Digital Centre 2041 — 10 Years of Service at Doorsteps

10 YEARS OF SERVICE AT DOORSTEPS

মুজিব শতবর্ষ MUJIB 100

Father of the Nation
Bangabandhu Sheikh Mujibur Rahman

...এ স্বাধীনতা আমার পূর্ণ হবে না যদি এদেশের মানুষ যারা আমার যুবক শ্রেণী আছে তারা চাকরি না পায় বা কাজ না পায়।

... this freedom will not be complete if the youth of this country do not get jobs or work.

Sheikh Hasina
Hon'ble Prime Minister of the Government of the People's Republic of Bangladesh

শহরে সাধারণ মানুষ যেমন নাগরিক সুবিধা পায়, গ্রামের মানুষও সেই নাগরিক সুবিধা পাবে।
প্রতিটি গ্রাম হবে শহরের সুযোগ-সুবিধাসম্পন্ন নগর।

Citizens living in villages will receive the same civic benefits as urban dwellers. Each village will have all the amenities and opportunities of cities.

Md Tazul Islam, MP
Hon'ble Minister, Ministry of Local Government, Rural Development and Co-operatives

Digital Centres are emerging as one-stop service centres for developing the living standard of the marginalized.

Sajeeb Wazed
Hon'ble ICT Affairs Advisor to the Hon'ble Prime Minister

People should not have to visit government offices to access public services. My dream is to deliver services at citizens' fingertips.

Zunaid Ahmed Palak, MP
Hon'ble State Minister
ICT Division

The Digital Centre is a unique example of delivering digital public services to citizens' doorsteps in less time, at a lower cost, and without any harassment.

Khandker Anwarul Islam
Cabinet Secretary
Cabinet Division

From banking to legal services, all are now available at Digital Centres.

N M Zeaul Alam, PAA
Senior Secretary
ICT Division

Citizen-centric Digital Centres have become a trusted institution for accessing digital government services.

Helal Uddin Ahmed
Senior Secretary,
Local Goverment Division

Digital Centres have played a critical role in realizing our Honourable Prime Minister's dream of Digital Bangladesh.

Dr. Md. Abdul Mannan, PAA
Project Director (Additional Secretary)
a2i

Digital Centres are now being hailed as a model for service delivery.

Sudipto Mukerjee
Resident Representative
UNDP Bangladesh

Digital Centres were launched with the notion of development leaving no one behind.

Anir Chowdhury
Policy Advisor
a2i

Digital Centres were launched to create entrepreneurs at the local level and bring services to citizens' doorsteps.

DIGITAL CENTRES AT A GLANCE

- **554** MILLION SERVICES PROVIDED
- **270+** TYPES OF SERVICES
- **6,686** DIGITAL CENTRES
- SERVING OVER **6** MILLION PEOPLE PER MONTH
- CITIZENS SAVED **1.68** BILLION WORKING HOURS
- CITIZENS SAVED OVER **$ 8 BILLION**
- ENTREPRENEURS EARNING UPTO **$ 2,500** PER MONTH
- TOTAL ENTREPRENEURS **13000+** WOMEN ENTREPRENEURS **5000+**
- **2014 WSIS AWARD WINNER**

তথ্য ও সেবা 333 সবসময়

সরকারি তথ্য ও সেবা পেতে কল করুন ৩৩৩

* টোল ফ্রি

After beginning my journey as an entrepreneur, I saw that citizens had no idea that they could access public-private services from their own villages. We gradually began informing them about digital services but many at the time thought that these services might be costly and they may be subjected to harassment. But soon, in collaboration with the Union Parishad we started promoting the facilities and services available at Digital Centres through posters and projectors, and then everyone started showing interest. In the biginning, I started by enabling expatriates to speak with family through video conference, as well as providing computer training to educated youth in the area. I continued offering all kinds of services that people needed promptly and at a reasonable price. Gradually, everyone in my union began taking an interest in my Digital Centre. Starting with just a laptop and fifty thousand takas, my Digital Centre has now become a huge business hub. Out of the 376 individuals who received computer training from this centre, 7 have secured employment and 5 have gone onto become entrepreneurs themselves. Now, people's confidence in us has increased. Over the last 10 years, I have observed that the people of my union now rely mostly on the Digital Centre for any public-private service.

> PROVIDED COMPUTER TRAINING TO 376 INDIVIDUALS OF OUR UNION.

Entrepreneur: Md. Ziaul Haque
Hujripara Union Digital Centre, Rajshahi

My journey as a woman entrepreneur was very challenging. On one hand, my family, on the other, my dream of becoming self-dependent as an entrepreneur. I wanted to improve my own standard of living, while making life easier for the people of my village by serving them. The citizens of my village are now able to access more than 200 services through my Digital Centre including admission of their children, government or private jobs, online applications, etc. It gives me great joy as an entrepreneur. When I started working, we only had one computer in our Digital Centre but as demand increased, we bought two laptops with our own profits. In addition to providing services, we also use these to provide computer training to local educated youths in the hope of creating jobs for them. Over the last 10 years, countless women entrepreneurs have transformed their lives by establishing Digital Centres in unions across the country. This participation of women in the progress of the country is part of the great movement towards women's empowerment.

> THIS PARTICIPATION OF WOMEN IN THE PROGRESS OF THE COUNTRY IS PART OF THE GREAT MOVEMENT TOWARDS WOMEN'S EMPOWERMENT.

Entrepreneur: Tahera Akhter Shirin
Snanghat Union Digital Centre, Habiganj

I have always tried to serve people with sincerity from the moment I took charge as a Digital Centre entrepreneur. During 2013, most of my clients were expatriates or migrants going abroad. Along with various other services, I was busy with ticketing and providing visa and passport application services. One day, one of my regular clients, Rashid, went to India on business. I processed everything for his travel starting from his visa application. Suddenly, one night at around 3 am, Rashid called me from India crying that his father had died. His father was an elder of our neighborhood. Rashid told me that he wanted to come back to Chittagong as soon as possible but was unable to find any tickets. He asked if I could make any arrangements. I reassured him and immediately arranged a ticket for him. He returned the next day. Even today, whenever I meet him, he hugs me and says "I was able to see my father for the very last time only because of you. God bless you." As the days go by, I continue to try to build trust of people in the Digital Centre through my services.

> I CARRIED OUT EVERYTHING STARTING FROM HIS VISA PROCESSING TO BUYING HIS TICKET.

Entrepreneur: Rajib Chowdhury
Municipal Digital Centre, Rangamati

People of my union started coming to my Digital Centre for services as well as with various problems. Once a middle-aged man came to my centre and said, "I am in big trouble. I have to go to Gaibandha ofthen to test my diabetes wasting both my money and time." I advised him to buy a machine to measure his diabetes through EkShop. I told him, "You can order the machine online, it will take only four or five days to arrive." He thought the machine was very expensive. I told him that the machine would cost 1,900 takas only. He was quite amazed, instantly ordered the machine and jokingly said, "You kids can do anything in the world!" I informed him once the machine arrived five days later. He went home satisfied after learning how to use it. Few days later, he returned to my centre to order dates for the month of Ramadan. He said, "I need some dates for the month of Ramadan." He was not surprised this time since he knew he could order anything from Digital Centres. Due to our relentless efforts over the last 10 years, citizens of every union across the country have now come to trust Digital Centres for any sort of service.

> EVERYTHING IS POSSIBLE AT DIGITAL CENTERS.

Entrepreneur: Md. Monowar Hossain
Fulchhari Digital Centre, Gaibandha

My husband went abroad four years ago. He started sending money to the bank in my name to support the family. But the bank is in the district town, quite far from our village. Every time he sent money, I had to wake up early to go to there. I was wasting a lot of my time and money to travel to and from the bank. My entire day was wasted on these days. But now, I can avail these banking services at the Digital Centre in my union. I no longer need to go to the town and can now withdraw money any time. Not only this, I can also submit my electricity bills from the centre. Being close to my home, I can easily walk to the Digital Centre saving both time and money. We never dreamt of having a bank in our village and that is why everyone in the village is now very happy.

> NOBODY EVER DREAMT OF HAVING A BANK IN THE VILLAGE

Service Recipient: Jhorna Begum, Cumilla

Over time, many things have changed. We now have electricity, gas cylinders in our village and our roads are also paved. In general, we now have a lot of things that used to be available in the cities only. Last time when my son fell sick, my family informed me that I had to go to abroad as soon as possible but my passport had expired. I then got to know that I could apply for passport renewal from the Digital Centre in our Union Parishad office. All my life, I have been standing in line, taking help of the middlemen and wandering for days to renew my passport. But now I could do all these and renew my passport from near my home? I did not believe it, but still went to the Digital Centre based on people's advice. After I got there, I was amazed to see that all this was for real and they were really accepting request for passport renewal request. I was very happy. 10 years back, a village that had no electricty, today one can apply for their passport there! The country has really advanced a lot.

> NOBODY DREAMT OF HAVING PASSPORT SERVICES NEAR OUR HOME

Service Recipient: Gaur, Khulna

About a year ago, the government announced that it would provide an allowance to poor, pregnant mothers. I was 6-7 months pregnant back then. I inquired about this but people were saying that I would need to pay a lot. I would also need a voter ID card. I had only completed the initial stage of becoming a voter back then and had not received my voter ID card yet. Later, I heard that there is an office in our union called 'Digital Centre', where I can get the solution to my problem. Those at the centre, typed my name in the computer and astonishingly, handed in my voter ID card. I was amazed at how easy it was to get my voter ID card. I am now using that card to withdraw my maternity allowance given by the government. The government has given us many opportunities, and has made arrangements to solve any sort of problem that might arise when taking up these opportunities. I am very happy with the work of our government.

> I WAS AMAZED AT HOW EASY IT WAS TO GET MY VOTER ID CARD

Service Recipient: Ruma Akhter, Thakurgaon

I live in a village. Our family survives by cultivating the land left by my father. A couple of years ago, i needed some money urgently. But, I did not have any cash in my hand I decided to sell some of my ancestral property. I also had an prospective buyer but then the difficulty arised. The buyer looked at my papers and said that the land papers were fine but my father still legally owned the land. The mutation was not in my name and as a result, the deal stalled. After making inquiries, I realized it took a long time for the registration of mutation. Our village is far from the city. Just then, to my surprise, I found out that this service can be availed from our union's Digital Centre. I went on to the Digital Centre and got to know that land registration could now be done online because of the government had launched the digital e-mutation service. I quickly applied for e-mutation and the application was also granted on time saving me a great deal of trouble. I was then finally able to sell my land. I used to hear that there were a lot of hassles related to land related services.

But now, I see that anyone can avail e-mutation services right from their village. The government's digital services have made our lives much easier. Big problems can be solved easily now.

> THE GOVERNMENT'S DIGITAL SERVICES HAVE MADE OUR LIVES MUCH EASIER.

Service Recipient: Abul Kashem, Barisal

On the 10th year anniversary of Digital Centres, congratulations to the administration, entrepreneurs, public representatives, service recipients and everyone else.

VISIT DIGITAL CENTRES, ACCESS SERVICES

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