Journey of Digital Bangladesh: Repurpose, Collaborate and Hack

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2007 Beginning of the e-Gov Project a2i at PMO

Only 10% civil servants had computers on their desks, but they were treated as sacred objects

Visioning is More Useful than Vision Documents

2007: Vision documents

Builds ownership, alignment and trust
Creates a guiding coalition towards one goal

Long ‘think’, theoretical ‘plan’, zero ‘do’

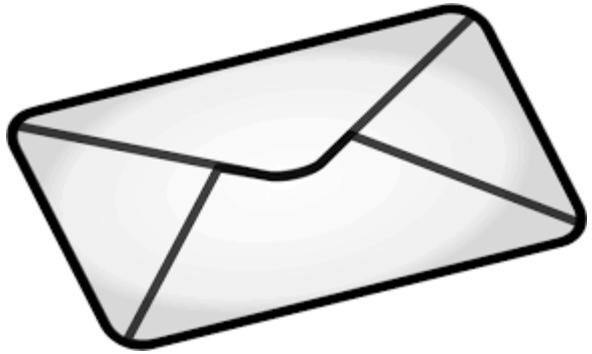
2008: Quick Wins

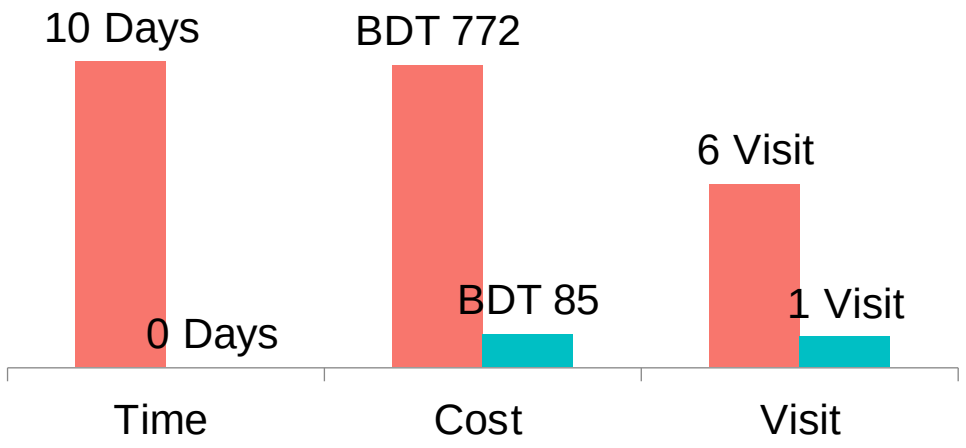
Short ‘think and plan’,
almost simultaneous ‘do’,
continuous ‘fine tuning’ based on feedback

2009: Aligning with Political Vision is Effective

"My government has already embarked on a Digital Bangladesh by implementing its Vision 2021 election manifesto. Our goal is to transform Bangladesh into 'Sonar Bangla' or 'Golden Bengal' as envisioned by Bangabandhu."

Demonstration Effect is Critical: Seeing is Believing
200,000 Sugarcane Farmers Saved from Rampant Corruption/Bribery





Ensuring digital access: Service at Citizens' Doorsteps

Hack

Bridging the Gap Between Digital Services and Analog Citizens

Reducing TCV

Public-private Partnership

Establishing Gender Parity among Entrepreneurs

8700+
Digital Centres

773 M+
Services provided

341+
Type of services

16,300+
Entrepreneurs

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National Portal: Gateway to Gov. Info & Services

Collaborate

Offices Connected

Total **52K+** offices connected

Content

Total **9.98M+** contents available

E-Services

Total **685** e-services

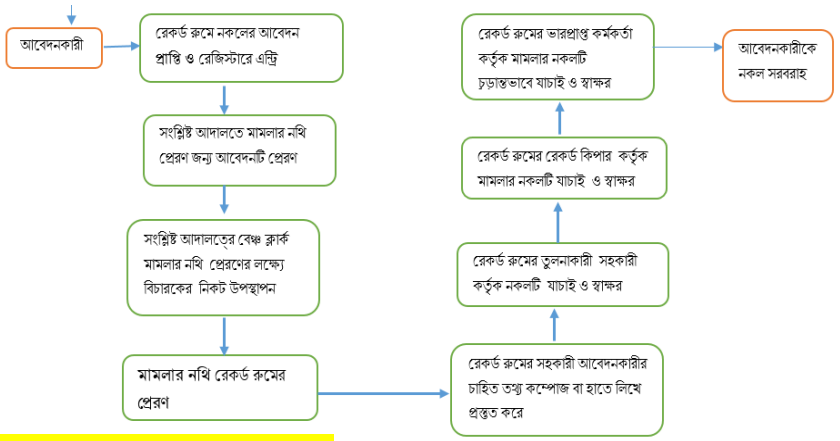
Directories

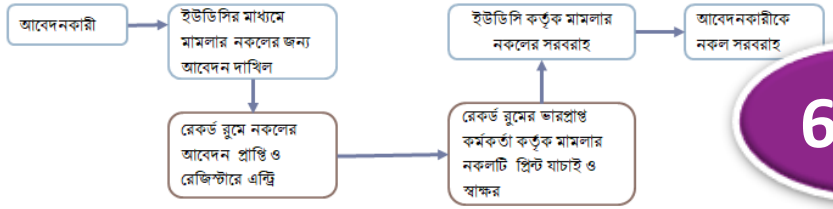
Total **1M+** directories

Daily Average Visitor

400K+ citizens visits the portal daily

Service Process Simplification (SPS)
Combined with Digitization Reduces TCV





600+ Services simplified

40 Ministries covered

T = 7+ days
C = USD 63
V = 40 km x 2-3 times

1. Service Process Simplification
2. Decentralization to Digital Centre
3. Digitization of Service

T = 1 hour
C = USD 4
V = Walking distance

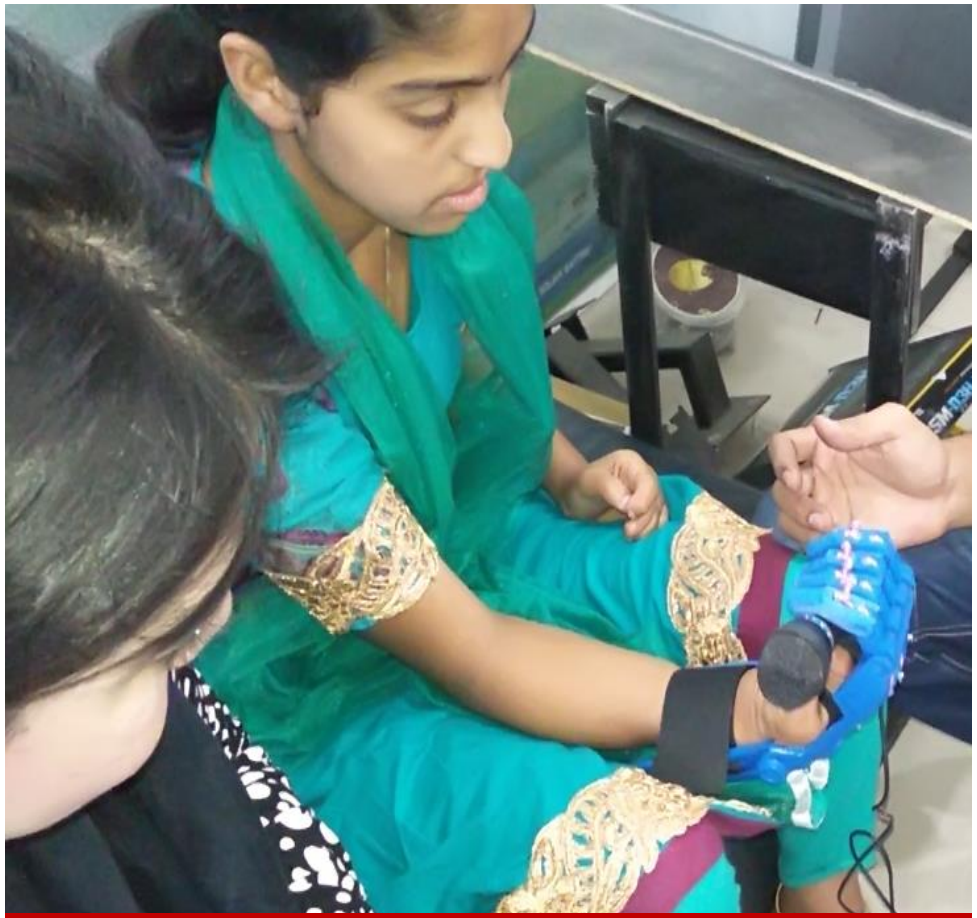
Establish Sandboxes for Risk-Taking

- Quick wins in 2008 to Service Innovation Fund in 2013
- “Administrative Protection during execution and also after failure”

- “The faster you fail, the sooner you are likely to succeed!”

At the same time, Encourage non-govt Actors for Breakthrough Thinking – Service Innovation Fund

Farmer's Window helping agri extension workers more quickly & accurately diagnose crop diseases through pictures.



Locally Created low-cost 3D Printer printing prosthetic limbs. Eva picking up something first time.

Hack

Empathy Training Creates 'Nudges' Leading to Large Transformational Change

Free Healthcare & Health Record Management for Ultra Poor Leading to Universal Healthcare and Health Insurance

- Problem: Poor always at end of queue, not getting service
- Solution: Health-card and priority queue for ultra-poor
- Upscaling: Adopted by Ministry. May form foundation for Universal Healthcare

6,000 civil servants trained
1,800 pilots launched, 50 scaled up nationwide

Gamification Increases Transparency, Accountability & Effectiveness through Dashboards

Hack

NOTE DISPOSED

17.6M+

GOVERNMENT OFFICES

11.3K+

USERS

111K+

	শরিয়তপুর	পটুয়াখালী	নড়াইল	মাগুরা	নওগাঁ	মুন্সীগঞ্জ	বরগুনা	মানিকগঞ্জ	বগুড়া	কক্সবাজার
ডাক গ্রহণ	35	44	53	65	160	199	98	99	118	171
মোট নথি কার্যক্রম	34	37	40	45	49	52	57	84	88	93

Nobody wants to be in the bottom 10!

Major interventions for Future: Migration of existing offices to D-Nothi by 2022 & Newly Add 8000 office in D-Nothi by 2023.

Repurpose for Rapid and Frugal Innovations

27.9K+ Social Challenges Addressed

7.0K+ Child Marriages Stopped

Total Calls **78.4 M+**

3.5 M+ Calls for daily commodities

4.7 M+ Corona related calls

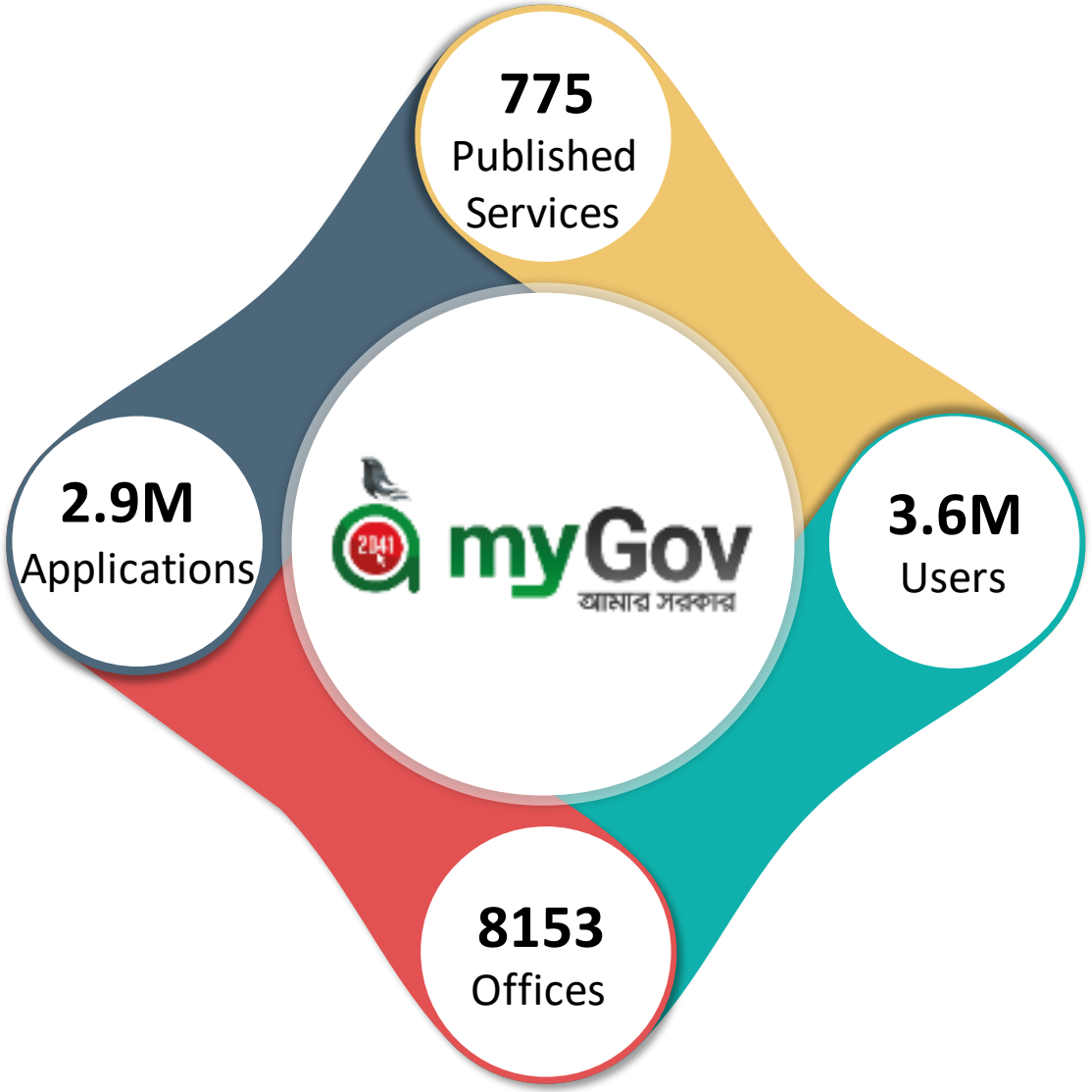
তথ্য ও সেবা 333 সবসময়

10 M+ Calls for emergency food

7.31 M+ Telemedicine calls

myGov at a Glance

Collaborate



Targets to meet...

- 58 ministries
- 353 directorates

Services in pipeline

877 Services

BETA

GRS

অভিযোগ প্রতিকার ব্যবস্থা

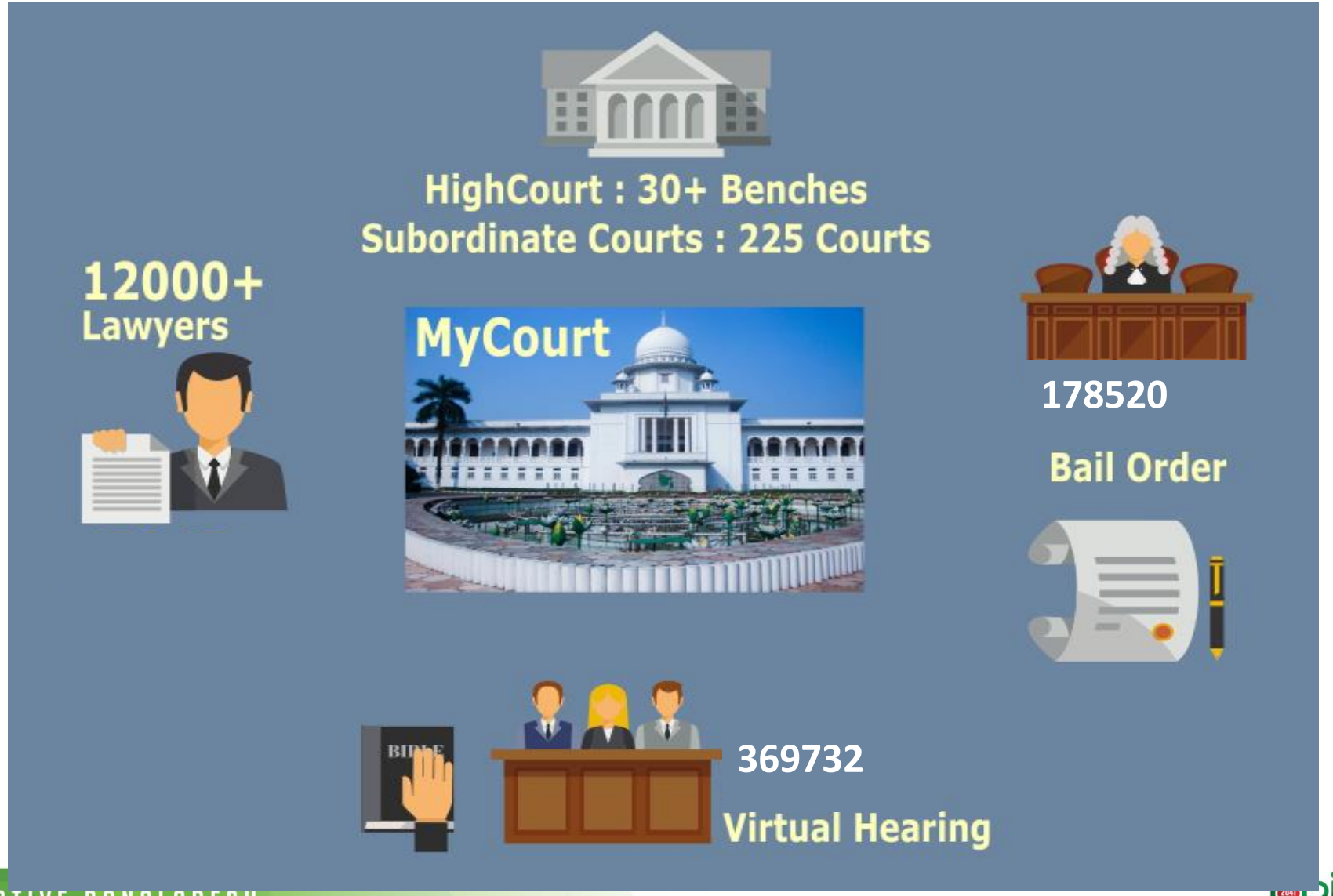
GRIEVANCE REDRESS SYSTEM

Citizens availing services through myGov or offline can lodge grievances through myGov

Necessity is the Mother of Innovation!

Hack

Reducing overcrowding in prisons by 11% in 2 months



Develop a Culture of Data-driven Decision Making

OPEN GOVERNMENT DATA

Integration of agency silos to create a universally accessible data platform for citizens, researchers, private and public agencies and policy makers.

SDG TRACKER

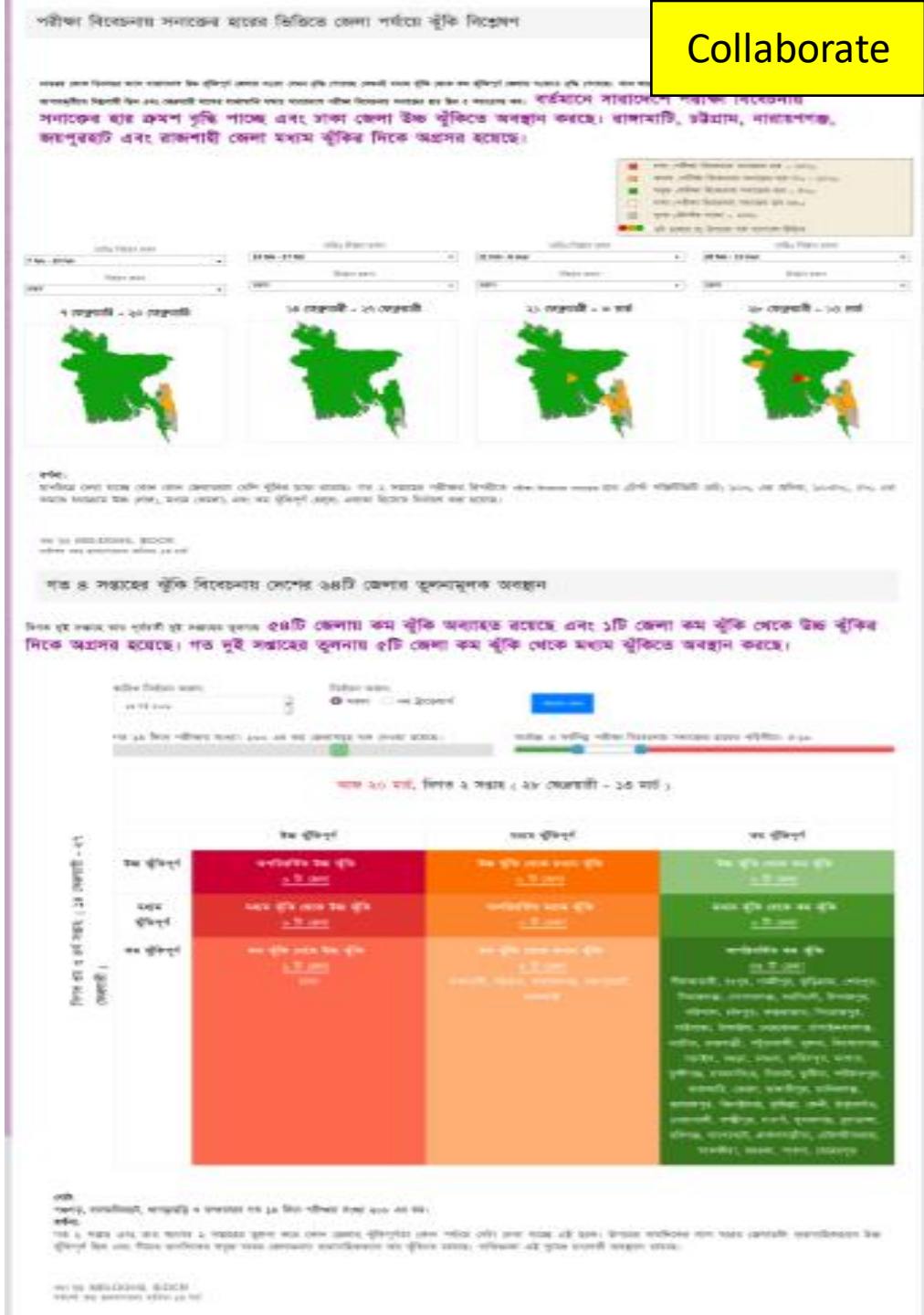
Track Bangladesh's indicator-wise SDG achievement progress through an integrated data platform and advanced analytics.

MY CONSTITUENCY

Accelerate the progress of Global Development Agenda constituency-wise by evidence-based development planning and decision making.

COVID-19 National Dashboard

- Real time disease progression monitoring
- Policy guidance to field administration and field health administration
- Real time policy advocacy on resource allocation



Socio-economic Recovery Tracker

Collaborate

Direct cash support to the people who needed it during pandemic period

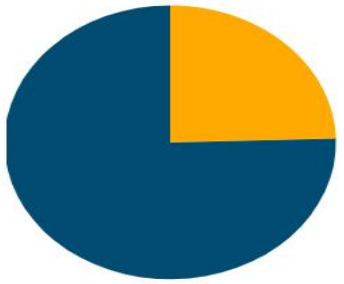
Cash Support

Covid-19 Impact & Recovery Management System

Home | Health | Education | Economy | Social Protection | Relief | Environment

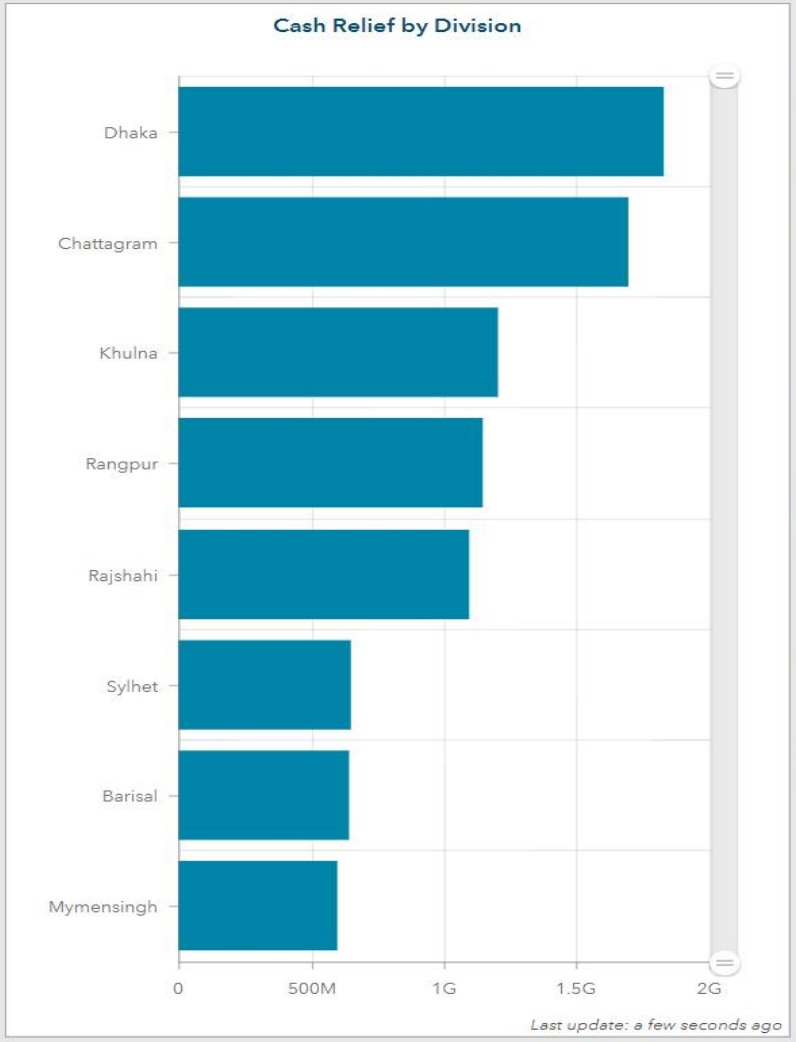
Cash Support | Food Support

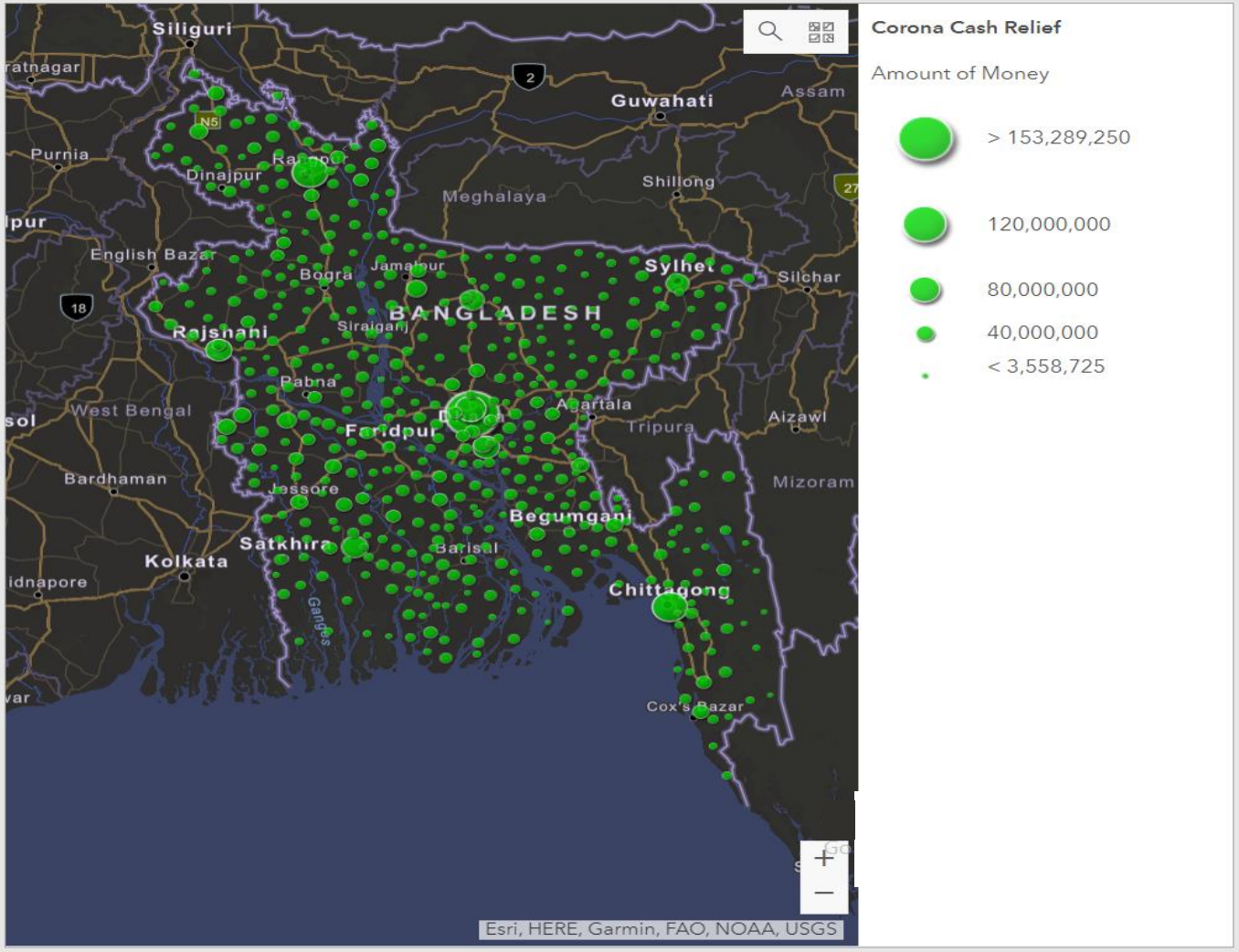
Total Cash
879.57
Crore BDT



Female Beneficiaries 1.7k

Male Beneficiaries 5.2k





Disaster Management

Flood Forecasting Combining Google Data with Country's Own Forecasting

Collaborate

3 days ahead

Smartphone Notifications

Search

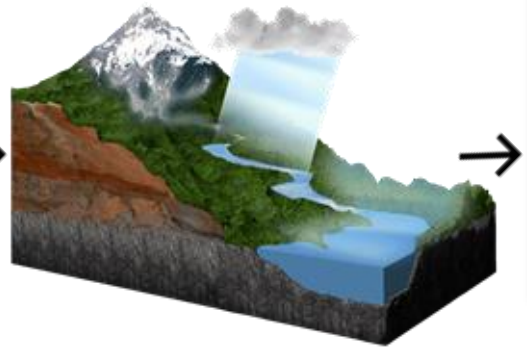
Maps

innovate for all

BWDB

Monitoring information

5 days lead forecast data from 85 stations



Hydrologic Model

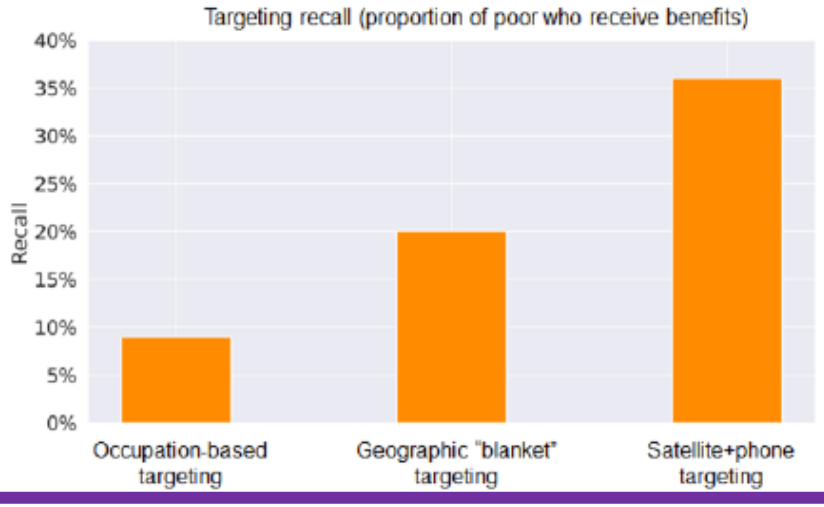
Hydraulic Model

Warning Distribution

Hack

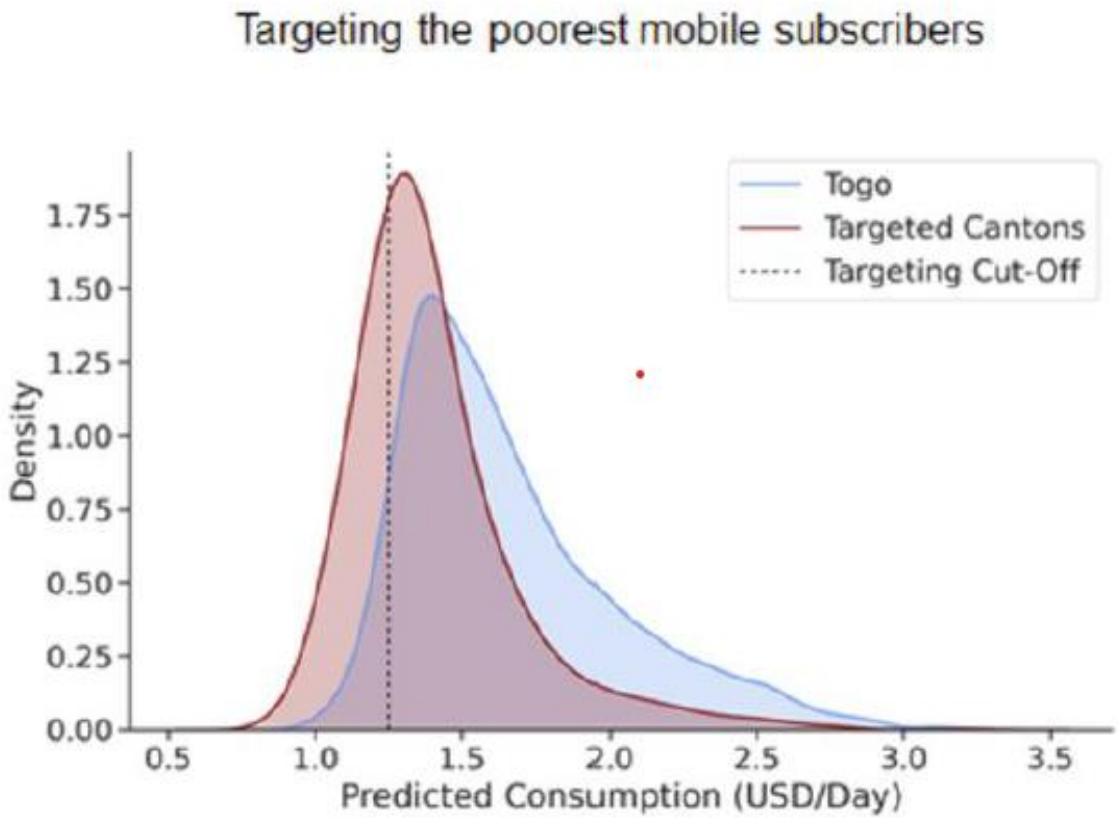
AI-driven “Realtime” Poverty Ranking Using Telco Data for Responsive Social Safety Nets

The AI driven approach was compared to available alternatives such as occupational or geographical targeting



Accuracy & Inclusivity of AI Driven Targeting (Togo)

Eligible beneficiaries were significantly poorer than the median



Always Shooting for Innovation at Scale

Innovation is a bottom-up process.

Scaling up is a top-down process.

You need to combine the two.

Moving to Digital Public Goods

Service Aggregation Platform (myGov)	Business Identification Platform (UBID)	Decision Support System Workflow (Nothi)	Rapid Digital Service Builder
National Portal Framework	Digital Center (Public Access Point)	Teachers' Portal	Teenagers Community Platform
	Self Assessment System (NISE3)	eLearning (Muktopaath)	

a2i Innovate for all
Cabinet Division
ICT DIVISION FUTURE IS HERE
UNDP

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

	2008	2022
Upper Poverty, income	40% (2005)	20.5% (2019) [BBS poverty estimate 2019]
Literacy (not digital)	47%	72%
Electricity	27%	100%
Internet	<1%	65% (100+ times)
Mobile	20 mil	181.53 mil (9 times)
Digital Services	< 10	1,000+
One-stop Centres	2	8,700+
Govt. websites	100	1
CIO	56 e-Gov Focal Points	1,000 Chief Innovation Officers leading Innovation Teams

TCV Reduced...

DAYS **12.23 BILLION SAVED**

USD **16.62 BILLION SAVED BY CITIZENS**

7.43 BILLION VISITS REDUCED

4.09 BILLION SERVICES DELIVERED

TIME 77%

VISIT 87%

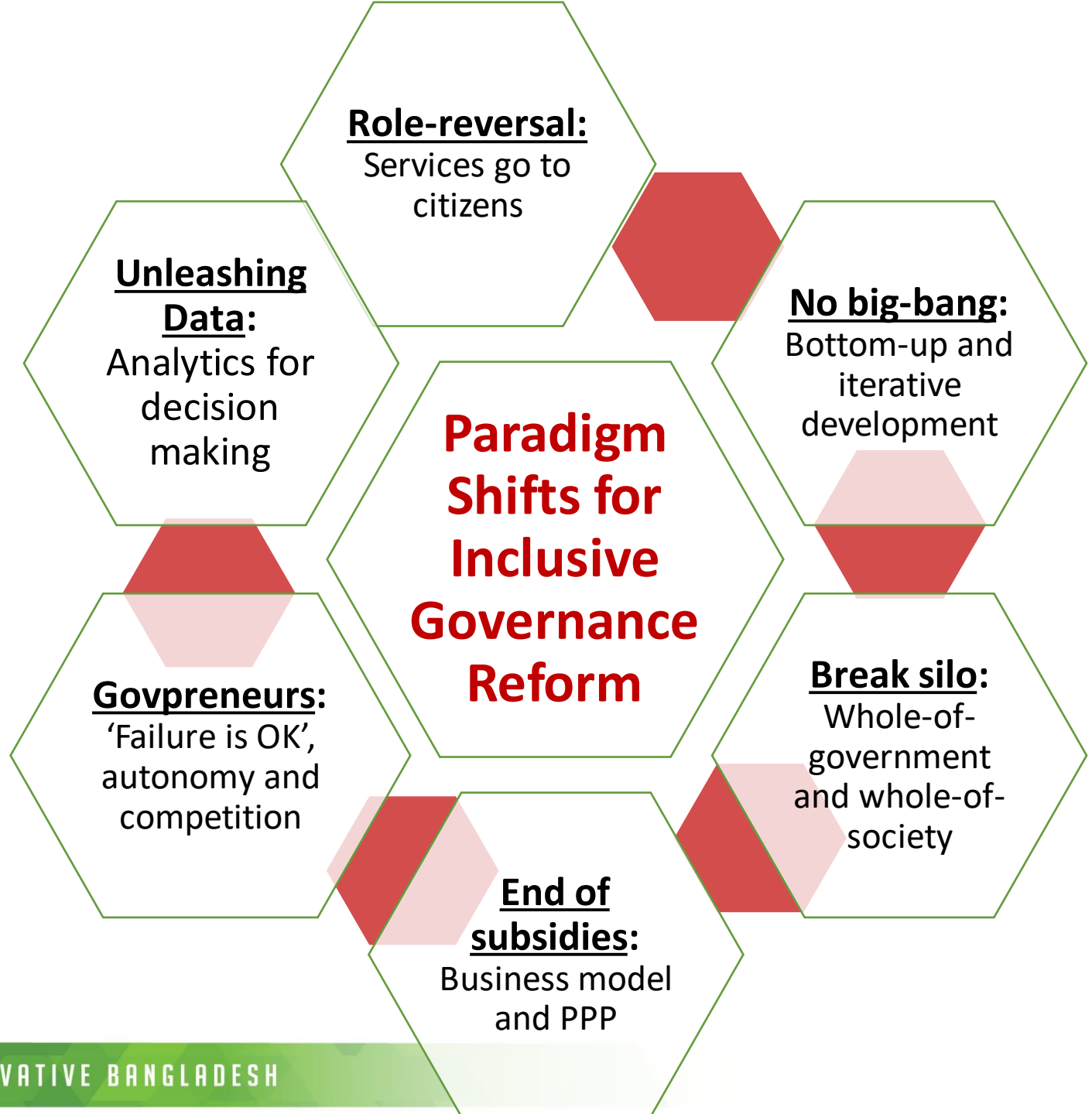
COST 75%

ACCESSING SERVICES

1,500+ E-SERVICES BY Government

Use Non-threatening Language

e-Governance	→	Service at Doorsteps
Business Process Re-engineering (BPR)	→	Service Process Simplification (SPS)
Corruption, Transparency	→	TCV



"Culture eats strategy for breakfast."

Thank you