
Figure 14: Comparative analysis of TCV ....................................................................... 14  
Figure 15: Projection of TCV (Excluding govt. fees) .................................................... 15  
Figure 16: Registration status and projection (2014-2021) .......................................... 16  
Figure 17: Level of satisfaction in various process of completing registration (after SPS replication) .......................................................... 17  
Figure 18: Overall satisfaction ....................................................................................... 17  
Figure 19: Comparisons of satisfaction ......................................................................... 17  
Figure 20: Effective ways of informing people about registration ................................. 18  
Figure 21: Ways of simplifying the registration process ................................................ 18

List of Table

Table 1: Study Population & Sample Size Data Collection Methods .......................... 9
Table 2: Receiving assistance for registration ............................................................... 12
Table 3: Effects of not receiving certificate timely ....................................................... 13
### Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a2i</td>
<td>Access to Information</td>
</tr>
<tr>
<td>BRDB</td>
<td>Bangladesh Rural Development Board</td>
</tr>
<tr>
<td>DoC</td>
<td>Department of Cooperatives</td>
</tr>
<tr>
<td>IAPP</td>
<td>Integrated Agricultural Productivity Project</td>
</tr>
<tr>
<td>KII</td>
<td>Key Informant Interview</td>
</tr>
<tr>
<td>LGED</td>
<td>Local Government and Engineering Department</td>
</tr>
<tr>
<td>SPS</td>
<td>Service Process Simplification</td>
</tr>
<tr>
<td>TCV</td>
<td>Time, Cost and Visit</td>
</tr>
<tr>
<td>UCO</td>
<td>Upazila Cooperative Office</td>
</tr>
</tbody>
</table>
Acknowledgement

The a2i team would like to express sincere gratitude to MD. Abdul Majid, Registrar and Director General, Department of Cooperatives of Government of the People's Republic of Bangladesh for giving his kind consent to conduct this outcome study. We would also like to thank Md. Abu Taher Chowdhury, Joint Registrar, Md. Mizanur Rahman, Deputy Registrar and Mohammed Hafizul Haider Chowdhury, Deputy Registrar for their continuous supervision and enormous support in entire study period.

The a2i team also acknowledges the contribution of all the District and Upazila Cooperative Officers of the study area who have helped to reach all the beneficiaries and all the personnel who have been engaged in the study period with hard work and dedication of making this study successful.

Moreover, a2i team is also thankful to the members of cooperative societies of the study area for their eagerness, sincerity and collaboration to fulfill the purpose of the study by providing valuable information. Without their kind help and support, this outcome study would not have been possible to conduct.
Executive summary

This report focused on the outcome findings of the study titled Simplification of the Registration Process for the Effective and Sustainable Cooperative Societies. This outcome study was conducted to assess the effectiveness of simplified registration process of cooperative societies which had been locally replicated by the Department of Cooperatives through SPS in 2015. The specific objectives were (i) to understand the advantages of the current registration process, (ii) to compare the TCV reduced in terms of the earlier process, (iii) to know the satisfaction level of the service recipients and (iv) to draw out the recommendations for better simplification of the process.

The survey of the study was conducted in 7 upazilas of 7 districts of Bangladesh covering 210 cooperative societies from 25 categories following sample survey method where respondents were selected through the stratified random sampling technique. Among them, 138 cooperative societies (138 members) were selected from before SPS replication process (2014-2015) and 72 cooperative societies (72 members) belonged to after SPS replication process (2016-2017) though both of the process were manual in nature.

Findings revealed that a significant percentage of the respondents (93%) were male and about 7% were female and most of the respondents (39%) were between age group of 30-39 years. It was seen that all the respondents were mobile phone users and smart phone was being used by the 38% respondents. In terms of information about completing registration process, the findings exhibited that majority of the respondents (50%) knew about the registration process from Upazila cooperative office.

It was also noticed that after SPS replication, number of steps and documents required for completing registration were reduced by 13 and 8 consecutively. While talking about receiving pre-registration training from the Upazila cooperative office, findings demonstrated that before SPS replication, only 8% respondents attended in the training but after SPS replication, about 54% respondents attended training.

In terms of TCV comparison, it was seen that SPS replication for the registration of cooperative offices saved 52 days, BDT 2,473 and 7 visits. A significant percentage of TCV was reduced after innovation. More than 70% respondents were found satisfied with the local replication in registration process.

As the current registration process is manual, members of the societies recommended for the digitization of the whole process. They also suggested to reduce various steps, to fix time for getting certificate etc. They were also found to be interested to be informed about registration process through online, leaflets etc. Thus, their TCV and challenges got reduced.
1. INTRODUCTION AND BACKGROUND

Department of Cooperatives (DoC) lies under the Ministry of Local Government, Rural Development and Cooperatives in Bangladesh. It works for the registration of cooperative societies along with socio-economic development and poverty reduction. Total number of cooperative societies in Bangladesh is near about 189 Thousands and members are about 10 Million. In every year, around 10 Thousands new cooperative societies get registered. Importance of forming cooperative society is immense for various development as all the members voluntarily cooperate for their social, cultural and economic benefit. However, current registration process is complex and requires huge TCV which sometimes let people become demotivated to form various cooperative societies. To simplify the registration process, Department of Cooperatives has taken initiative in 2015 launching local replication through SPS in 7 upazilas of the country after successful piloting in Panchagarh. This outcome study has been conducted by a2i to find out a better comparison between the state of before SPS replication and after SPS replication along with assessing effectiveness of the SPS replication in the study area.

Government of Bangladesh is very keen to provide service to its citizen's ensuring growth and development for successfully completing its agenda of Vision 2021 and Digital Bangladesh. Moreover, Access to Information (a2i) Programme, Cabinet Division of Bangladesh, Ministry of Public Administration, Government Training Institutes and Rural Administration are working hand to hand to introduce innovation practice in public services where quality services will be provided to the citizens’ with less time, minimal cost and few visits. Keeping pace with such innovative culture, Department of Cooperatives initiated its first innovation project of simplifying registration process of cooperative societies where Panchagarh Sadar upazilla have been selected as the piloting area in 2015. 1

To initiate a better simplified registration process, Department of Cooperatives started its journey in Panchagarh Sadar upazila as a piloting area of implementing SPS for simplifying registration process of cooperative societies. Main objective of this piloting project was to reduce hassles of the citizens of that area who are eager to form various cooperative societies. Earlier, it was noticed that insufficient registration documents, lack of knowledge of the citizens regarding registration process etc. lead them to take help of the mediators. When citizens’ take the help of mediators, it requires them to spend a great

deal of time, unexpected level of expenditure and a bunch of visits. This also creates barrier in sustaining the cooperatives societies.

**In terms of required steps and documents, about 26 steps have needed to complete and 22 types of paper have needed to submit before piloting. On the contrary, after SPS piloting, it is seen that it has been reduced to 13 steps and required only 6 documents to complete the registration process.** Near about 15-30 days are required to get the certificate in piloting area whereas 30-60 days have been required earlier. About 14 cooperative societies have been registered in Panchagarh in 2014-15 and after the SPS replication, a total number of 29 societies have been registered where 10 societies have registered through online process. This innovation has perfectly worked in this area and reduced the challenges and TCV of the citizens’ in completing the registration process. After successful completion of making registration process simplified in piloting area, the attempt of replicating this process locally through SPS has been initiated in 7 upazilas of 7 districts of 7 divisions in the country such as Nilphamari sadar upazila, Bogra sadar upazila, Narail sadar upazila, Noakhali sadar upazila, Fulpur upazila, Lalmohon upazila and Golapganj upazila.

Though SPS has been introduced in the registration process of cooperative societies of 7 upazilas, it is a manual process in nature. Through this innovation, DoC has tried to reduce the hassle of various steps and records along with ensuring pre-registration training and quick delivery process of registration certificate with less TCV. Before SPS replication in those 7 upazilas, people have spent a great deal of time, cost, visit and faced various challenges to complete the registration process as they have to deal with huge steps and documents. Time, cost and visit have been mostly required by them in different purposes such as to know about the steps of the registration process, to prepare records for the application, to pay the registration fees etc. People who are eager to form cooperative societies have had to face a lot of challenges for not getting the certificate in the exact time. But after SPS replication in those areas, TCV have been significantly reduced due to less number of steps and records in those area. People started to get certificate within shortest possible time which pave the way of starting and investing in their business or any other tasks related to the cooperative societies without any barriers.

### 2. OBJECTIVES

The main objective of the study was to assess the effectiveness of the simplified registration process for the active and sustainable cooperative societies.

- To understand the advantages of the current registration process.
- To compare the TCV reduced in terms of the earlier process.
- To know the satisfaction level of the service recipients.
- To draw out the recommendations for better simplification of the process.
3. METHODOLOGY

This study is both quantitative and qualitative in nature. Data has been collected from the 7 Upazilas of 7 districts of Bangladesh which are Nilphamara sadar upazila, Bogra sadar upazila, Narail sadar upazila, Noakhali sadar upazila, Fulpur upazila of Mymensingh, Lalmohon upazila of Bhola and Golapganj upazila of Sylhet. In total, 210 members of cooperatives societies have been selected through stratified random sampling technique from 25 types of cooperatives societies where 138 cooperative societies belong to before SPS replication (2014-2015) and 72 cooperative societies belong to after SPS replication process (2016-2017). Primary data has been collected from the members of the cooperatives societies using sample survey method following face to face interview. In terms of getting secondary data, 7 key Informant Interview (KII) have been conducted with the 7 District cooperative officers, another 7 key Informant Interview (KII) have been conducted with the 7 Upazila cooperative officers and 7 key Informant Interview (KII) have been conducted with 7 inspectors of 7 Upazila cooperative offices. In this study all the data has been collected digitally through tab using CSpro software. After that data has been analyzed through SPSS.

Map of the study area
Table 1: Study Population & Sample Size Data Collection Methods

<table>
<thead>
<tr>
<th>Method</th>
<th>Stakeholder</th>
<th>Sample size</th>
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</thead>
<tbody>
<tr>
<td>Sample Survey</td>
<td>Members of cooperative societies</td>
<td>210</td>
</tr>
<tr>
<td>KII</td>
<td>Upazila cooperative officer</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>District cooperative officer</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Inspector (Cooperative Office)</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>231</strong></td>
</tr>
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</table>

4. FINDINGS OF THE STUDY

This section represents the findings of the survey that have been gathered from the respondents of cooperative societies of the study area.

4.1 Demographic information

The above graph 1 exhibits the gender of the respondents. It has been observed from the figure that a significant percentage of the respondents (93%) are male and about 7% respondents are female. Data has mostly gathered from the president (53%) and secretary (28%) of the cooperative societies. So, it implies that women have also contributed in the leading position of the cooperative societies.

From the figure 2, it is seen that most of the respondents (39%) are in the age ranges of 30-39 years and about 29% respondents are in between 40-49 years of age group. It also refers that members of the cooperative societies who are in the most leading position are young in age.

Designation of beneficiaries:
- President: 53%
- Secretary: 28%
- Member: 12%
- Treasurer: 4%
- Vice-president: 3%
It is seen from the figure 3 that most of the respondents (23%) are SSC passed. About 19% respondents are secondary passed. In terms of occupation, it is seen from the figure 4 that about 42% respondents are businessmen. About 23% respondents are farmer. Here others are included as housewife, domestic worker, doctor, teacher, private service and day laborer etc.

4.2 Access to ICT

All the respondents of the study area have found to have mobile phone. The figure 5 shows that majority of respondents (62%) use feature phone. On the other hand, 38% of respondents use smart phone.
The figure 6 provides the information regarding the internet usage among the respondents. About 40% of the respondents use internet and majority of the respondents (95%) use internet on own mobile phone and 24% of respondents use internet through own laptop (figure 7). Therefore, it can be said that most of the respondents prefer mobile phone for using internet.

4.3 Information about registration process

According to graph 10, the majority of the respondents (50%) have received information about the registration process from Upazila Cooperative Office and 13% of the respondents from other cooperative societies. It indicates that Upazila Cooperative Office is the main source of getting primary information for the registration process of cooperative societies. Here others are included as Union Parishad Office, human rights association etc.
Table 2: Receiving assistance for registration

<table>
<thead>
<tr>
<th>Status of receiving assistance</th>
<th>46%</th>
<th>54%</th>
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<tr>
<td>Received</td>
<td></td>
<td></td>
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<tr>
<td>Did not receive</td>
<td></td>
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</tbody>
</table>

Assistance providing person/organization

<table>
<thead>
<tr>
<th>Assistance providing person/organization</th>
<th>31%</th>
<th>19%</th>
<th>11%</th>
<th>9%</th>
<th>8%</th>
<th>7%</th>
<th>3%</th>
<th>3%</th>
<th>2%</th>
<th>2%</th>
<th>1%</th>
<th>1%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upazila Cooperative Office</td>
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<tr>
<td>Upazila Fisheries Office</td>
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<td>Upazila Agricultural Office</td>
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<td>Upazila livestock office</td>
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<td></td>
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</table>

The above table 2 shows the status of receiving assistance to complete the registration process. It has been found that about 46% of the respondents have taken assistance. In terms of assistance providing person/organization, it has been found that the majority of the respondents (31%) have taken assistance about the registration process from Upazila Cooperative Office, 19% from Upazila Fisheries Office and 11% of the respondents have received information from Agriculture Office.

Figure 11: Number of steps and documents required for completing registration

<table>
<thead>
<tr>
<th>Number of steps</th>
<th>Number of records</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before SPS replication</td>
<td>After SPS replication</td>
</tr>
<tr>
<td>24</td>
<td>13</td>
</tr>
<tr>
<td>20</td>
<td>8</td>
</tr>
</tbody>
</table>

The above figure 11 shows the number of steps and documents required for completing registration. It has been found that 24 steps and 20 kinds of paper have required before SPS replication of registration process. Now, after SPS replication, steps have been reduced to 13 and only 8 records are required for completing whole registration process.
From the figure 12, it is seen that before replication of the simplified registration process only 8% have participated in training whereas after SPS replication, about 54% respondents have taken this training. The increased percentage of receiving pre-registration training implies that peoples’ trust and interest towards cooperative societies’ registration process have been increased through innovation.

**Figure 13: Receiving certificate timely**

<table>
<thead>
<tr>
<th>Status</th>
<th>Received</th>
<th>Did not receive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before SPS replication (30-60 days)</td>
<td>64%</td>
<td>36%</td>
</tr>
<tr>
<td>After SPS replication (15-30 days)</td>
<td>88%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Figure 13 shows that whether the applicant receive the certificate in time or not. Before replications, about 36% respondents have not received certificate in time, on the other hand, about 88% of the respondents have received certificate in time after SPS replication. Here it is seen that more people are getting the service in time after SPS replication. Comparatively, status of getting certificate has increased up to 38% after SPS replication for registration process of cooperative societies.

**Table 3: Consequences of not receiving certificate timely**

<table>
<thead>
<tr>
<th>Effects</th>
<th>Percentage (%)</th>
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<tbody>
<tr>
<td>Required extra time</td>
<td>71</td>
</tr>
<tr>
<td>Spent extra cost</td>
<td>29</td>
</tr>
<tr>
<td>Hampered daily works</td>
<td>29</td>
</tr>
<tr>
<td>Could not invest in business timely</td>
<td>15</td>
</tr>
</tbody>
</table>
The above Table 3 shows the consequences of not receiving certificate timely. About 71% respondents have mentioned that they have had to spend extra time and money (29%) for getting the certificate. Along with that it has hampered their daily works (29%) and delay in investing money in business (15%).

Figure 14: Comparative analysis of TCV

The above figure 14 shows the comparative findings of TCV for completing registration process, required before and after SPS replication in the study area. It is seen that 70 days were required before and after replication it has reduced up to 18 days. A total of 52 days have been saved which implies decrease of 74%. In terms of cost, BDT 3,324 have required earlier but only BDT 851 is required after SPS replication. A total of BDT 2,473 has been saved which refers decrease of 74%. Moreover, visits for the registration process of cooperative societies have also decreased after replication. About 12 visits have needed before but after replication 5 visits. Total 7 visits have been saved which also indicates decrease of 58%. It is noticed that TCV have remarkably reduced after this innovation.
The above diagram 15 shows the projection of TCV. The projection has been done according to the replication findings. It is noticed that by the FY 2020, TCV will reduce significantly and it is projected that 8 days, BDT 260 and around 3 visits will be needed to complete the registration process. It is also projected according to replication that time, cost and visit will be decreased by 73%, 65% and 44% respectively by FY 2020.
The above figure 16 demonstrates the registration status and projection. In FY 2014 and 2015, 109 and 122 societies have been registered before SPS replication. After SPS replication, 173 societies have been registered in 2016. Number of registrations of cooperative societies has been increased by 59% from 2014 to 2016 in the seven upazilas. It can be projected from the available data that number of registrations will be more than double in these upazilas by FY 2020.
Figure 17: **Level of satisfaction in various process** of completing registration (after SPS replication)

The above figure shows the level of satisfaction of the respondents in various process of completing registration. Most of the respondents have been found satisfied after SPS replication in different process such as medium of receiving certificate, verification process, office environment and quality of information etc. Though there is a little number of dissatisfaction, there have also the scope of working for the satisfaction of the respondents on that area.

4.4 Overall satisfaction level and comparison

**Figure 18: Overall satisfaction**

**Figure 19: Comparisons of satisfaction**

Above mentioned graph 18 represents the overall satisfaction of the respondents on the current registration process. It has been found that about 51% respondents are satisfied with the current registration process and 21% respondent are highly satisfied. Only 4%
respondent are dissatisfied with the current registration system. The other figure 19 shows the comparison of satisfaction. Only 26% respondents have been found satisfied before SPS replication and no person has been found highly satisfied. On the other hand, more than 70% respondents have been found satisfied after SPS replication.

Figure 20: Effective ways of informing people about registration

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online</td>
<td>48%</td>
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<tr>
<td>Other cooperative societies</td>
<td>45%</td>
</tr>
<tr>
<td>Helpdesk in the cooperative office</td>
<td>44%</td>
</tr>
<tr>
<td>Leaflet</td>
<td>29%</td>
</tr>
<tr>
<td>Social activities/programs</td>
<td>22%</td>
</tr>
<tr>
<td>Courtyard meeting</td>
<td>5%</td>
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<tr>
<td>Others</td>
<td>3%</td>
</tr>
</tbody>
</table>

The above figure 20 reveals the effective ways of informing people about the registration process. About 48% respondents have suggested to let people know through online and about 45% respondents have prefer other cooperative societies. Helpdesk in the cooperative offices is also an effective way suggested by 44% of the respondents.

Figure 21: Ways of simplifying the registration process

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digitizing</td>
<td>72%</td>
</tr>
<tr>
<td>Reducing steps</td>
<td>38%</td>
</tr>
<tr>
<td>Fixed time for certificate</td>
<td>42%</td>
</tr>
<tr>
<td>Authorizing UCO</td>
<td>7%</td>
</tr>
</tbody>
</table>

Figure shows the suggestions gathered from the respondents about the ways of simplifying the whole registration process. Majority of the respondents (72%) desire to have online application system, 38% of the respondents suggest to reduce steps of registration process, 42% of the respondents want to have fixed time for providing certificate, and 7% respondents recommend to provide authorizing power of issuing certificate to Upazila Cooperative Officer so that the registration process become quicker and easily available with less TCV and harassment.
4.5 CASE STUDIES

**Sufferings due to complex registration process: Case 1 (Before SPS replication)**

“I and my members of our cooperative society faced a great deal of challenges while completing the registration process”

........Shahed Ali

Sahed Ali, 46 years old, belongs to Multi-purpose Cooperative Society, Narail Sadar upazila and also the president of this society. He and his cooperative members planned to form a cooperative society in 2013 to fulfill their goals. But they did not know how to register cooperative societies. He had to go for several places (UCO, Upazila Parishad Office, neighbors and other registered cooperative society’s) to gather information about the registration process. He had to visit a lot, spent much time and cost to collect information. Getting information about the registration process, he applied for registration to UCO. He had to submit 20 types of papers in various steps which caused a huge amount of TCV in preparing his records for the application. He needed several visits to know about the update of the process and also had to wait 190 days to get the certificate. Moreover, he spent BDT 9,000, 32 visits for completing the process along with certificate collection. Getting delay of certificate, they had required more TCV and also hampered their daily work. Lack of information and complicated registration process suffered the members of that cooperative society a lot and they were not satisfied with that process.

**Positive Impact of SPS replication in members’ life: Case 2 (After SPS replication)**

“Quick completion of registration process helped me and my members of cooperatives society improve our lives”

........Md. Nurul Islam

Md Nurul Islam, aged 44 years, president of labor welfare cooperative societies in Golapganj upazila of Sylhet. Nurul Islam along with few members decided to form a cooperative society in 2016 after the replication of SPS in this upazila. He got sufficient information from UCO and also got the pre-registration training. He had to submit 8 types of papers in 5 steps. After applying for the registration, within 14 days he got the registration certificate of his cooperative society. A total amount of BDT 4,500 were spent along with 6 visits to complete the whole registration process. He and his members are very satisfied by getting the certificate early with less TCV and harassment. Through getting certificate early, they started to work for their society, invested for development work and gradually changing their economic conditions. Thus it create a positive impact in the life of the members of this cooperative societies after SPS replication for the registration process of cooperative societies’.

Commented [SH9]: Was this his travel cost, or other cost was added to this?
5. RECOMMENDATION

Through the SPS replication in the registration process, members of cooperative societies get certificate easily but also face some sort of hassles throughout the process. Therefore, to reduce the challenges and upgrade the system, some recommendations have been drawn out from the respondents to get a perfect direction for the effective registration process for whole Bangladesh. Major recommendations are:

- Registration process should be completely digitized.
- Bridging UDCs with the process of cooperative society's registration. For example: (Manual process- Provide forms, Advertisement through leaflets etc. and Online Process- Application, Information providing, Payment etc.)
- Steps should be reduced to complete the process. About 2/3 steps in completing the registration process can be considered according to the study findings.
- Time for completing the registration process (From application to certificate receiving) should be fixed. About 14 days are expected by the majority of the respondents.
- Publicity of simplified process should be increased through UDCs, meetings, seminars, cable TV, radio and social media etc.
- All UCO should ensure pre-registration training to the interested persons who want to form cooperative societies.
- Upazila Cooperative Offices should be authorized to certify the cooperative societies.
- Activate UCO Facebook page by sharing regular post regarding simplified registration process of cooperative societies.

6. CONCLUSION

Department of Cooperatives is keen to provide cooperative society’s registration service to its recipient in the easiest way. They have established a remarkable process for implementing the notion of using SPS in the public service delivery. It has initiated SPS replication for the registration process of cooperative society’s after 2015 though it is still manual. Citizens of the replication areas are immensely benefitted by the SPS replication of the registration process of cooperative society’s. Though there are still some challenges such as current registration system requires several steps and papers to be submitted, time, cost and visit beyond expected level, additional cost (preparing documents and during inspection), lack of ICT equipment and modern data management system in the cooperative offices. To eradicate these challenges, some initiatives can be taken such as making this process fully digitized. According to the vision of Digital Bangladesh, it is expected that use of ICT in the registration process of cooperative societies will lessen citizens TCV, hassles and will help to complete the process within shortest possible time.
## Annexure 1: Questionnaire for beneficiaries

### Section A: Societies related questions

<table>
<thead>
<tr>
<th>A.1</th>
<th>The year of formation of your societies</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.2</td>
<td>Types of societies</td>
</tr>
<tr>
<td>A.3</td>
<td>Number of members of the society</td>
</tr>
<tr>
<td>A.4</td>
<td>Member’s description) (According to designation)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Profession</th>
<th>Gender</th>
<th>designation (in societies)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
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</table>
### Section B: Respondent primary information

<table>
<thead>
<tr>
<th>B.1</th>
<th>Respondent’s name</th>
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<tr>
<td>B.2</td>
<td>Profession</td>
</tr>
<tr>
<td></td>
<td>1= Teacher</td>
</tr>
<tr>
<td></td>
<td>2= Students</td>
</tr>
<tr>
<td></td>
<td>3= Housewife</td>
</tr>
<tr>
<td></td>
<td>4= Doctor</td>
</tr>
<tr>
<td></td>
<td>5= Engineer</td>
</tr>
<tr>
<td></td>
<td>6= Unemployed</td>
</tr>
<tr>
<td></td>
<td>7= Business</td>
</tr>
<tr>
<td></td>
<td>8= Retired</td>
</tr>
<tr>
<td></td>
<td>9= Gov. job</td>
</tr>
<tr>
<td></td>
<td>10= Private job</td>
</tr>
<tr>
<td></td>
<td>11= Farmer</td>
</tr>
<tr>
<td></td>
<td>12= Immigrant</td>
</tr>
<tr>
<td></td>
<td>13= Day labor</td>
</tr>
<tr>
<td></td>
<td>14= Lawyer</td>
</tr>
<tr>
<td></td>
<td>99= Other (Specify)</td>
</tr>
<tr>
<td>B.3</td>
<td>Educational qualification</td>
</tr>
<tr>
<td></td>
<td>1= No institutional education</td>
</tr>
<tr>
<td></td>
<td>2= Primary (First - five class)</td>
</tr>
<tr>
<td></td>
<td>3= Secondary (Six - Nine class)</td>
</tr>
<tr>
<td></td>
<td>4= SSC/ Equivalent</td>
</tr>
<tr>
<td></td>
<td>5= (After SSC ) Diploma</td>
</tr>
<tr>
<td></td>
<td>6= HSC/Equivalent</td>
</tr>
<tr>
<td></td>
<td>7= Diploma (after HSC)</td>
</tr>
<tr>
<td></td>
<td>8= Honors</td>
</tr>
<tr>
<td></td>
<td>9= Post graduation/ Equivalent</td>
</tr>
<tr>
<td></td>
<td>10= Phd</td>
</tr>
<tr>
<td></td>
<td>99= other (Specify)</td>
</tr>
<tr>
<td>B.4</td>
<td>Gender</td>
</tr>
<tr>
<td></td>
<td>1= Man</td>
</tr>
<tr>
<td></td>
<td>2= Women</td>
</tr>
<tr>
<td></td>
<td>3= Other (Specify)</td>
</tr>
<tr>
<td>B.5</td>
<td>Origin identity (If answer is Bengali, go to B.7)</td>
</tr>
<tr>
<td></td>
<td>1= Bengali</td>
</tr>
<tr>
<td></td>
<td>2= Ethnic group</td>
</tr>
<tr>
<td>B.6</td>
<td>If answer is ethnic group, group name</td>
</tr>
<tr>
<td></td>
<td>1= Garo</td>
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<tr>
<td></td>
<td>2= santal</td>
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<td></td>
<td>3= Murong</td>
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<td></td>
<td>4= Rakhain</td>
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<td>5= Khashia</td>
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<td>6= Monipuri</td>
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<td>7= Marma</td>
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<td>8= Hajong</td>
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<td>9= Rajbangshi</td>
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<td>10= Tripura</td>
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<td>11= Chakma</td>
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<td>12= Tanchangha</td>
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<tr>
<td></td>
<td>13= Others</td>
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<tr>
<td></td>
<td>(Specify)</td>
</tr>
<tr>
<td>B.7</td>
<td>Age</td>
</tr>
<tr>
<td>B.8</td>
<td>Union/Municipality</td>
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<td>B.9</td>
<td>Upazila/Thana</td>
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<tr>
<td>B.10</td>
<td>District</td>
</tr>
<tr>
<td>B.11</td>
<td>Mobile number</td>
</tr>
<tr>
<td>B.12</td>
<td>Designation in societies</td>
</tr>
</tbody>
</table>
### Section C: Questionnaire about Co-operative societies formation process

| C.1 | What type of cooperative societies did you form? |
| C.2 | How did you know all the information about the formation of cooperative societies before the formation of cooperative societies? |
| C.3 | How did you apply for registration? |
| C.4 | How many steps did you complete until the registration process was completed? |
| C.5 | How many records and information did you submit for registration? |

<p>| C.6 | Did you travel anywhere to complete the whole registration process of the Cooperative societies? |</p>
<table>
<thead>
<tr>
<th>Objective</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>To know about registration</td>
<td>1) Yes 2) No</td>
</tr>
<tr>
<td>To prepare the application</td>
<td>1) Yes 2) No</td>
</tr>
<tr>
<td>To collect of necessary records and information</td>
<td>1) Yes 2) No</td>
</tr>
<tr>
<td>submitting necessary records and information</td>
<td>1= Yes 2= No</td>
</tr>
<tr>
<td>To deposit the necessary fee for registration</td>
<td>1) Yes 2) No</td>
</tr>
<tr>
<td>To know about the various steps in the registration process</td>
<td>1) Yes 2) No</td>
</tr>
<tr>
<td>Getting the registration certificate</td>
<td>1= Yes 2= No</td>
</tr>
</tbody>
</table>

<p>| C.7 | Where did you have to travel? |</p>
<table>
<thead>
<tr>
<th>Objective</th>
<th>Travelling place</th>
</tr>
</thead>
<tbody>
<tr>
<td>To know about registration information</td>
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<tr>
<td>To prepare of application</td>
<td></td>
</tr>
<tr>
<td>To collect of necessary records and information</td>
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<tr>
<td>To submit of necessary records and information</td>
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<tr>
<td>To deposit the necessary fee for registration</td>
<td></td>
</tr>
<tr>
<td>To know about the various steps in the registration process</td>
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</tr>
<tr>
<td>C.8</td>
<td>How did you travel there?</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>C.9</th>
<th>So how far did you have to travel?</th>
<th>Objective</th>
<th>Distance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>To know about registration information</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>To prepare the application</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>To collect of necessary records and information</td>
<td></td>
</tr>
<tr>
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<td></td>
<td>To submit of necessary records and information</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>To deposit the necessary fee for registration</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>To know about the various steps in the registration process.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Getting registration certificate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total distance</td>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C.10</th>
<th>How many times have you had to travel?</th>
<th>Objective</th>
<th>Numbers of visit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>To know about registration information</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>To prepare the application</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>To collect of necessary records and information</td>
<td></td>
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<tr>
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<td></td>
<td>To submit of necessary records and information</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>To deposit the necessary fee for registration</td>
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</tr>
<tr>
<td></td>
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<td>To know about the various steps in the registration process.</td>
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</table>
### C.11 Getting registration certificate

<table>
<thead>
<tr>
<th>Objective</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>To know about registration information</td>
<td></td>
</tr>
<tr>
<td>To prepare the application</td>
<td></td>
</tr>
<tr>
<td>To collect of necessary records and information</td>
<td></td>
</tr>
<tr>
<td>To submit of necessary records and information</td>
<td></td>
</tr>
<tr>
<td><strong>To deposit the necessary fee for registration</strong></td>
<td></td>
</tr>
<tr>
<td>To know about the various steps in the registration process.</td>
<td></td>
</tr>
</tbody>
</table>

**Total number of visits**

<table>
<thead>
<tr>
<th>C.11</th>
<th>For that, how long did you take?</th>
</tr>
</thead>
</table>

### C.12 How much money did you spend to complete the co-operative society’s registration?

* (Travel, meals, accommodation, mobile expenses, general expenses and other costs if anyone else is with them)

<table>
<thead>
<tr>
<th>Objective</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>To know about the registration.</td>
<td></td>
</tr>
<tr>
<td>To prepare the application</td>
<td></td>
</tr>
<tr>
<td>To collect of necessary records and information</td>
<td></td>
</tr>
<tr>
<td>To submit of necessary records and information</td>
<td></td>
</tr>
<tr>
<td><strong>To deposit the necessary fee for registration.</strong></td>
<td></td>
</tr>
<tr>
<td>To know about the various steps in the registration process.</td>
<td></td>
</tr>
</tbody>
</table>

**Getting registration certificate**

<table>
<thead>
<tr>
<th>C.12</th>
<th>How much money did you spend to complete the co-operative society’s registration?</th>
</tr>
</thead>
</table>

### C.13 Did you have to take someone else’s help to complete the co-operative society’s registration? *If all are No, go to C.15*

<table>
<thead>
<tr>
<th>Objective</th>
<th>Yes/ No</th>
</tr>
</thead>
<tbody>
<tr>
<td>To know about the registration</td>
<td>1= Yes  2= No</td>
</tr>
<tr>
<td>To prepare the application</td>
<td>1= Yes  2= No</td>
</tr>
<tr>
<td>To collect of necessary records and information</td>
<td>1= Yes  2= No</td>
</tr>
<tr>
<td>To submit of necessary records and information</td>
<td>1= Yes  2= No</td>
</tr>
<tr>
<td><strong>To deposit the necessary fee for registration</strong></td>
<td>1= Yes  2= No</td>
</tr>
</tbody>
</table>

**Getting registration certificate**

<table>
<thead>
<tr>
<th>C.13</th>
<th>Did you have to take someone else’s help to complete the co-operative society’s registration?</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.14</td>
<td>If yes, from where did you receive the help?</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>To know about the registration</td>
</tr>
<tr>
<td></td>
<td>To prepare the application</td>
</tr>
<tr>
<td></td>
<td>To collect of necessary records and information</td>
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<tr>
<td></td>
<td>To submit of necessary records and information</td>
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<tr>
<td></td>
<td>To deposit the necessary fee for registration</td>
</tr>
<tr>
<td></td>
<td>To know about the various steps in the registration process.</td>
</tr>
<tr>
<td></td>
<td>Getting registration certificate</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C.15</th>
<th>For that, have you spent extra money?</th>
<th>Objective</th>
<th>Yes/No</th>
</tr>
</thead>
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<tr>
<td></td>
<td>To know about the registration</td>
<td>1) Yes 2) No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>To prepare the application</td>
<td>1) Yes 2) No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>To collect of necessary records and information</td>
<td>1) Yes 2) No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>To submit of necessary records and information</td>
<td>1) Yes 2) No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>To deposit the necessary fee for registration</td>
<td>1) Yes 2) No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>To know about the various steps in the registration process.</td>
<td>1) Yes 2) No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Getting registration certificate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C.16</th>
<th>If yes, how much money did you spend?</th>
<th>Objective</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>To know about the registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>To prepare the application</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>To collect of necessary records and information</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>To submit of necessary records and information</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>To deposit the necessary fee for registration</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
To know about the various steps in the registration process.

<table>
<thead>
<tr>
<th>Getting registration certificate</th>
<th>Total additional cost</th>
</tr>
</thead>
</table>

C.17 Did anyone come to the local/level for verification?  
1 = Yes  
2 = No

C.18 If yes, where did he come from?

C.19 Were you informed before arrival for local/level verification?  
1 = Yes  
2 = No

C.20 Had you encountered any problems at this time?  
If no, go to C.23  
1 = Yes  
2 = No

C.21 What kind of problem did you face? (Multiple answer applicable)

C.22 How did you solve this?  
(Multiple answer applicable)

C.23 For that, Have you spent any extra money? If no, go to C.26  
1 = Yes  
2 = No

C.24 If yes, How much money did you spend?

C.25 Why did you spend extra money? (Multiple answer applicable)

C.26 Whether there was needed any re-verification for the registration certificate? If not, go to C.34  
1 = Yes  
2 = No

C.27 What reason did you need to re-verify?  
(Multiple answer applicable)

C.28 How did you complete the re-verification process?  
Multiple answer applicable

C.29 Did you face any other challenges to complete the whole process?  
If no, go to C.34  
1 = Yes  
2 = No

C.30 If yes, What were those?  
(Multiple answer applicable)

C.31 Did you call someone to solve those challenges? If no, go to C.33  
1 = Yes  
2 = No

C.32 If yes, Whom did you inform?

C.33 If no, why did not you inform anyone?

C.34 How long did it take to get the registration certificate starting from the application?

C.35 Did you get the registration certificate on time? If yes, go to C.39  
1 = Yes  
2 = No
### Section C: Details of training from cooperative society

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.36 If no, why did not you get that? (Multiple answer applicable)</td>
<td></td>
</tr>
<tr>
<td>C.37 Did you face any loss? If no, go to C.39 1= Yes 2= No</td>
<td></td>
</tr>
<tr>
<td>C.38 If yes, what are those? Multiple answer applicable</td>
<td></td>
</tr>
<tr>
<td>C.39 How much satisfied are you with the existing system? 1= Highly dissatisfied 2= dissatisfied 3 = moderately satisfied 4 = satisfied 5 = Highly satisfied</td>
<td></td>
</tr>
<tr>
<td>C.40 Did you ever receive any training from the cooperative office? If no, go to C.44 1) Yes 2) No</td>
<td></td>
</tr>
<tr>
<td>C.41 When did you get trained from the cooperative societies, according to society’s class?</td>
<td></td>
</tr>
<tr>
<td>C.42 Do you think that the training was beneficial for you? 1) Yes 2) No</td>
<td></td>
</tr>
<tr>
<td>C.43 What are the reasons behind your opinion? (Multiple answers applicable)</td>
<td></td>
</tr>
<tr>
<td>C.44 According to you, when giving these training is beneficial for you?</td>
<td></td>
</tr>
<tr>
<td>C.45 What do you think about the better way to get information of people about the process of co-operative association formation?</td>
<td></td>
</tr>
<tr>
<td>C.46 What are the reasons behind your opinion? Multiple answer applicable</td>
<td></td>
</tr>
<tr>
<td>C.47 How do you think it is possible to simplify the whole process?</td>
<td></td>
</tr>
<tr>
<td>C.48 Why do you think that?</td>
<td></td>
</tr>
</tbody>
</table>

### Section D: People’s attitude to the co-operative societies related registration process

Based on the following indicators, please measure what is your opinion about the services received during registration of the cooperative societies?

(Please fill (0) up the number)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Scales</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1= Highly dissatisfied 2= Dissatisfied 3 = Not Satisfied 4 = Moderately satisfied 5 = Highly satisfied</td>
</tr>
</tbody>
</table>
## Section D: Registration related questions

<table>
<thead>
<tr>
<th>D.1</th>
<th>The means of getting registration related information</th>
<th>1 (Minimum)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 (Maximum)</th>
</tr>
</thead>
<tbody>
<tr>
<td>D.2</td>
<td>Received information</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.3</td>
<td>Application system</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.4</td>
<td>Official environment</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.5</td>
<td>Visit numbers</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.6</td>
<td>Registration fee</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.7</td>
<td>The cost required for registration</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.8</td>
<td>Time to complete the whole process</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.9</td>
<td>Existing system of Verification</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.10</td>
<td>Behavior of officer</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.11</td>
<td>medium to get certificate</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.12</td>
<td>Training period</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.13</td>
<td>Type of training</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.14</td>
<td>Level of training</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
<tr>
<td>D.15</td>
<td>Overall satisfaction in the whole process</td>
<td>1 (Minimum)</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 (Maximum)</td>
</tr>
</tbody>
</table>

## Section E: Mobile, internet related question

<table>
<thead>
<tr>
<th>E.1</th>
<th>Do you have own mobile phone?</th>
<th>1= Yes</th>
<th>2= No</th>
</tr>
</thead>
<tbody>
<tr>
<td>E.2</td>
<td>If yes, what type of mobile phone do you use?</td>
<td>1= smart phone</td>
<td>2= Feature phone</td>
</tr>
</tbody>
</table>
### Annexure 2: Questionnaire for District Cooperative Officer

**Section A: Respondent primary information**

<table>
<thead>
<tr>
<th>A.1</th>
<th>Respondent name</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.2</td>
<td>Mobile number</td>
</tr>
<tr>
<td>A.3</td>
<td>Gender</td>
</tr>
<tr>
<td>A.4</td>
<td>Designation</td>
</tr>
<tr>
<td>A.5</td>
<td>Organization name</td>
</tr>
<tr>
<td>A.6</td>
<td>Address</td>
</tr>
</tbody>
</table>

**Section B: Cooperative societies registration related questionnaire**

<table>
<thead>
<tr>
<th>B.1</th>
<th>How long have you been in charge here?</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.2</td>
<td>In that area, How many people apply for the registration of co-operative society in monthly?</td>
</tr>
<tr>
<td>B.3</td>
<td>How do people apply for registration in these area?</td>
</tr>
<tr>
<td></td>
<td>Systems                                           Online/ Manual</td>
</tr>
<tr>
<td></td>
<td>Previous system</td>
</tr>
<tr>
<td></td>
<td>New system</td>
</tr>
<tr>
<td>B.4</td>
<td>What is the advantage and disadvantage of newly introduced application process and previous process?</td>
</tr>
<tr>
<td></td>
<td>Systems</td>
</tr>
<tr>
<td></td>
<td>Previous system                                  advantages</td>
</tr>
<tr>
<td></td>
<td>Previous system                                  disadvantages</td>
</tr>
<tr>
<td></td>
<td>New system                                       advantages</td>
</tr>
<tr>
<td></td>
<td>New system</td>
</tr>
<tr>
<td>B.5</td>
<td>How do you sort out the application?</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B.6</th>
<th>How do you verify or sort out the application?</th>
<th>Systems</th>
<th>Verification systems</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B.7</th>
<th>Is there enough manpower in your office to sort out or verify those applications?</th>
<th>Systems</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B.8</th>
<th>If not, then how do you complete that task?</th>
<th>Systems</th>
<th>Medium</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B.9</th>
<th>How do people usually submit the prescribed fee?</th>
<th>Systems</th>
<th>Way of submitting fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
</tbody>
</table>

| B.10 | To complete the registration process of the Co-operative Society, the total amount of TCV by all the members of an societies? | Systems | Travel: |
|      |                                                                                     |         | Cost: |
|      |                                                                                     |         | Time: |
|      |                                                                                     | Previous system |    |
|      |                                                                                     | New system   |     |

<table>
<thead>
<tr>
<th>B.11</th>
<th>In this case, how many days are needed to complete the whole process in such two ways?</th>
<th>Systems</th>
<th>Total days</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B.12</th>
<th>What is the advantage and disadvantage of the Co-operative Society’s registration related services?</th>
<th>Systems</th>
<th>advantages</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B.13</th>
<th>What is the reason behind your opinion?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>B.14</th>
<th>What steps have you taken to solve these problems?</th>
<th>Systems</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>previous system (solution)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B.11</th>
<th>In this case, how many days are needed to complete the whole process in such two ways?</th>
<th>Systems</th>
<th>Total days</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B.12</th>
<th>What is the advantage and disadvantage of the Co-operative Society’s registration related services?</th>
<th>Systems</th>
<th>advantages</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B.13</th>
<th>What is the reason behind your opinion?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>B.14</th>
<th>What steps have you taken to solve these problems?</th>
<th>Systems</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>previous system (solution)</td>
<td></td>
</tr>
<tr>
<td>B.15</td>
<td>If yes, what type of steps did you take?</td>
<td>New system(solution)</td>
<td>Systems</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------</td>
<td>--------------------</td>
<td>--------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.16</td>
<td>If not, why did you take any step?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.17</td>
<td>Apart from these, what kind of steps do you think need to take?</td>
<td>Systems</td>
<td>which steps need to be taken</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.18</td>
<td>Why do you think that?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.19</td>
<td>How can people know about their application has been received or rejected?</td>
<td>Systems</td>
<td>mediums</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.20</td>
<td>How have you been kept the applications receiving number?</td>
<td>systems</td>
<td>medium to be recorded/calculated</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.21</td>
<td>What is the advantage and disadvantage to keep application in this way?</td>
<td>systems</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td>advantages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td>disadvantages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td>advantages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td>disadvantages</td>
</tr>
<tr>
<td>B.22</td>
<td>Is there any monitoring system to see whether the registered societies are working properly?</td>
<td>systems</td>
<td>Yes/No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.23</td>
<td>If yes, how it is monitored?</td>
<td>systems</td>
<td>monitoring system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>new system</td>
<td></td>
</tr>
<tr>
<td>B.24</td>
<td>If no, why it is not monitored?</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Question</td>
<td>Response Options</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------------------------------------------------------------</td>
<td>------------------</td>
<td></td>
</tr>
<tr>
<td>B.25</td>
<td>Has there been any change in the efficiency and behavior of the service provider?</td>
<td>1= Yes 2=No</td>
<td></td>
</tr>
<tr>
<td>B.26</td>
<td>If yes, what do you think that what type of changes are happened?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.27</td>
<td>Has there been any change in the efficiency and behavior of the service provider?</td>
<td>1= Yes 2=No</td>
<td></td>
</tr>
<tr>
<td>B.28</td>
<td>If yes, what do you think that what type of changes are happened?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.29</td>
<td>As an innovator, how do you think that such way of changes can be utilized?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.30</td>
<td>How do you think that the cooperative societies can be utilized such changes?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.31</td>
<td>Is there create any new possibility as result of innovation?</td>
<td>1= Yes 2=No</td>
<td></td>
</tr>
<tr>
<td>B.32</td>
<td>If yes, what types of possibilities have been created?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.33</td>
<td>Do you think that these possibilities can be used to simplify and speed up the registration process of the Cooperative societies?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Section C: Project related questionnaire**

<table>
<thead>
<tr>
<th></th>
<th>Question</th>
<th>Response Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.1</td>
<td>Do you think there is a need to make any changes or addition to the existing policy to make the whole process more beneficial?</td>
<td>1= Yes 2=No</td>
</tr>
<tr>
<td>C.2</td>
<td>If yes, what are these?</td>
<td></td>
</tr>
<tr>
<td>C.3</td>
<td>Why do you think it is necessary?</td>
<td></td>
</tr>
<tr>
<td>C.4</td>
<td>In addition to, is there need to decree an administration order?</td>
<td>1= Yes 2=No</td>
</tr>
<tr>
<td>C.5</td>
<td>If yes, what is that?</td>
<td></td>
</tr>
<tr>
<td>C.6</td>
<td>In your opinion, why it is necessary?</td>
<td></td>
</tr>
<tr>
<td>C.7</td>
<td>Do you think there is need any training program for officer or service provider to the exiting policy to make the whole process more easily and make fast?</td>
<td>1= Yes</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>C.8</td>
<td>If yes, why do you think that?</td>
<td></td>
</tr>
<tr>
<td>C.9</td>
<td>In your opinion, what type of training do you think need?</td>
<td></td>
</tr>
<tr>
<td>C.10</td>
<td>Is there any budget deficit?</td>
<td>1= Yes</td>
</tr>
<tr>
<td>C.11</td>
<td>If yes, how do you think that such lacking will be fulfilled?</td>
<td></td>
</tr>
<tr>
<td>C.12</td>
<td>Do you have efficient infrastructure (related to equipment and IT) support in registration process to complete the whole process very easily and fast?</td>
<td>1= Yes</td>
</tr>
<tr>
<td>C.13</td>
<td>If not, In your opinion what’s the way to make possible for better improvement?</td>
<td></td>
</tr>
<tr>
<td>C.14</td>
<td>Do you think that the process that you have introduced in this area is possible to spread across Bangladesh?</td>
<td>1= Yes</td>
</tr>
<tr>
<td>C.15</td>
<td>Do you think there is a need to collaborate with other organizations?</td>
<td></td>
</tr>
<tr>
<td>C.16</td>
<td>If yes, what are these?</td>
<td></td>
</tr>
<tr>
<td>C.17</td>
<td>In that case, in your opinion, what kind of role do they have to be good?</td>
<td></td>
</tr>
<tr>
<td>C.18</td>
<td>Ultimately, Do you think there is a need to add or introduce something new to simplify the registration process of co-operative societies?</td>
<td>1= Yes</td>
</tr>
<tr>
<td>C.19</td>
<td>If yes, what types of it can be?</td>
<td></td>
</tr>
<tr>
<td>C.20</td>
<td>Why do you think that?</td>
<td></td>
</tr>
<tr>
<td>C.21</td>
<td>In your view, what steps are needed to simplify and speed up the registration process of Co-operative Society?</td>
<td></td>
</tr>
<tr>
<td>C.22</td>
<td>If there is any suggestion in that topic, what are these?</td>
<td></td>
</tr>
</tbody>
</table>
### Annexure 3: Questionnaire for Upazila Cooperative Officer

#### Section A: Respondent primary information

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>A.1</td>
<td>Respondent Name</td>
</tr>
<tr>
<td>A.2</td>
<td>Mobile Number</td>
</tr>
<tr>
<td>A.3</td>
<td>Gender</td>
</tr>
<tr>
<td>A.4</td>
<td>Designation</td>
</tr>
<tr>
<td>A.5</td>
<td>Organization name</td>
</tr>
<tr>
<td>A.6</td>
<td>address</td>
</tr>
</tbody>
</table>

#### Section B: Cooperative societies registration related questionnaire

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>B.1</td>
<td>How long have you been in charge here?</td>
<td></td>
</tr>
<tr>
<td>B.2</td>
<td>In that area, How many people apply for the registration of co-operative society in monthly?</td>
<td></td>
</tr>
<tr>
<td>B.3</td>
<td>How do people apply for the registration in these area?</td>
<td>Systems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous systems</td>
</tr>
<tr>
<td>B.4</td>
<td>What is the advantage and disadvantage of newly introduced application process and previous process?</td>
<td>Systems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system advantages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>New system advantages</td>
</tr>
<tr>
<td>B.5</td>
<td>How do you sort out the application?</td>
<td>Systems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
</tr>
<tr>
<td>B.6</td>
<td>How do you verify or sort out the application?</td>
<td>systems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
</tr>
<tr>
<td>B.7</td>
<td></td>
<td>Systems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Previous system</td>
</tr>
<tr>
<td>Question</td>
<td>Systems</td>
<td>New system</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>---------</td>
<td>------------</td>
</tr>
<tr>
<td>Is there enough manpower in your office to sort out or verify those applications?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.8 If not, then how do you complete that task?</td>
<td>Systems medium</td>
<td>Previous system</td>
</tr>
<tr>
<td>B.9 How do people usually submit the prescribed fee?</td>
<td>Systems</td>
<td>System of submitting fee</td>
</tr>
<tr>
<td>B.10 To complete the registration process of the Co-operative Society, what are the total amount of TCV by all the members of an societies?</td>
<td>Systems</td>
<td>Previous system</td>
</tr>
<tr>
<td>B.11 In that case, how many days are needed to complete the whole process in both ways?</td>
<td>Systems</td>
<td>Total days</td>
</tr>
<tr>
<td>B.12 What is the advantage and disadvantage of the Co-operative Society's registration related services?</td>
<td>Systems</td>
<td>Previous system advantages</td>
</tr>
<tr>
<td>B.13 What is the reason behind your opinion?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.14 What steps have you taken to solve these problems?</td>
<td>Systems Yes/No</td>
<td>previous system (solution)</td>
</tr>
<tr>
<td>B.15 If yes, what kind of steps did you take?</td>
<td>systems steps</td>
<td>Previous system</td>
</tr>
<tr>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>------------</td>
<td></td>
</tr>
<tr>
<td>B.16</td>
<td>If not, why did not you take any step?</td>
<td></td>
</tr>
<tr>
<td>B.17</td>
<td>Apart from these, what kind of steps do you think is needed to take?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Systems which steps need to be taken</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.18</td>
<td>Why do you think that?</td>
<td></td>
</tr>
<tr>
<td>B.19</td>
<td>How can people know about their application has been received or rejected?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Systems mediums</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.20</td>
<td>How have you been kept the applications receiving number?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Systems medium to be recorded/calculated</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Previous systems</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.21</td>
<td>What is the advantage and disadvantage to keep application in this way?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Systems</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Previous system advantages</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Previous system disadvantages</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New system advantages</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New system disadvantages</td>
<td></td>
</tr>
<tr>
<td>B.22</td>
<td>Is there any monitoring system to see whether the registered societies are working properly?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Systems Yes/No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.23</td>
<td>If yes, how it is monitored?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Systems Monitoring system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Previous system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New system</td>
<td></td>
</tr>
<tr>
<td>B.24</td>
<td>If no, why it is not monitored?</td>
<td></td>
</tr>
<tr>
<td>B.25</td>
<td>Has there been any change in the efficiency and behavior of the service provider?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1= yes 2=No</td>
<td></td>
</tr>
<tr>
<td>B.26</td>
<td>If yes, what do you think that what type of changes are happened?</td>
<td></td>
</tr>
</tbody>
</table>
### Section B: General Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.27 Has there been any change in the efficiency and behavior of the service provider?</td>
<td>1= yes 2=No</td>
</tr>
<tr>
<td>B.28 If yes, what do you think that what type of changes happened?</td>
<td></td>
</tr>
<tr>
<td>B.29 As an innovator, how do you think that such way of changes can be utilized?</td>
<td></td>
</tr>
<tr>
<td>B.30 How do you think that the cooperative societies can be utilized for such changes?</td>
<td></td>
</tr>
<tr>
<td>B.31 Is there any new possibility created as a result of innovation?</td>
<td>1= yes 2=No</td>
</tr>
<tr>
<td>B.32 If yes, what type of possibilities has been created?</td>
<td></td>
</tr>
<tr>
<td>B.33 Do you think that these possibilities can be used to simplify and speed up the registration process of the Cooperative societies</td>
<td></td>
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</tbody>
</table>

### Section C: Project related questionnaire

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.1 Do you think there is a need to make any changes or addition to the existing policy to make the whole process more beneficial?</td>
<td>1= yes 2=No</td>
</tr>
<tr>
<td>C.2 If yes, what are these?</td>
<td></td>
</tr>
<tr>
<td>C.3 Why do you think it is necessary?</td>
<td></td>
</tr>
<tr>
<td>C.4 In addition to, is there need to decree an administration order?</td>
<td>1= yes 2=No</td>
</tr>
<tr>
<td>C.5 If yes, what is that?</td>
<td></td>
</tr>
<tr>
<td>C.6 In your opinion, why it is necessary?</td>
<td></td>
</tr>
<tr>
<td>C.7 Do you think there is need any training program for officer or service provider to the exiting policy to make the whole process more easily and make fast?</td>
<td>1= yes 2=No</td>
</tr>
<tr>
<td>C.8 If yes, why do you think that?</td>
<td></td>
</tr>
<tr>
<td>C.9 In your opinion, what type of training do you think need?</td>
<td></td>
</tr>
<tr>
<td>C.10 Is there any budget deficit?</td>
<td>1= yes 2=No</td>
</tr>
<tr>
<td>C.11 If yes, how do you think that such lacking will be fulfilled?</td>
<td></td>
</tr>
<tr>
<td>C.12</td>
<td>Do you have efficient infrastructure (related to equipment and IT) support in registration process to complete the whole process very easily and fast?</td>
</tr>
<tr>
<td>------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>C.13</td>
<td>If not, In your opinion what’s the way to make possible for better improvement?</td>
</tr>
<tr>
<td>C.14</td>
<td>Do you think that the process that you have introduced in this area is possible to spread across Bangladesh?</td>
</tr>
<tr>
<td>C.15</td>
<td>Do you think there is a need to collaborate with other organizations?</td>
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<tr>
<td>C.16</td>
<td>If yes, what are these?</td>
</tr>
<tr>
<td>C.17</td>
<td>In that case, in your opinion, what kind of role do they have to be good?</td>
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<tr>
<td>C.18</td>
<td>Ultimately, Do you think there is a need to add or introduce something new to simplify the registration process of co-operative societies?</td>
</tr>
<tr>
<td>C.19</td>
<td>If yes, what types of it can be?</td>
</tr>
<tr>
<td>C.20</td>
<td>Why do you think that?</td>
</tr>
<tr>
<td>C.21</td>
<td>In your view, what steps are needed to simplify and speed up the registration process of Co-operative Society?</td>
</tr>
<tr>
<td>C.22</td>
<td>If there is any suggestion in that topic, what are these?</td>
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</table>

Annexure 4: Questionnaire for Inspector

<table>
<thead>
<tr>
<th>Section A: Respondent primary information</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.1 Respondent name</td>
</tr>
<tr>
<td>A.2 mobile number</td>
</tr>
<tr>
<td>A.3 Gender</td>
</tr>
<tr>
<td>A.4 Designation</td>
</tr>
<tr>
<td>A.5 Organization name</td>
</tr>
<tr>
<td>A.6 Address</td>
</tr>
</tbody>
</table>

<p>| Section B: Cooperative societies registration related questionnaire |</p>
<table>
<thead>
<tr>
<th>B.1</th>
<th>How long have you been in charge here?</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.2</td>
<td>How many people apply for the registration of co-operative society in the area?</td>
</tr>
<tr>
<td>B.3</td>
<td>How do people apply for registration in these area?</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.4</td>
<td>How long, the nomination officer is nominated for verification of the registration of co-operative society?</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.5</td>
<td>How many days of the nomination of the scrutiny in charge were issued for the verification?</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.6</td>
<td>What is the priority area in field verification?</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.7</td>
<td>In your view, why those issues are given more priority in that matter?</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.8</td>
<td>Do you face any challenge in during field verification?</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>---</td>
<td>------------------</td>
</tr>
<tr>
<td>1) Yes</td>
<td>2) No</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>B.9 If yes, what are these?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td></td>
<td>Present process</td>
</tr>
<tr>
<td>B.10 In what ways do you solve it?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td></td>
<td>Present process</td>
</tr>
<tr>
<td>B.11 How do you prepare of field verification document?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td></td>
<td>Present process</td>
</tr>
<tr>
<td>B.12 How long do you submit the report to cooperative officer in preparation of the verification report?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td></td>
<td>Present process</td>
</tr>
<tr>
<td>B.13 How long the verification report was reviewed by submitting to the cooperative officer?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td></td>
<td>Present process</td>
</tr>
<tr>
<td>B.14 Which issues are highlighted in the review report?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>Question</td>
<td>Present process</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>B.15 In your view, why these issues are given priority?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.16 What is the next step taken if the verification report is positive or negative?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.17 To complete the whole process how much time do you need need?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.18 In this case, is citizen had to spend any money?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.19 If yes, how much money have to spend?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.20 In which sector, such money have to be spent?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.21 In your view, why have to spend such amount?</td>
<td>Registration process</td>
</tr>
<tr>
<td></td>
<td>Previous process</td>
</tr>
<tr>
<td>B.22</td>
<td>Registration process</td>
</tr>
<tr>
<td>Question</td>
<td>Previous process</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>What is the reason for re-verification of the district co-operative office?</td>
<td></td>
</tr>
<tr>
<td>B.23 How do complete the re-verification work there?</td>
<td>Previous process</td>
</tr>
<tr>
<td>B.24 As a result, is the general people face any harassment?</td>
<td>Registration process</td>
</tr>
<tr>
<td>B.25 If yes, What type of harassment is encountered?</td>
<td>Registration process</td>
</tr>
<tr>
<td>B.26 In your view, why people are faced with such kind of harassment?</td>
<td>Registration process</td>
</tr>
<tr>
<td>B.27 How long does it take to complete the re-verification process whether it cancel or issued of registration certificate?</td>
<td>Registration process</td>
</tr>
<tr>
<td>B.28 How do you think that these processes are easy and fast for citizens?</td>
<td>Registration process</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes/No</th>
<th>1) Yes</th>
<th>2) No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Previous process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Present process</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration process</td>
<td></td>
</tr>
<tr>
<td>Previous process</td>
<td></td>
</tr>
<tr>
<td>Present process</td>
<td></td>
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</tbody>
</table>

| Question                                                                 |        |        |
|-------------------------------------------------------------------------|--------|
| Registration process                                                   |        |
| Previous process                                                       |        |
| Present process                                                        |        |
### Section C: Project related questionnaire

<table>
<thead>
<tr>
<th>C.1</th>
<th>Do you think there is a need to make any changes or addition to the existing policy to make the whole process easy?</th>
<th>1) Yes</th>
<th>2) No</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.2</td>
<td>If yes, what are these?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.3</td>
<td>Why do you think it is necessary?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.4</td>
<td>In addition, is there any need to decree an administration order?</td>
<td>1) Yes</td>
<td>2) No</td>
</tr>
<tr>
<td>C.5</td>
<td>If yes, what is that?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.6</td>
<td>In your opinion, why it is necessary?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.7</td>
<td>Do you think there is need any training program for officer or service provider to the exiting policy to make the whole process more easily and make fast?</td>
<td>1) Yes</td>
<td>2) No</td>
</tr>
<tr>
<td>C.8</td>
<td>If yes, why do you think that?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.9</td>
<td>In your opinion, what type of training do you need?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.10</td>
<td>Is there any budget deficit?</td>
<td>1) Yes</td>
<td>2) No</td>
</tr>
<tr>
<td>C.11</td>
<td>If yes, how do you think that such lacking will be fulfilled?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.12</td>
<td>Do you have efficient infrastructure (related to equipment and IT) support in registration process to complete the whole process very easily?</td>
<td>1) Yes</td>
<td>2) No</td>
</tr>
<tr>
<td>C.13</td>
<td>If not, what's the way for better improvement?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.14</td>
<td>Do you think that the process that you have introduced in this area is possible to spread across Bangladesh?</td>
<td>1) Yes</td>
<td>2) No</td>
</tr>
<tr>
<td>C.15</td>
<td>Do you think there is a need to collaborate with other organizations?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.16</td>
<td>If yes, what are these?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.17</td>
<td>In that case, in your opinion, what kind of role do they have to be good?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.18</td>
<td>Ultimately, Do you think there is a need to add or introduce something</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.19</td>
<td>If yes, what types of it can be?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.20</td>
<td>Why do you think that?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>