

## E Government Master plan for Bangladesh

### Bangladesh

E-Government

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#### Definitions of Data:

n/a

#### Main Focus of Document:

An outline of the plans for fully digitalizing Bangladesh's government by 2021

#### Target Beneficiaries or Sectors:

General public local and international

#### Key Elements:

To be utilised in conjunction with the National ICT Policy 2015 for achieving the government's 2021 goal of a fully digital government. The goals are to make government innovative, make businesses competitive and to make citizens lives easier and to ensure the country's main aim of making Bangladesh a middle income country by 2021. It is hoped that the government systems and people's lives would be enhanced if adequate strategies are implemented for digitisation and this would also decrease government corruption and improve public services. Key details include:

**Objective** The project's short-term objectives are to develop strategies for implementing eGovernment and change the Bangladesh government's perception towards it. The project is also designed to follow the strategies for Digital Bangladesh in a middle term and reduce government corruption and improve public services as well as national competitiveness in a long term. Issues were prioritized and ones with highest priority were selected as a pilot project. Also, competency building activities will be continuously provided to improve the understanding of e-Government implementation and disseminate latest ICT trends. This project is expected to help Bangladesh successfully deploy e-Government based on the strategies and implementation agendas of the master plan. Furthermore, it will empower the government to achieve the vision of Digital Bangladesh and become a middle-income country.

Scope • Development of e-Government Master Plan

- Evaluate the situation in Bangladesh and identify requirements for eGovernment implementation
- Propose improvements in laws and regulations
- Identify areas of improvements and formulate action plans • Progress check
- Check the progress in executing the master plan and improving legal systems.
- Hold a briefing session to facilitate the implementation of priority projects
- Promote the Bangladesh e-Government master plan • Planning and managing pilot projects
- Conduct a feasibility study for 5 priority projects
- Draw up a plan for the pilot project and their Requests for Proposal (RFPs)
- Manage and monitor pilot project • Invitational training in Korea and promotional activities
- Arrange a workshop to raise awareness and establish a vision
- Invite officers for policy discussion and officers for practical training

**Ministry of Agriculture** The Ministry of Agriculture helps adapt to climate, secure safety, eco-friendliness and sustainable productivity, build the management system for quality agricultural products and provide natural resources to guarantee food safety as well as commerce and agriculture that facilitate socio-economic development. • e-Purjee - This texting service was officially launched on December 12, 2009, and the information on cultivation and supply of sugarcane is sent via texts. Provided to sugarcane farmers in sugar plants across 15 Bangladesh districts, e-Purjee enabled timely supply of sugarcane and contributed to the increase in sugar productivity. • Agricultural Research Management Information System - The Agricultural Research Management Information System is the knowledge sharing system to enhance efficiency in national agricultural research, thereby increasing profits of agricultural producers in Bangladesh and securing sustainable agricultural technology. **Ministry of Education** The Ministry of Education sets government policies on administration and development of secondary schools and beyond. It creates policies and programs to develop courses after higher education including Madrasah, technology and job training and manages or operates educational institutions after primary school. • UGC digital library - Since 2012, UGC Digital Library (UDL) has provided academic literature from famous e-publishers (e.g., e-journal, e-book, magazine, minutes) to members in electronic format. • Higher Education Management System (HEMIS) - The Higher Education Management System (HEMIS) is the web-based application software funded by the HEQEP and developed by the UGC in order to collect information of all universities in real time. • Institute Management System (IMS) - This system handles information on infrastructure such as land, scientific lab, library, classroom (size), common room, number of restrooms, furniture, etc., and on students and teachers such as number of students, promotion, execution, elimination, etc. of 30,000 or more educational institutions. • Online services under directorate of technical education (DTE) - This system enables online application for technology training courses. • Online admission system - This system

enables online admission of about 5 million students into about 35,000 middle and high schools, universities and Madrasah, technology and job training institutions. • B.T.E.B. Mobile apps - The Bangladesh Technical Education Board (BTEB) runs mobile apps where students, teachers and parents can view recent notices such as syllabus, exam schedule, etc. • Online teacher database teachers can update information and view or edit their profile. • Interactive digital madrasah textbooks (IDMT) - Interactive digital madrasah textbooks were developed by the Bangladesh Madrasah Education Board (BMEB) and are compatible with PC browsers, cell phones and tablets. • Online foreign scholarship processing - Students can apply online for foreign scholarships on this website. • Digital multimedia center (DMC) - Creates and develops multimedia content to the level of high school teachers. • Upazila ICT Training and Resource Centre (UITRCE) - There are training and resource centers in 125 upazilas for ICT education. • Multimedia talking book learning beyond barrier - The multimedia talking book is for visually impaired children who do not have suitable materials other than Braille books. • Low-cost, off-grid multimedia classroom - The classroom is equipped with multimedia devices such as digital learning content, photovoltaic multimedia projector, etc. • Online Student Admission System for Diploma Engineering - This information system enables students to make online applications for admission into degree courses in engineering. • Research and Education Network (REN) - This information system shares global knowledge and research information of all universities in line with the Research and Education Network (REN) and Trans Eurasia Information Network (TEIS), by forming partnership with the latter. • Online Teacher Transfer and Promotion System - This information system helps handle tasks on transfer, promotion, etc. of teachers in public secondary and higher secondary schools and provides such information online.

**Ministry of Finance** The Ministry of Finance is in charge of government budget, taxation and economic policies as well as government finances. The ministry consists of Finance Division, Economic Relations Division, Internal Resources Division, and Bank and Financial Institutions Division. ICT and e-government related systems and projects include: • Audit Monitoring and Management System (AMMS) - This information system is used to support financial audit on Bangladesh government agencies, affiliated organizations and institutions specified in the Constitution. • Debt Management and Financial Analysis System (DMFAS) - Established in 1992, this information system is used to manage and analyze overseas loans and aid funds. • Aid Information Management System (AIMS) - This information system was established in 2014 so that the Economic Relations Division can manage aid information entered by all development partners and share the data with partners. • Bangladesh Student Trust Fund (BSTF) - Established in 2013, this information system enables students to apply for scholarships and check results online. • Foreign Aid Management System (FAMS) - This information system supports tasks related to aid funds and manages all pipelines, ongoing and annual development projects requested by the Bangladesh government or proposed by aid organizations after obtaining approval of the Planning Division. • e-Tax Payment - The e-Tax Payment service allows citizens to report income and value-added taxes and duties/tariffs online. The integrated tax payment service is an internet-based portal following related international standards. • Asycuda world - This system is used to calculate, report, collect, record and manage tariffs. • BITax (Bangladesh Income Tax) - This system is used to calculate, report, collect, record and manage income tax and consumption tax. • IVAS++ (Integrated Vat Administrative System) - This system is used to calculate, report, collect, record and manage value added tax (VAT). • Online Tax Calculator and Online Tax Return - This e-payment portal on the website of the National Board of Revenue is the one-stop integrated solution for online payment of income tax, VAT, tariff and other taxes. It provides an online tax calculator for tax return and uses the global standard system for safe payment.

**Ministry of Home Affairs** The Ministry of Home Affairs is mainly in charge of internal security and maintenance of domestic policies. The ministry consists of Public Security Division and Security Services Division. Key ICT and e-government systems and projects include: • Criminal database management system (CDMS) - This system is used to manage criminal information. • Cyber Police - The cyber police tracks hacking and other cybercrimes. • Connectivity - The project connects the national police network. • Police Clearance - This system is used to manage criminal records. • E-traffic in Chittagong Metropolitan Police - This online system is used to collect and manage traffic fines in Chittagong.

**Ministry of Law, Justice and Parliamentary Affairs.** Key ICT and e-government systems and projects include: • e-Judiciary system - This system has transformed judicial proceedings currently based on documents into those based on electronic files or videos.

**Ministry of Land and local administrations** are jointly digitizing all records in local archives. • Public Utilities Billing Payment System - This service enables citizens to pay public utility bills such as electricity, gas and water online or on cell phones, which significantly increases the payment ratio of customers. • Online Birth and Death Registration - The system allows citizens to register births and deaths online. There is no fee required for the registration if it is done within two years of birth or death. Otherwise, small fees will be incurred. Also, fees will be charged for reissuing birth and death certificates and changing the information registered. In Bangladesh, a dead body is traditionally cremated at home and often the family cremates the deceased without a death certificate issued by a doctor, meaning a very low rate of death registration. To address the issue, the government limits the registration period to two years and exempts fees for registrations that are made within the period.

Data Data processing Digital government Digital infrastructure Mobile Taxation

#### **Policy/regulation mirrored:**

N/A

#### **Countries:**