Digital Economy of Bangladesh and SDGs

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Story # 1: Policy Reform
Made Digital Economy

- ICT Policy
- Right to Information Act
- National Broadband Policy

- Out Sourcing Policy
  - Cyber Security Policy
  - National Telecom Policy
  - Rural Connectivity Policy Guideline
  - ICT Act 2013 (amended)

- Secretariat Instructions 2014 (amended)
- Proactive Information Disclosure Guidelines 2014

- Mobile Keypad Standardization Policy
- Guidelines for Utility Bill Payment
- e-Krishi Policy
- National e-Governance Architecture

- Guidelines for Mobile Financial Services (MFS) for the Bank
- Innovation Team gazette
- National Portal management gazette
- Mobile Banking Policy Guideline
Story # 2: Digital Centres across the country
Reaching the Unreached through an Innovative PPP Model

- Service at the doorsteps
- Fulfill the need for millions of underserved citizens
- Reduce Time, Cost and Visits
- Endure considerable hassle

5,286 DCs
Providing 116 Public and Private Services

6 Million+
Services access Per Month

USD 35 Million+
Transaction through Agent Banking
Story # 3: e-Filing in the Government Offices
Increasing Efficiency in Public Service Delivery

- Ensuring convenience to citizens
- Faster movement of files and documents of government offices
- Improving service delivery
- Ensuring accountability

Active user at all the Government Offices

Disposed 916K+ Files

2K+ offices Using e-Filing

19K+ offices by 2018

744K+ Beneficiaries of e-Filing
Story # 4: National Portal

43 K Government Offices in a Single Platform

National Portal: Gateway of all Public Information and e-Services

- **90 M** hit/Month
- All Government information in one portal
- **25K+** web link Interconnected
- Strong Implementation of Rights To Information Act.
Story # 5: Ensuring e-Health
Ensure Services in the Interior Areas

Mobile health Services and Advice with free of charge
482 Hospitals are connected

Health Portal: 24 hour health helpline
Average service taken daily 5500+

68 Hospitals under Health Ministry

30 Union Digital Centres through Skype

Telemedicine
Story # 6: Multimedia Classroom
Reducing ‘Digital and Educational Divide’

Multimedia Classrooms (70% rural)

• **35K+ MMC**
• **150K+ Teachers Trained**
Story # 7: Empowering Teachers
Setting the Foundation for 21st Century Learning

Communication: Collaboration: Co-creation hub

170,000+ teachers (72% rural)
125,000+ content (60% content by rural teachers)
Story # 8: MuktoPaath

e-Learning Platform for Skills Development

Teacher training (200,000 teachers by 2018) - 70% rural
Youth development (60% rural youth)
Expat training (100% rural migrants)
Story # 9: Digital Financial Inclusion
Creating Access to Financial Services at the Doorsteps

- Remittance
- Utility
- Passport
- EFT

Agent Banking Introduce:

**1,843 Digital Centre**

- Mobile Financial Services
- Agent Banking
- Social Safety Net allowances

**Opened Bank Account**

**78,780**

Total transactions
USD **24+ Million**

13,000 ATM booths of 26 Banks are Connected
Story # 10: SDG Tracker
@Bangladesh Development Mirror
Story # 11: Digital Financial Inclusion
Demonstrating Massive Time, Cost, Visit (TCV) Reduction

1. Mobile Banking
   - Average time (day): 3.3
   - Average Cost (USD): 0.6
   - Number of Visits: 0.5
   - Average time (day) decrease: 82%
   - Average Cost (USD) decrease: 65%
   - Number of Visits decrease: 0%

2. G2P: Salary Payment
   - Average Time: 180 min
   - Average Cost: BDT 136
   - Average Visit: 2 Visits
   - Average Time decrease: 78%
   - Average Cost decrease: 52%
   - Average Visit decrease: 50%

3. P2G: Electricity Bill Payment
   - Average Time: 4.31
   - Average Cost (USD): 0.34
   - Number of Visits: 0.22
   - Average Time decrease: 92%
   - Average Cost (USD) decrease: 76%
   - Number of Visits decrease: 17%

4. P2G: Fee Payment for Electronic Land Records
   - Average Time: 138 min
   - Average Cost: BDT 596
   - Average Visit: 3 visits
   - Average Time decrease: 63%
   - Average Cost decrease: 75%
   - Average Visit decrease: 75%
Story # 12: Potential TCV Reduction in G2P through (SSN) Digital Payments: A a2i+CGAP Study

Old age allowance

Widow, Deserted and Destitute Women allowance

Financially Insolvent Disabled

Poor Lactating Mothers

Poor Lactating Mothers

Honorarium for Freedom Fighters

Honorarium & Medical Allowances for Injured Freedom Fighters

Citizen Beneficiary perspective

157 Million Hours Time

USD 43 Million+ Cost

75 Million Visits

66 Million Hours Time

USD 29+ Million Cost

14 Million Visits

Government perspective

USD 152 Million+ Cost

USD 137 Million+ Cost

58% savings

32% Savings

80% Savings

10% Savings
Story # 13: TCV (Time, Cost and Visit)
Simple Measurement in Public Service Innovation

70 TCV (Time, Cost and Visit) Studies Show Significant TCV Reduction by Mostly Underserved Communities

Saved in 2016

1 B Man days
US$ 1.51 B
400 M visit

Projection for 2021

8 B Man days
US$ 11.51 B
3 B visit
Dream Trajectory for Bangladesh

**VISION 2021**

- **Middle Income Country**
- **Development Junction**
- **SDGs 2030**

**Prosperous Nation**

- **2041 DEVELOPED COUNTRY**
- **2071 100 YEARS of INDEPENDENCE**

**Safe Delta**

- **2100 DELTA PLAN**

DEPENDS on our ability to translate the vision.
Thanks

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