Addressing the Digital Divide for Promoting Inclusive Public Service Delivery and Digital Transformation

Symposium on Effective Governance and Digital Transformation for Building Back Better and Accelerating the Implementation of the 2030 Agenda

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Policy Advisor, a2i
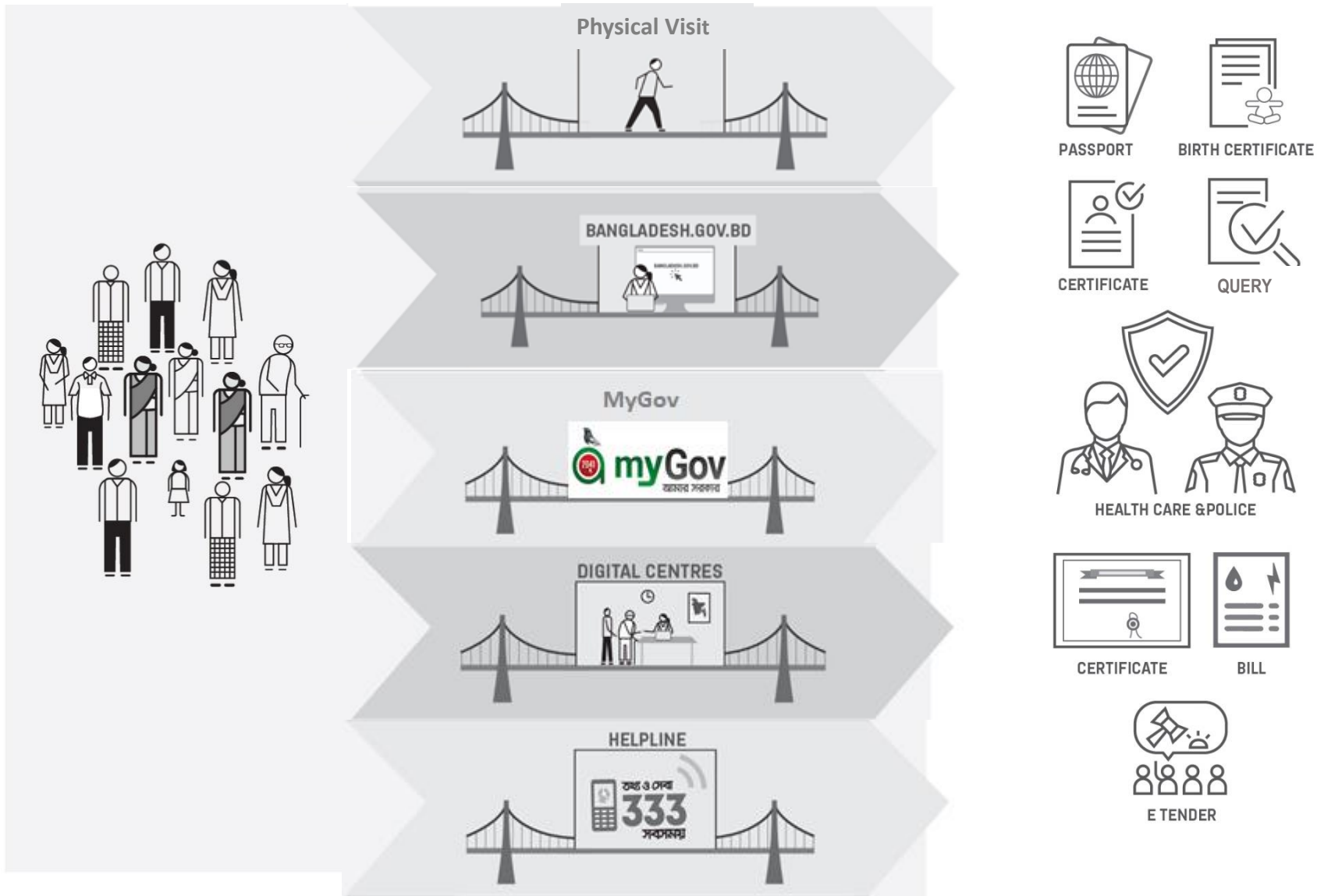**ICT Division/Cabinet Division/UNDP Bangladesh**

17th November, 2021

2008: Digital Bangladesh Announced

- Only 10% civil servants had computers on their desks, but treated them as sacred objects
- <1% internet penetration among public
- <10 digital public services

Bridging the Digital Divide in Public Service Delivery

Physical Visit

BANGLADESH.GOV.BD

MyGov

DIGITAL CENTRES

HELPLINE

333

PASSPORT

BIRTH CERTIFICATE

CERTIFICATE

QUERY

HEALTH CARE &POLICE

CERTIFICATE

BILL

E TENDER

2041 | INNOVATIVE BANGLADESH

Ensuring digital access with Digital Centres:
Service at Citizens' Doorsteps

Reducing TCV

Public-private Partnership

8,177
Digital Centres

700M+
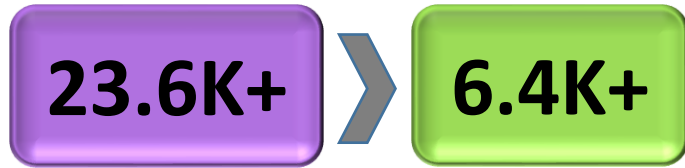Services provided

300+
Type of services
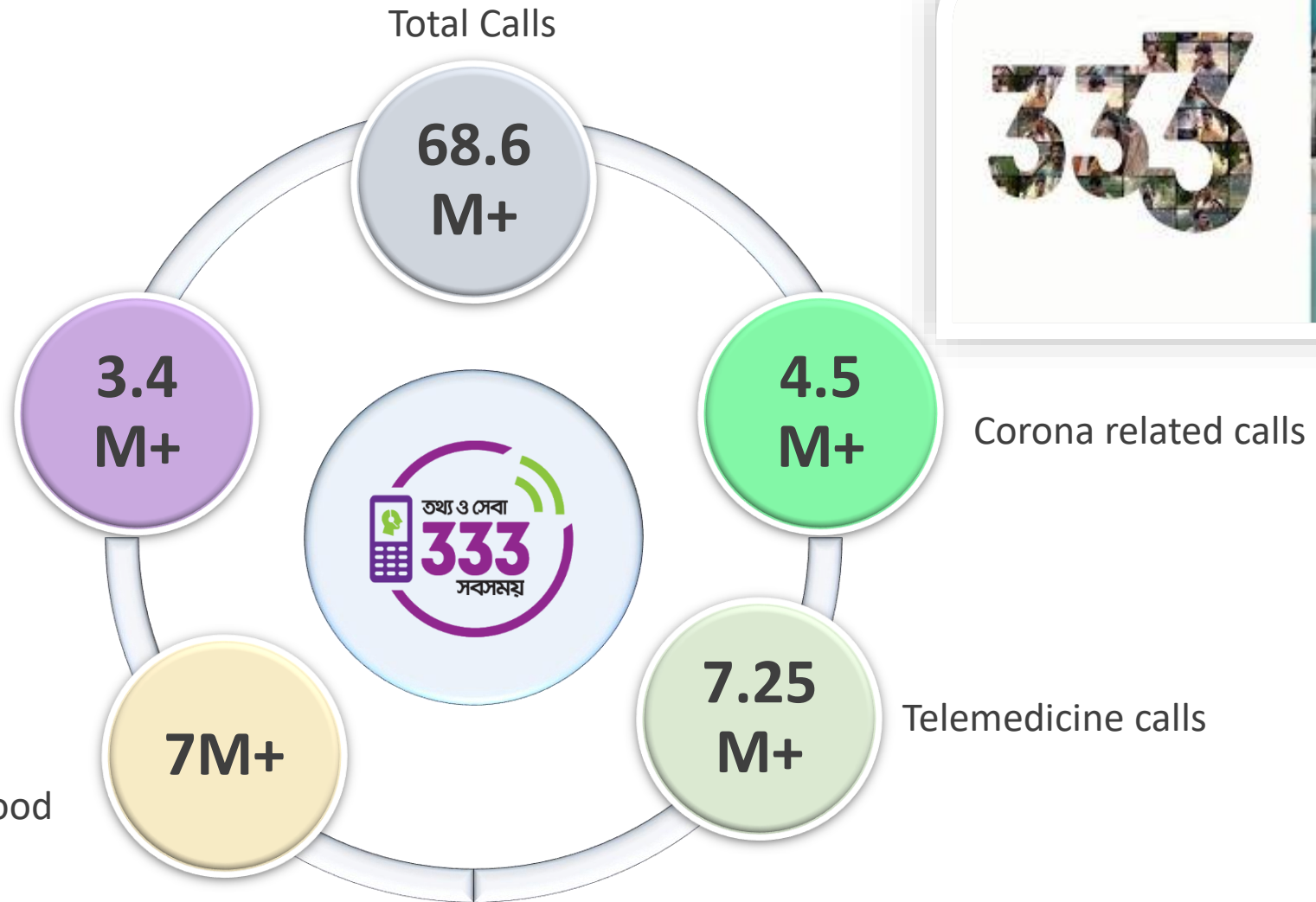
16,057+
Entrepreneurs

a2i
Innovate for all

Cabinet Division
Government of the People's Republic of Bangladesh

ICT DIVISION
FUTURE IS HERE

UNDP

333 National Helpline

23.6K+ > **6.4K+**

Social Challenges Addressed — Child Marriages Stopped

Total Calls

68.6 M+

3.4 M+ — Calls for daily commodities

4.5 M+ — Corona related calls

7.25 M+ — Telemedicine calls

7M+ — Calls for emergency food

তথ্য ও সেবা **333** সবসময়

Major interventions for Future: Integration with myGov, Inter connectivity with '16121', '16122', '109' & 999; To extend GRS in 64 Districts.

Impact Measured for last 10 years in TCV Reduction Mandated by Annual Performance Agreement

SAVED BY CITIZENS

DAYS 1.92 **BILLION SAVED**

USD 8.14 **BILLION SAVED**

1.004 **BILLION VISITS**

85%
Time

63%
Cost

63%
Visits

a2i — Innovate for all
Cabinet Division — Government of the People's Republic of Bangladesh
ICT DIVISION — FUTURE IS HERE
UNDP

Moving from 'Business as Usual' to 'Leapfrogging Mindset' Facilitated by Vision 2021 Digital Bangladesh Agenda

	2008	2021
Upper Poverty, income	40% (2005), ~$600	20.5% (2019)*, ~$2550
Literacy (not digital)	47%	72%
Electricity	27%	95+%
Internet	<1%	65% (100+ times)
Mobile	20 mil	174+ mil (8 times)
Digital Services	< 10	1,000+
One-stop Centres	2	8,000+
Govt. websites	100	1
Chief Innovation Officers (CIO)	56 e-Gov Focal Points	1,000 Chief Innovation Officers leading Innovation Teams

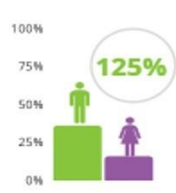*Based on 2019 poverty estimate by Bangladesh Bureau of Statistics

ONLINE POPULATION 12.9%
Source: ITU, 2019

MOBILE BROADBAND PENETRATION 15.5%
Source: A4AI from GSMA, 2020

FIXED BROADBAND PENETRATION 5.0%
Source: A4AI from ITU, 2019

INTERNET USE GENDER GAP 125%
Source: A4AI from EIU, 2020

Affordability Quintiles

Legend:
- Lowest 20%
- Second 20%
- Third 20%
- Fourth 20%
- Highest 20%

2% Affordability Target

Source: A4AI, 2020. Income data from WB, latest available

While the average affordability of mobile broadband in Bangladesh meets the target set by the UN Broadband Commission, such reality masks inequalities that exist within the country. Indeed, 1GB of data costs over 2% of the monthly gross national income per capita for the population in the two lowest income quintiles, representing 40% of the population.

Dimensions of Meaningful Connectivity

Getting the Right Speed	Having and Appropriate Device	Connecting with Enough Data	Using the Internet Regularly
27.53%	41.67%	N/A	N/A

Source: GSMA, 2020

Meaningful connectivity to the internet implies having access to an appropriate device, enough data and speeds, and using the internet every day. Only 27.53% of people in Bangladesh have access to 4G compatible speeds, and only 41.67% have access to smartphones, which are considered to be appropriate devices.

- **Immense Potential : Lower-middle income country but one of the world's fastest growing economy /fastest growing GDP rate**

- Bangladesh meets the 1 for 2 affordability target - 1GB of data costs no more than 2% of the monthly gross national income

- However, for 40% of the population in Bangladesh, connectivity is not affordable, lowest income quintile spends **3.58%** of their average monthly income on 1GB of data

Connecting the Unconnected

My Village My Town

Hon'ble Prime Minister has set vision to:
- provide high-speed internet connectivity in **all schools by 2030**
- ensure **all rural areas** are connected under the **'My Village-My Town'**

Info Sarkar 3

Provide Internet access to 2600 rural LGIs

Govt Telecom Provider

Provide optical cable network in **1000 LGIs**

Connected Bangladesh

Ensure onnectivity in 800+ remaining rural LGIs
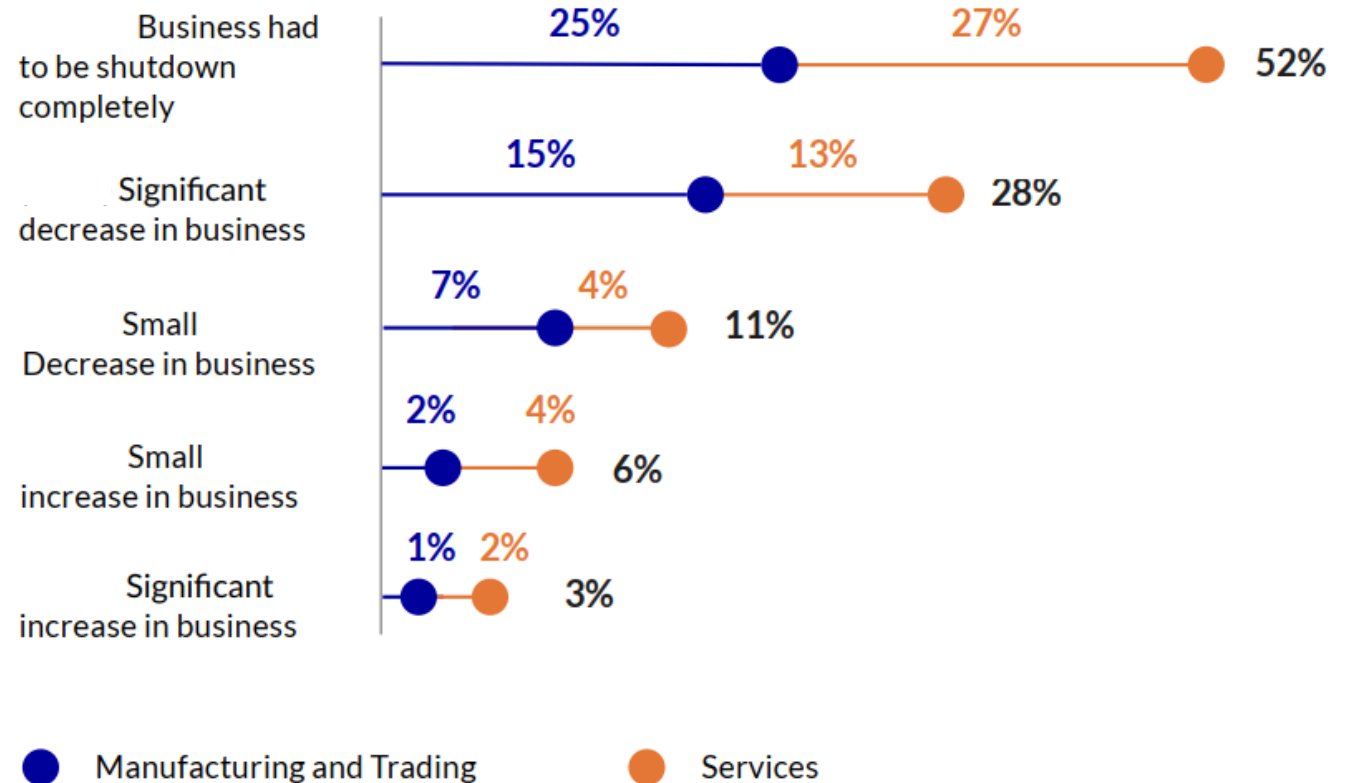
Broadband Policy

Update Broadband Policy-2009 to:
- ensure broadband equity
- set time-bound targets and interventions
- reduce broadband cost

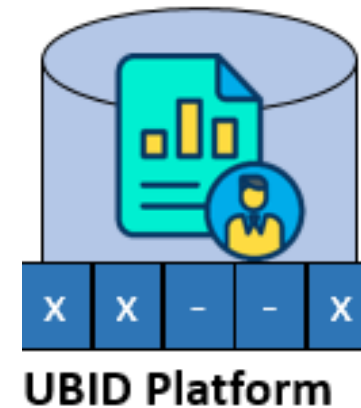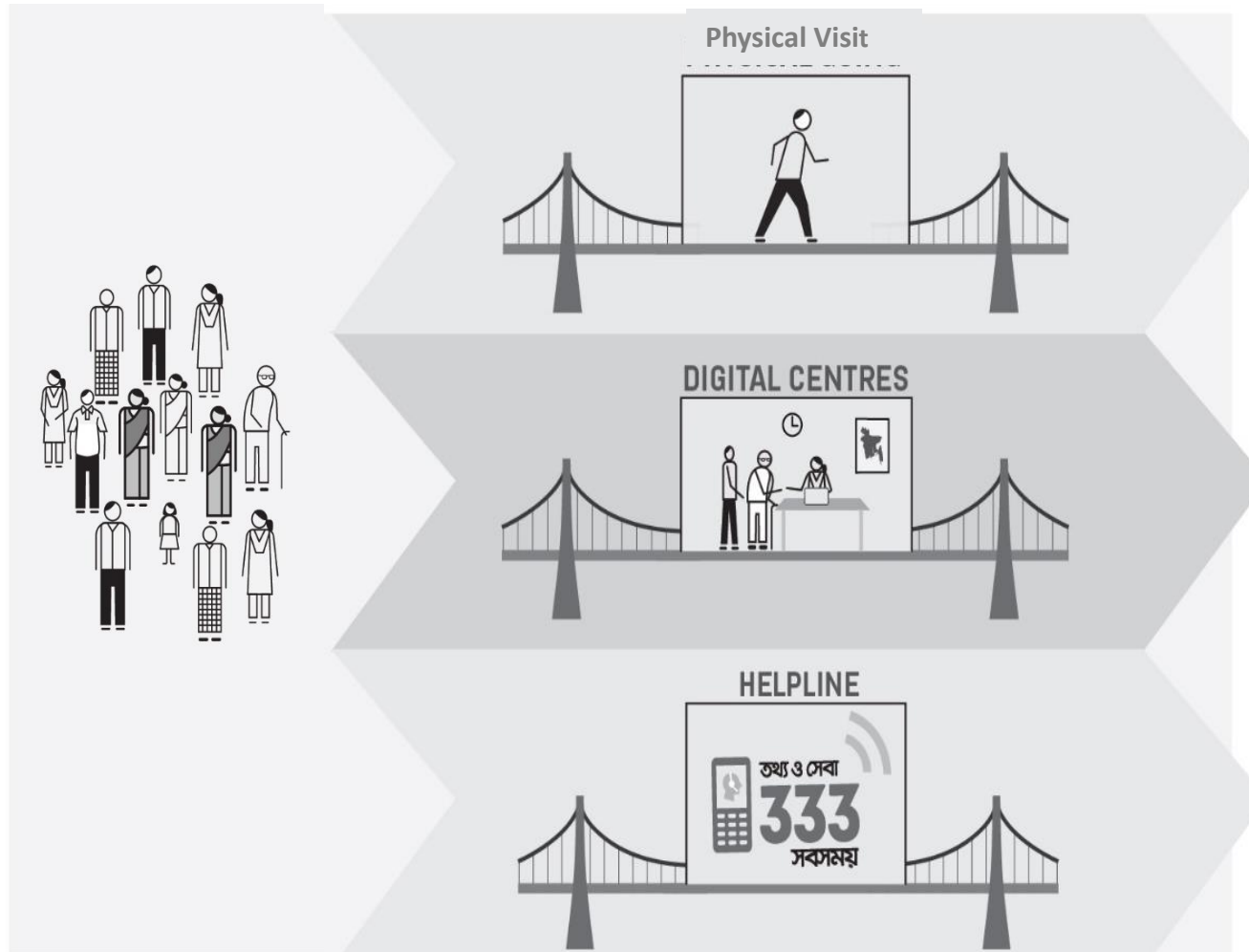# CMSMEs were the worst hit during the pandemic

7.8 million CMSMEs provide livelihood for 30+ million people

52% SMEs completely shut down its operation

	Manufacturing and Trading	Services	Total
Business had to be shutdown completely	25%	27%	52%
Significant decrease in business	15%	13%	28%
Small Decrease in business	7%	4%	11%
Small increase in business	2%	4%	6%
Significant increase in business	1%	2%	3%

● Manufacturing and Trading   ● Services

Source- Impact of Bangladesh's CMSME landscape Report by Lightcastle and Sheba.xyz

Bridging the Digital Divide in e-commerce

Education Continuation Initiatives in COVID-19

Learning from Home: Remote Classes through Television, Radio, Online & Social Media
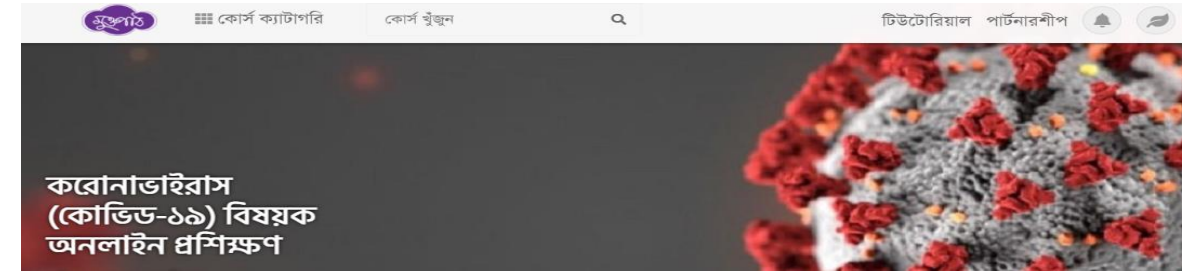

TV Class

Digital Class

Teachers

Students

Muktopaath: Online Training for COVID-19 Awareness and Capacity Development

Online Course	Participants	Certificates
10	450K+	360K+

Doctors	Health Workers	Judges & Lawyers	Others
55,000+	100K+	6K+	200K+

Bangladesh's Inclusive Public Service Digitization Strategy

Accessibility by Citizens

- Direct access
  - Mobile-first strategy
  - Internet
- Assistive access
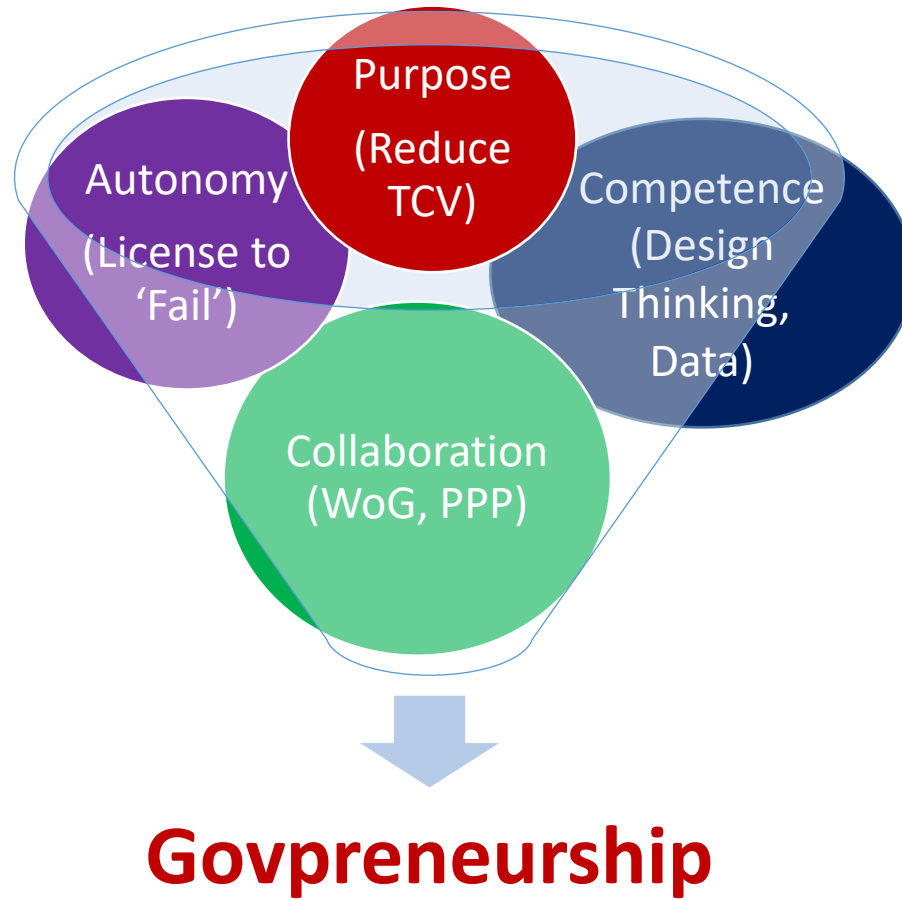 - Digital Centres
  - 333
- Disability-friendly

Capacity of Service Providers

- Citizen-centric thinking and design (Customer Innovation Lab)
- Institutionalization of e-Services with the Innovation Teams in every Ministry/Directorate
- Data-driven decision making
- Civil Service 2041 leadership development

Give once, get always

Get without asking

High quality, low cost

Anytime, anywhere

Foundation Lego Blocks

- Citizen's Profile with digital ID
- Workflow & consent
- MyGov and MyLocker
- FinTech
- Data sharing and privacy
- Digital registries
- e-Learning
- Artificial Intelligence
- Blockchain

Digitization Approaches

- Rapid Digitization using MyGov (50 services/month)
- Custom Digitization using Digital Service Design Lab (50 services/year)

Govpreneurship

Thank you