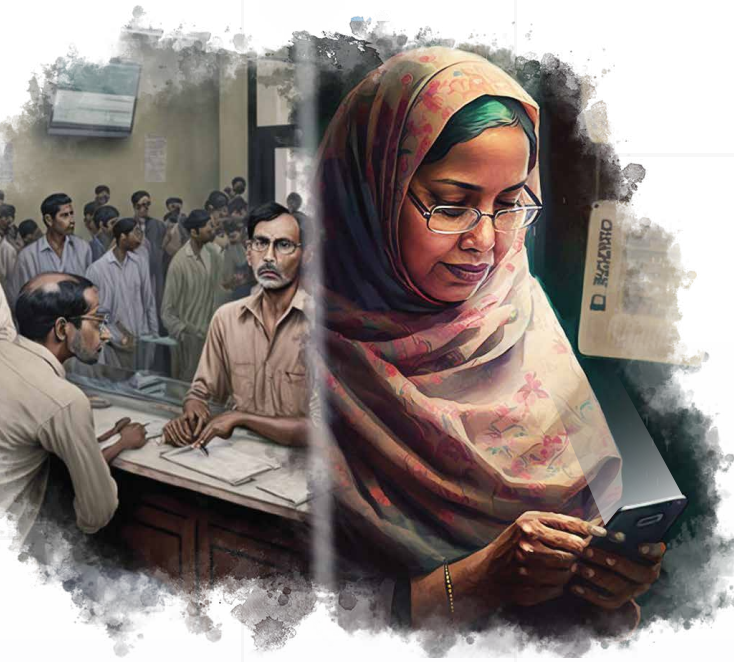



IMPROVING BANGLADESH'S PUBLIC SERVICE DELIVERY FOR SMART GOVERNMENT: AN EVIDENCE OF TCV




The Government of Bangladesh (GoB) has emphasized innovations and digitization in public service delivery to ensure citizens' easy access to services at their doorsteps. Service delivery has been made easier and faster through Service Process Simplification (SPS), converting manual services to electronic or mobile-based services (E/M services), etc. In the initial stage of e-Governance in Bangladesh, measuring the effectiveness of those digitized and simplified services was difficult. Also, there was no tool or idea to identify the appropriate indicators to be recorded and tracked to measure and improve public service delivery. In that situation, The Aspire to Innovate (a2i) Programme of the Cabinet Division and ICT Division supported by UNDP Bangladesh, came up with "Time, Cost and Visit (TCV) Measurement," a unique evaluation tool to assess the service delivery process by measuring impacts from the citizen's point of view.


WHAT IS TCV

 **"Time"** required from starting of the application process to receiving the service

- Travel time, waiting time, service processing time, etc.

 **"Cost"** required from starting of the application process to receiving the service

- Travel cost, food cost, accommodation cost, service fees for assistance, etc.
- Opportunity cost, communication cost such as mobile phone and internet cost, others (if any associated cost), etc.
 - Opportunity cost is the loss or the benefit that could have been enjoyed if the alternative option was chosen.

 **"Visit"** required from the start of the application process until the end

- Number of visits for applications, follow-up or status updates, final delivery of services, etc.

TCV SAVED TILL 2022

TCV ANALYSIS



 **TIME**
73%

 **COST**
69%

 **VISIT**
85%

DAYS
19
BILLION SAVED

USD
21.6
BILLION SAVED

VISITS
12.7
BILLION SAVED

SERVICE
5.8
BILLION DISSEMINATED

- BASED ON DATA FROM 2,087 SERVICES
- DATA COLLECTION IS COMPLETED FOR 37 MINISTRIES/316 AGENCIES
- CALCULATED TCV SAVED FROM 2010 TILL 2022 BASED ON PREVIOUS BASE VALUE



AVERAGE TCV SAVED

Power and Energy
92% 90% 96%

General Public Services
91% 88% 85%

Environment and Climate Change
72% 79% 78%

Industrial and Economic Services
88% 79% 87%

Digital Bangladesh and ICT
75% 72% 78%

Housing and Amenities
88% 78% 91%

Agriculture
78% 79% 76%

Health
87% 86% 75%

Recreation, Culture and Religion
78% 70% 81%

Transport and Communications
86% 91% 85%

Social Protection
78% 72% 68%

Education and Technology
86% 85% 94%

Public Order and Safety
79% 75% 85%

Local government, Rural Development and Cooperatives
84% 83% 84%



*Percentage of each sector
*Sectors aligned with the 8th Five Year Plan of Bangladesh

IMPACT AND HIGHLIGHTS



BROUGHT INNOVATION FOR BETTER SERVICE DELIVERY



ENSURED TRANSPARENCY & ACCOUNTABILITY IN SERVICE DELIVERY



PROMOTED DIGITAL SERVICES

WAY FORWARD

01 **INSTITUTIONALIZATION OF TCV MEASUREMENT TOOL WITHIN THE GOVERNMENT**

02 **KNOWLEDGE TRANSFER TO OTHER NATIONS**

a2i - innovate for all

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