

A wooden cart with four large wooden wheels is shown. On top of the cart are several boxes. One box features the Twitter logo (a blue bird). Another box shows the YouTube logo. A third box displays the Flickr logo. A large box with the Facebook logo is also visible. The text "Social Media" is faintly visible on one of the boxes. The background is a light, neutral color.

Social Media for Better Citizen Engagement and Improved Service Delivery

Shyam Sunder Sikder
Secretary, ICT Division
Government of Bangladesh

Vision 2021: Digital Bangladesh - Transforming e-Government

Vision 2021

- It stands as a political vision of Bangladesh for the year 2021, the golden jubilee of the nation.
- The Vision 2021 is an articulation of transforming Bangladesh into a middle income country by the year 2021 – the year which marks the 50th anniversary of Bangladesh's independence.

DIGITAL BANGLADESH

CREDO

The use of information and communication technologies (ICTs) in **public administrations** combined with **organizational change** and **new skills** in order to **improve public services** and **democratic processes** and strengthen support to **public policies**.

Whole of Government Approach To Transform Governance

Improving Online Service Delivery

Improving Human Capacity

Improving Infrastructure



eGovernment Development – Key Stakeholders

- Cabinet Division
- Prime Minister's Office
 - Access to Information (a2i) Programme, Prime Minister's Office
- Information and Communication Technology Division
 - Bangladesh Computer Council (BCC)
 - Directorate of Information and Communication Technology
 - Controller of Certifying Authorities (CCA)
 - Bangladesh Hitech Park Authority (BHTPA)
- Posts & Telecommunications Division
 - Bangladesh Telecommunications Regulatory Commission
 - BTCL
 - Teletalk

Key Achievements – eGovernance

INFRASTRUCTURE SERVICES

- ❑ National ICT Infrastructure
 - Banglagov.net
 - Infosarkar 2
- ❑ National Data Centre hosted at BCC
- ❑ Union Information Service Centres at 4700+ unions
- ❑ 800 node Video Conferencing facilities to UNO offices
- ❑ 3500+ Computer labs@Schools
- ❑ 25000 Web sites in portal

IMPROVING HUMAN CAPACITY

- ❑ Fast Track Future Leader Program
- ❑ LICT Program:-
 - Top up IT training program
 - Foundation skills training program
- ❑ Bangladesh Korea Institute of Information and Communication Technology (BKIICT)
- ❑ Multimedia/Smart Classrooms
- ❑ Learning & Earning Training Program
- ❑ Training on Mobile Apps Development

ONLINE CITIZEN SERVICE DELIVERY

- ❑ Land Records Porcha (Authentication Doc)
- ❑ Birth and Death Registration
- ❑ Public Examination Results publishing
- ❑ Government Forms Downloads
- ❑ Info on employment and Government Forms Downloads
- ❑ VISA Applications & Checking
- ❑ Online Passport Application
- ❑ Online University Applications for Admission

ICT ADOPTION / AUTOMATION INITIATIVES

- ❑ National Identity Database
- ❑ Automation in Central Bank of Bangladesh
- ❑ Automation in Bangladesh Road Transport Authority
- ❑ Machine Readable Passport Issuance
- ❑ E-Filing System
- ❑ E-Procurement System
- ❑ Health Information Exchange
- ❑ Digital Signature

Key Initiatives of ICT enablement

CATEGORY	INITIATIVE	STATUS
INFRASTRUCTURE SERVICES	❖ Accelerating investments in the IT/ ITeS sector and assist BHTPA in developing various IT/ Hi-tech Park projects in PPP model.	Ongoing
	❖ Infrastructure <ul style="list-style-type: none"> IT Audit and expansion of existing data centre 	Completed
ONLINE SERVICE DELIVERY	❖ Bangladesh National Enterprise Architecture <ul style="list-style-type: none"> Design & Implementation Roadmap for Online Service Delivery Platform Design & implementation Roadmap for Mobile Service Delivery Platform National Service Bus for seamless integration across governmental departments and agencies Defining global standards for Interoperability and standardizing ICT Development 	Ongoing (Draft Reports Submitted)  NEA Newsletter 01 Digital Version.pdf
HUMAN CAPACITY DEVELOPMENT SERVICES	❖ Capacity Building <ul style="list-style-type: none"> Top up IT training program for 10,000 IT/Science students for the IT sector Foundation skills training for 20,000 non IT/HSC students in Bangladesh for the ITES Sector 	Ongoing

Key Initiatives of ICT enablement

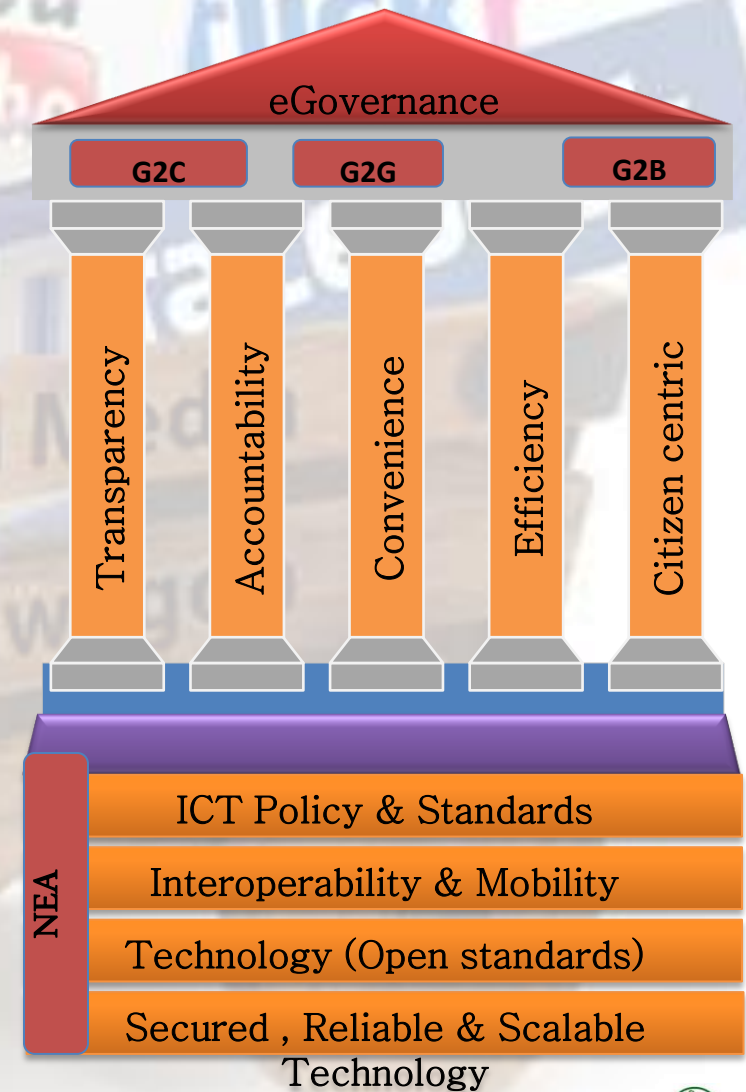
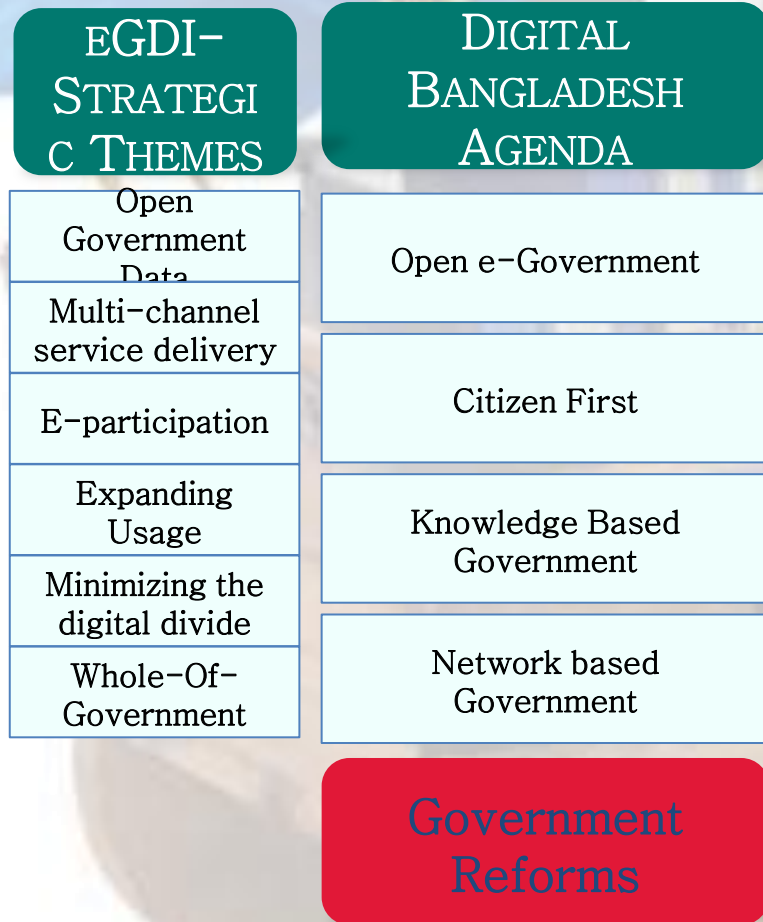
DEPARTMENT	INITIATIVE	STAGE OF COMPLETION
ONLINE SERVICE DELIVERY	<ul style="list-style-type: none">❖ Union Digital Center❖ National Portal Framework (NPF)❖ UISC Blog – e-participation forum❖ District E-service Center❖ Capacity Development❖ Multimedia Classroom❖ Jatiya e-Tathyakosh❖ Multi stakeholder Dialogue❖ E-Purjee (Online sugarcane procurements)❖ National E-Service System❖ E-learning	Operational
INFRASTRUCTURE SERVICES	<ul style="list-style-type: none">❖ Digital Signature token issued for government officials	Operational

Online Service Delivery – Initiatives on the anvil

The Government of Bangladesh is committed to take services to the door steps of the citizen.

- Over 4700 Union Information Service Center has been developed to provide Shared Service and Minimize THE DIGITAL DIVIDE.
- eGovernance service delivery platform being developed in conjunction with design and implementation of a Bangladesh National Enterprise Architecture.
- Realizing the potential of the cellular network mobile service delivery platform is being developed.
- 600 Mobile Apps have been launched to ensure online citizen service delivery across various government departments such as Finance, Health, Education, Labour, Social Services.
- Government wide connectivity up to Upazila(Sub-District)/ Union established.
- 800 node Video Conferencing System established.
- Online land record verification system established
- Smart National ID Card to be available from September 2015 opening up the potential for more e-services.

eGovernance & eGov Development Index



Overview

eGDI Objectives

Open Government Data

Multichannel Service Delivery

E-participation

Expanding Usage

Minimizing the digital divide

Whole of Government

NEA Engagement Outcomes

National Enterprise Architecture

Interaction & Access Standards Across devices, applications, domains and platforms transcending channels and bridging the digital divide

eGovernment Interoperability Framework

Design, development and implementation of interoperability framework leading to a connected and network based government

Design Mobile Service Delivery Platform

Preparation of the architecture and standards of MSBP, thereby increasing outreach to citizens, improving e-participation and bridging the digital divide

Design National e-Service Bus

Ensuring a truly connected and networked government and enabling multichannel service delivery

Design eService Delivery Platform

Expanding usage of e-governance services, increasing outreach and bridging the digital divide and bringing greater citizen participation

Transformational Initiatives

Initiatives which may use NEA as a platform to radically transform e-governance service delivery, provide open access to government data to citizens and bring greater citizen satisfaction in e-governance transactions



Transformational initiatives to improve ratings

The following strategic e-Governance initiatives are based on secondary research of international programs, National ICT Policy 2009 and discussions with the Government bodies and Funding agencies. Few of the initiatives are currently in the planning or implementation stage whereas others are proposed to be initiated as a part of the e-Governance program.

COMMON SERVICE PLATFORM	COMMON APPLICATIONS	COMMON TECHNOLOGY
<ul style="list-style-type: none"> ➤ Information services (dial.gov.bd) ➤ Open Data (data.gov.bd) ➤ Centralised Citizen Document Repository ➤ e-Procurement ➤ Grant and Fund Management ➤ Grievance redressal system ➤ Centralised interface for government service delivery ➤ Quality Certification 	<ul style="list-style-type: none"> ➤ HR and ESS system ➤ Finance & Revenue management system ➤ Land Management System ➤ Single window clearance system ➤ Citizen Registration and Vital Statistics (CRVS) ➤ Paperless office ➤ Legal Case Management System 	<ul style="list-style-type: none"> ➤ Application and mobile service delivery platforms ➤ BI as a service ➤ GIS web map services ➤ Government Mailing Solution ➤ SMS and Payment gateway ➤ Service delivery Platform ➤ National Information Infrastructure ➤ Central COE





Social Media

- Government agencies are increasingly using social media to engage with citizens, share information and deliver services more quickly and effectively than ever before. But as social content, data and platforms become more diverse, agencies have a responsibility to ensure these digital services are accessible to all citizens, including people with disabilities.

Government employees on Facebook

- Government employees are using Facebook and other social media for citizen centric decisions.
- Social Media is widely used to popularize e-services by all government ministries and divisions.
- All government employees are being added to a group called **‘Public Service Innovation Bangladesh.’**
- Till now, 3,147 government employees have been added to this group.

Public Service Innovation

Public Service Innovation Bangladesh

Public Service Innovation Bangladesh

সরকারী কর্মকর্তাদের জন্য সেবায় উদ্ভাবন বিষয়ক একটি মুক্ত আলোচনার প্লাটফর্ম

Public Service Innovation Banglad...
Public Group

Joined Share Notifications

Discussion Members Events Photos Files

Search this group

Write Post Add Photo / Video Ask Question Add File

Write something...

PINNED POST

Nmzeaul Alam with Abul Azad and Manik Mahmud
July 30 at 3:41pm

২৬/০৭/২০১৫ তারিখ বেনা ২:০০ ঘটিকায় পাসপোর্ট সেবার মান উন্নয়নের লক্ষ্যে একটি সোশ্যাল মিডিয়া আড্ডা অনুষ্ঠিত হয়। মুখ্যসচিব জনাব মোঃ আবুল কালাম আজাদ মহোদয় এবং স্পোর্টস্টির মন্ত্রণালয়ের সিনিয়র সচিব ড. মোঃ মোজাম্মেল হক খান মহোদয় প্রধানমন্ত্রীর কার্যালয় থেকে ভিডিও কনফারেন্সের মাধ্যমে আড্ডা সঞ্চালন করেন। আড্ডাটি খুলনা বিভাগীয় পাসপোর্ট ও ভিসা অফিস কেন্দ্রিক হলেও এ আড্ডায় ভিডিও কনফারেন্সের মাধ্যমে আরও উপস্থিত ছিলেন মন্ত্রিপরিষদ বিভাগের সচিব (সমন্বয় ও সংস্কার) জনাব মোঃ নজরুল ইসলাম, বিভাগীয় ...

Continue Reading

MEMBERS 6,843 members (220 new)

+ Add People to Group

Invite by Email

DESCRIPTION

ফেসবুকের Public Service Innovation Bangladesh গ্রুপে যোগদান করুন। লিংক: <https://www.facebook.co...> See More

TAGS:

Innovation · Bangladesh · Government of Bangladesh

CREATE NEW GROUPS

Groups make it easier than to share with friends, [Create Group](#)



Magistrates, All Airports of Bangladesh



Tarique

Home

20+

Find Friends



24



01866 5 44444
01787 661144

01866 5 66666
01787 661166

Create Page

Recent

2015

Created

Sponsored



Send a message to this Page. x

Like

+ Follow

Message



Cover Photo



Magistrates, All Airports of
Bangladesh
Government Organization

Timeline

About

Photos

Likes

More



146k people like this

Zakir Hossain and 7 other friends



Open always

Get additional info



Invite friends to like this Page

ABOUT



Magistrate Court



01787-661166



Ask for Magistrates, All Airports of Bangladesh's website

Post

Photo / Video

Write something...



Post



Magistrates, All Airports of Bangladesh

February 15 · Edited ·

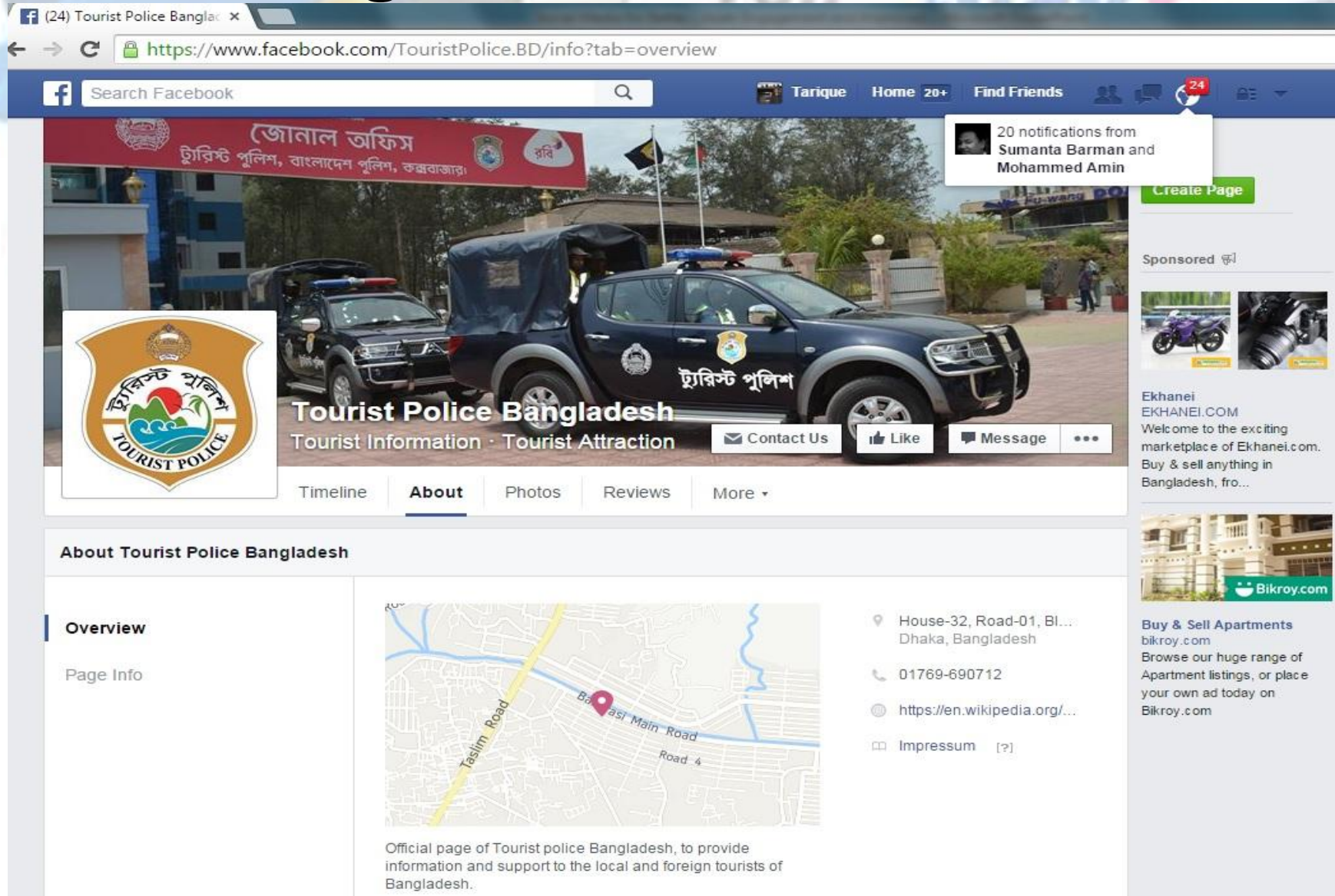
দেশী বিদেশী মুদ্রা সীমার পরিবর্তিত ভ্রমণ প্যাকেজ 😊
শেষতক না পড়ে আমোদ পড়লে করলে কিছু কমুনা 😊

১. বাংলাদেশী মুদ্রা সীমা...
Continue Reading



সে ফলটি খেলেই সারবে ডায়াবেটিস...
bdview24.com
সে ফলটি খেলেই সারবে ডায়াবেটিস
হাতের নাগালের কাছেই পাওয়া যায়
ফলটি। দামও সস্তা। চিকিৎসা...

Bangladesh Tourist Police



Use of YouTube

a2ibangladesh - YouTube x

← → ↺ 🔒 <https://www.youtube.com/user/a2ibangladesh> ☆ 📁 📁

YouTube ≡

🏠 Home

BEST OF YOUTUBE

- 🔴 Popular on YouTube
- 🎵 Music
- 🏆 Sports
- 🎮 Gaming
- 📰 News
- 📺 Live
- 📺 360° Video

+ Browse channels

Sign in now to see your channels and recommendations!

[Sign in](#)

a2i
a2i Bangladesh
a2i Bangladesh

জিদ মোবারক
স্বাধীনতা শিবির জিদ-উন-খানার শুভেচ্ছা...

[a2i Website](#) [G](#)


a2ibangladesh [Subscribe](#) 547

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All activities ▾


a2ibangladesh uploaded and posted 1 week ago

Recognition

 4:27

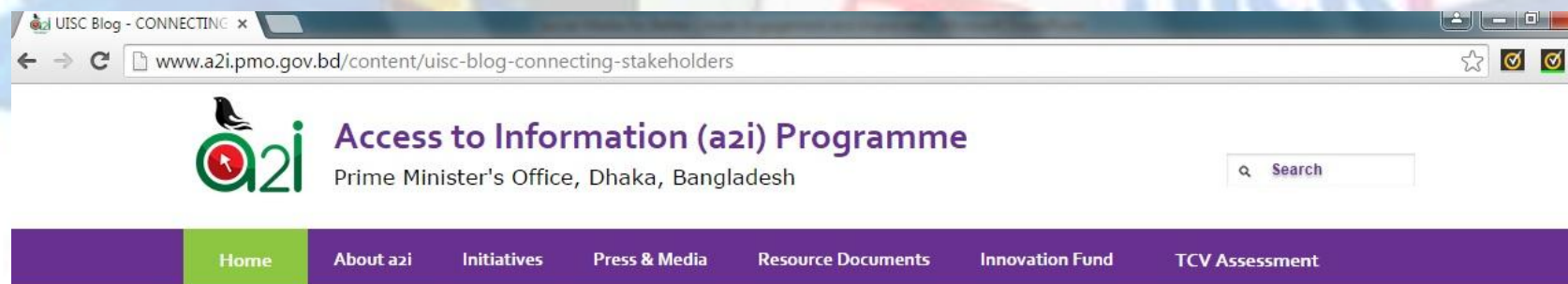
Digital Service Award-2015
by a2ibangladesh
1 week ago • 82 views
Panchagarh, Narayanganj and Kushtia district administration and Rangpur Divisional Commissioner's office received Digital Service Award-2015 from Honorable Prime Minister...

a2ibangladesh uploaded a video 2 months ago

 0:52

Voice of People on Jibon Theke Niye
by a2ibangladesh
2 months ago • 163 views
Shah Ahmed Rafiz from Shantinagar, Dhaka is sharing his experience for getting passport. He also suggests to make everything online. Online system can reduce time, cost and no of visi...

Connecting through Blog



UISC Blog - CONNECTING STAKEHOLDERS



Women Entrepreneur is blogging

WHAT it is

'UISC blog' (<http://uiscbd.ning.com/>) serves as a learning and sharing platform for the UISC (Union Information & Service Centre – ICT equipped centres providing government and private information and services at the grassroots) entrepreneurs and associated Local Administration officials. With 4501 UISCs operating across the country in collaboration between the Government and local entrepreneurs, the blog aims to cater to problems and issues pertaining to operating the UISCs. Discussions range from hardware-software trouble-shooting, social

problems to professional hazards. The blog also showcases best practices and e-Leadership regarding service delivery which, in many instances, are replicated in UISCs around the country.

WHY it was necessary

UISC blog has become a quintessential tool for UISC entrepreneurs and Local Administration alike. It enables entrepreneurs to solve problems by seeking help from peers across the country which in turn reduces pressure on Local Administration for providing everyday assistance to the UISCs. Consequently, stakeholders are able to save considerable time and effort in troubleshooting various problems by using the blog. The blog allows local administration to disseminate instructions to all officials and follow up on actions required to resolve issues raised on the blog through a single portal. The need for contacting each of the concerned parties individually has been eliminated by introducing a single platform for exchange of

Fast Facts

(as of February, 2014)

- ◆ Total bloggers: 14,000
- ◆ UISC Entrepreneurs: 9094;
- ◆ Rest DC, ADC, UNO, DDLG, DIO, Divisional Commissioner, Secretary, Minister and Public Representative, UP Secretary and Service partners.
- ◆ Blog post per day: 300+
- ◆ Total Blog Post: 1400 Thousand
- ◆ Comments per blog post: 10-100+

Result Achieved

District Administration Connecting with Citizen

(24) Facebook x

https://www.facebook.com/search/str/DC%2BRangamati/keywords_top

DC Rangamati

Tarique Barkatullah
Edit Profile

FAVORITES

- News Feed
- Messages 20+
- Events
- Saved

GROUPS More

- Public Service Inn... 20+
- General Knowled... 20+
- Bangladesh: Innov... 2
- Bangladesh: Innov... 5
- Bangladesh: Innov... 1
- Bangladesh: Innov...
- Bangladesh: Innov...
- The Guerrilla launch 9
- Bangladesh Crick... 20+
- Okinawa Internati... 20+
- OIC Expaticipants 20+
- Government Serv... 20+
- New Groups 7
- Create Group

APPS

- Games
- Puzzli
- Photos
- Find Friends
- Games Feed 20+

Top People Photos Pages Places More

People

DC Rangamati Add Friend Message ...
DC Rangamati at Government of the People's Republic of Bangl...
Studied at Govt. Nazimuddin College
Lives in Rangamati
1 mutual friend: Muhammad Abdullah

See more

Posts Matching "DC Rangamati" Top Results

POSTS FROM FRIENDS AND GROUPS

Muhammad Abdullah liked this post

DC Rangamati
February 4 · 🌐

The four team members from Bangladesh delegation are standing In front of the Heritage Museum,Agartala,



19 notifications from Sumanta Barman and Mohammed Amin See All

7 mutual friends Add Friend

Suhei Rafaat (Rupak) 23 mutual friends Add Friend

Zia Siddique 4 mutual friends Add Friend

Mohammad Lutful Haque Shoeb Add Friend

Shyama Prasad Bepari Add Friend

FRIEND REQUESTS See All

Mahmud Hossain 4 mutual friends Confirm Friend

Mohammed Munir Ullah Chowdhury Quazi M. Murshed is a mutual friend. Confirm Friend

Government on Facebook

The screenshot shows a Google search interface with the query "Government of bangladesh facebook". The search results are displayed on a light gray background. The first result is "Government Jobs (in Bangladesh) | Facebook" with a URL starting with "https://www.facebook.com/.../Government...Bangladesh/181916038525...". Below the title, it says "Government Jobs (in Bangladesh). 1152 likes · 19 talking about this. Everyone needs a job to live in this beautiful world. But now a days job is like...". The second result is "Government Shipping Office,Chittagong, Bangladesh ..." with a URL starting with "https://www.facebook.com/.../Government...Bangladesh/170469166331...". Below the title, it says "Government Shipping Office, Chittagong, Bangladesh. ... This Page is automatically generated based on what Facebook users are interested in, and not affiliated ...". The third result is "Anti Corruption Commission, Bangladesh ... - Facebook" with a URL starting with "https://www.facebook.com/pages/Anti...Bangladesh/245978098748993". Below the title, it says "To connect with Anti Corruption Commission, Bangladesh., sign up for Facebook today. ... Government Organization ... See more places in Dhaka, Bangladesh.". The fourth result is "German Embassy Dhaka - Dhaka, Bangladesh ... - Facebook" with a URL starting with "https://www.facebook.com/GermanEmbassyDhaka". Below the title, it says "German Embassy Dhaka, Dhaka, Bangladesh. 173890 ... Government Organization Die Sprache Bangladesh Super Intensive German Language Course in ...". The fifth result is "Bangladesh Telecommunication Regulatory ... - Facebook" with a URL starting with "https://www.facebook.com/BD.BTRC". Below the title, it says "Bangladesh Telecommunication Regulatory Commission (BTRC), Dhaka, Bangladesh. 4653 likes · 65 talking ... Commission (BTRC). Government Organization.". The sixth result is "Department of Immigration & Passports, Bangladesh ..." with a URL starting with "https://www.facebook.com/BangladeshPassports". Below the title, it says "Department of Immigration & Passports, Bangladesh, Dhaka, Bangladesh. ... Make - Bangladeshi Digital Passport (MRP) The Bangladesh Government has im.". The seventh result is "Facebook group for government officials | Dhaka Tribune" with a URL starting with "www.dhakatribune.com/bangladesh/.../govt-tag-facebook-its-activities". Below the title, it says "Aug 20, 2014 - The government is going to introduce Facebook as a platform for all the ... According to the letter, this 'Public Service Innovation Bangladesh' ...". The eighth result is "Bangladesh government requires all employees to join ..." with a URL starting with "http://public.com/bangladesh-government-requires-all-employees-to-join". Below the title, it says "Bangladesh government requires all employees to join ...". The search bar at the top contains the text "Government of bangladesh facebook" and a "Sign in" button. The bottom of the screenshot shows a Windows taskbar with various application icons and a system clock displaying "3:20 PM 8/1/2015".

Government of bangladesh facebook

About 44,100,000 results (0.36 seconds)

Government Jobs (in Bangladesh) | Facebook

<https://www.facebook.com/.../Government...Bangladesh/181916038525...>

Government Jobs (in Bangladesh). 1152 likes · 19 talking about this. Everyone needs a job to live in this beautiful world. But now a days job is like...

Government Shipping Office,Chittagong, Bangladesh ...

<https://www.facebook.com/.../Government...Bangladesh/170469166331...>

Government Shipping Office, Chittagong, Bangladesh. ... This Page is automatically generated based on what Facebook users are interested in, and not affiliated ...

Anti Corruption Commission, Bangladesh ... - Facebook

<https://www.facebook.com/pages/Anti...Bangladesh/245978098748993>

To connect with Anti Corruption Commission, Bangladesh., sign up for Facebook today. ... Government Organization ... See more places in Dhaka, Bangladesh.

German Embassy Dhaka - Dhaka, Bangladesh ... - Facebook

<https://www.facebook.com/GermanEmbassyDhaka>

German Embassy Dhaka, Dhaka, Bangladesh. 173890 ... Government Organization Die Sprache Bangladesh Super Intensive German Language Course in ...

Bangladesh Telecommunication Regulatory ... - Facebook

<https://www.facebook.com/BD.BTRC>

Bangladesh Telecommunication Regulatory Commission (BTRC), Dhaka, Bangladesh. 4653 likes · 65 talking ... Commission (BTRC). Government Organization.

Department of Immigration & Passports, Bangladesh ...

<https://www.facebook.com/BangladeshPassports>

Department of Immigration & Passports, Bangladesh, Dhaka, Bangladesh. ... Make - Bangladeshi Digital Passport (MRP) The Bangladesh Government has im.

Facebook group for government officials | Dhaka Tribune

[www.dhakatribune.com/bangladesh/.../govt-tag-facebook-its-activities](http://public.com/bangladesh-government-requires-all-employees-to-join)

Aug 20, 2014 - The government is going to introduce Facebook as a platform for all the ... According to the letter, this 'Public Service Innovation Bangladesh' ...

Bangladesh government requires all employees to join ...

<http://public.com/bangladesh-government-requires-all-employees-to-join>

Bangladesh is now one of the over millions of Facebook users.

- January 1, 2015 there was 68 million Facebook users in the country.
- A new user of social networking site Facebook is being added in every 12 seconds in Bangladesh which is more than the birth rate of the country.
- Source:
<http://www.bd24live.com/article/6536/index.html#sthash.hP9p1kr8.dpuf> Bangladesh has seen rapid growth of Social Media users

G2C Interaction

- Online dialogue on Social Media between Government & Citizen on Policy, Acts and Services helps the Government to better Serve the Citizen.
- Social Services reaches the citizen in time.
- All strata of society is served appropriately in time.
- The opinion of citizen gets priority in decision making.

Conclusion

- Use of social media in governance is still evolving.
- Newer avenues are being created for using social media in the governance.
- The ideas between the countries can be shared to improve use of social media in the governance.



A wooden toy wagon with four wheels, filled with various social media logos including Twitter (a blue bird), YouTube, Flickr, and Facebook. The wagon is labeled "Social Media Bandwagon" on its side.

Thank You

CONTACT

secretary@ictd.gov.bd