

Report On
Contributions of myGov to build a Digital Bangladesh and its
Progress

By

Adib Al Kabir
18104137

An internship report submitted to the Brac Business School in partial fulfillment of the
requirements for the degree of
Bachelor of Business Administration

Brac Business School
Brac University
June, 2022

© 2022. Brac University
All rights reserved.

Letter of Transmittal

22nd May 2022

Hasan Maksud Chowdhury

Assistant Professor

Brac Business School

Brac University

Subject: Submission of Internship Report on **“Contributions of myGov to build a Digital Bangladesh and its progress”**

Dear Sir,

Assalamualaikum. It is a great of pleasure and a matter of luck for me to be able to submit my internship report titled **“Contributions of myGov to build a Digital Bangladesh and its progress”** under your continuous supervision, as it is required to complete BUS400 course. The report will provide you with all the informations on Orange Business Development Limited, the organization in which I have pursued my internship. Not only that, it will also guide you through every information on myGov, the national service portal of Bangladesh. I am really grateful to you for your continuous support and guidance towards me in order to help me create this report. I really hope that I could match your expectations by creating this report.

Sincerely Yours,

Adib Al Kabir

ID – 18104137

Brac Business School

Letter of Endorsement

Adib Al Kabir, a student of BBS Department, ID # 18104137 has completed his internship report on **“Contributions of myGov to build a Digital Bangladesh and its progress”** as a requirement to complete his BUS400 course. I have gone through the report and found that he has followed the standard and guideline for BBA Internship Report and he did it on his own.

I wish him all the best for his future life.

MD. Hasan Maksud Chowdhury

Assistant Professor

Brac Business School

Brac University

Acknowledgement

To start with, I would like to show my gratefulness to my honorable faculty and my internship supervisor **Md. Hasan Maksud Chowdhury** sir. It would not have been possible for me to complete my internship without his guidance and time. I also would like to thank my Co-Supervisor **Ms. Tanzin Khan** as I have got a lot of support from her throughout my journey of Brac University. I also would like to thank my on-site supervisor, **Md. Shamim Hossain** sir for guiding me through the internship and helping me understand the corporate world. I learned a lot from him in these three months.

Lastly, I would like to thank **Orangebd family** and I would like to convey that I will always remember my journey of these three months with the family.

Executive Summary

The ICT division has developed myGov as the digitization tool for Digital Bangladesh. The mission of myGov is to eradicate the wastage of Time, Cost and Visit of the citizens in order to enjoy services of the government. The target of the government to create a paperless governance can be achieved through the proper use of myGov. However, myGov is not being marketed to everyone throughout the country. Thus there are many challenges regarding the success of Digital Bangladesh. The Government of Bangladesh has taken many initiatives including building UDCs, 333 help centers etc. in order to make the successful revolutionary changes in the culture of Bangladesh and bring in Digitalization as a part of developing Bangladesh to a middle income country. But except for these there are some other things that the Government needs to take which are described in this report.

Table of Contents

Chapter 1: Overview of the Internship	8
Student Information	9
Internship Information	9
Internship Company Supervisor’s Information.....	9
Job Scope	9
Internship Outcomes	10
My Contribution to the Company.....	10
Benefits for me.....	10
Problems/Difficulties faced during the internship period	10
Recommendations to the Company on Future Internships	11
Chapter 2: Organization Part	12
Overview of the Organization	13
Board of Directors.....	13
Services Offered.....	13
Major Projects.....	14
Management Practices	18
Leadership style	18
Recruitment and Selection Process	18
Training and Development Initiative	19
Performance Appraisal	19
Marketing Practices	19
Marketing Strategy	19
Target Customers, Targeting, Positioning Strategy	19
Marketing Channels	20
Branding Activities	20
Critical Marketing Issues and Gaps	20
Operations Management	21
Industry and Competitive Analysis	22
Porter’s Five Forces.....	22
SWOT Analysis.....	23
Summary and Conclusion	23

Chapter 3: Project Part.....	24
Introduction.....	25
Background	25
Objectives.....	28
Significance	29
Methodology	29
Framework of the Report.....	29
Target Sample	29
Explanation for choosing the Target Samples	29
Sample Size	30
Data Collection Method	30
Findings and Analysis	31
Survey.....	31
Research.....	41
TCV Calculation	41
Events of SHED and TMED	42
Summary and Conclusions.....	42
Recommendations	43
Testimonial	43
References	45

CHAPTER 1: OVERVIEW OF THE INTERNSHIP

Student Information

Name: Adib Al Kabir

ID: 18104137

Program: BBA

Major/Specialization: Computer Information Management (CIM)

Minor: E-Business

Internship Information

Period: 3 months

Company Name: Orange Business Development Limited

Department: Information Technology

Address: 171 Lane – 1, Baridhara DOHS, Dhaka.

Internship Company Supervisor's Information

Md. Shamim Hossain (Executive Director & Chief Architect)

Job Scope

- Prepare User Manual, Standard Operating Procedure (SOP)
- Obtaining key information from meetings with diverse stakeholders and preparing relevant reports
- Define configuration specs and needs for business analysis.
- Assist with quality control
- Define the requirements for reporting and alerting.
- Manage and grow relationships with partners, collaborating with them to improve and optimize our integration.
- Assist in the creation, documentation, and upkeep of system processes.
- Inform the product team about typical sources of technical difficulties or inquiries and give advice.
- Share critical results and ideas with the product team.

Internship Outcomes

My Contribution to the Company

- Prepared many documentations for the organizations on many different projects.
- Conducted important meetings with various stakeholders producing fruitful outcomes.
- Performed quality assurance on different projects
- Analyzed Requirements of clients and delivered the deliverables according to deadlines.
- Developed a interpersonal relationship with partners, working with them to optimize and enhance system integrations.
- Designed and documented many system procedures.
- Reported on common sources of technical issues and made recommendations to technology team
- Was always on the lookout for new methods to enhance monitoring, identify problems, and provide more value to consumers.
- Constantly analyzed business scopes for the company within the running projects and also from the future.

Benefits for me

- Got a great experience of handling clients
- Learned a lot about customer relationship management
- Developed a lot of analytical skills
- Gained expertise on many Office tool set such as Microsoft Office, Google Workspace, Figma, Illustrator.
- Learned a lot about corporate work environment

Problems/Difficulties faced during the internship period

As I was an intern in the company, I did not have access to everything even in my project. But I got a great supervisor who helped me and provided me everything I needed but being an intern there was always a lack of accessibility for me.



The work pressure as an intern was a bit high. This happened due to dependencies that got created on me. I had to work hard and got a lot of outcomes and rewards as well due to the pressure handling.

Recommendations to the Company on Future Internships

The only thing I would like to recommend the company that they should have monthly meetings or monthly surveys with the employees on their job satisfaction and their pressure of work. This will make the company get closer to its members and create a better family and work environment or culture.

My internship project is to work as a business analyst for three months in a reputed IT company.

The preliminary methodology of my internship project includes the following parts –

- Properly understanding the project, I will be working on.
- Properly understanding the job responsibilities on me.
- Getting to know the company environment.
- Building connections with the other employees of the organization.
- Understanding Software Development Life Cycle (SDLC).
- Completing day to day tasks properly.
- Taking proactive approach to understand and solve tasks assigned to me.
- Proactively searching for more development of the project.
- Developing new skills to add to my skill set.

I will be focusing on learning implementation of the things I have learned throughout my university life and developing myself more so that I can be a person with a greater skillset and analytical ability when I complete the internship period. I will be proactive throughout the whole period to utilize the internship opportunity fully. As I will be working in a government project, it will be very important for me to gain knowledge on the government of Bangladesh to work properly on the project.

CHAPTER 2: ORGANIZATION PART

Overview of the Organization

Orange Business Development Limited (**Orangebd**) is a developed organization providing quality IT solutions to different Government and Private Organizations by solving their problems of aligning IT with business direction. Orangebd emphasize on Quality Management Practices since its inception. By the demand of prospective Clients, Orangebd is capable to deliver smart and integrated solutions that is secure, reliable, time tested and cost effective.

Orange Business Development Limited, in a nutshell, Orangebd is a well-developed firm that provides high-quality IT solutions to various government and private organizations, solving their difficulties of aligning IT with business strategy. We have emphasized Quality Management Practices since its inception. We are capable of producing smarter and integrated solutions that are secure, dependable, time tested, and cost effective, as requested by prospective Clients. Think it will be the right choice to go with Orangebd.

Board of Directors

1. MD. Rezaul Haque (Managing Director)
2. Al Ashraful Kabir (Director & CEO)
3. Hafez Ahmed (Chief Operating Officer)
4. Munir Hossain (Chief Technical Officer)
5. Rokibul Hossain (Chief Technical Advisor)

Services Offered

1. Online Newspaper
2. Software Solution
3. Web Solution
4. Apps Development
5. E-Governance Solution
6. Domain Purchasing and Hosting

Major Projects

Year	Project	Client	Technological Specifications
2021	myGov	A2i	PHP, Drupal, HTML, CSS, MySQL, AJAX, JQUERY, JAVA SCRIPT
2021	Development of Judicial Portal	A2i	PHP, Drupal, HTML, CSS, MySQL, AJAX, JQUERY, JAVA SCRIPT
2021	RDCD	LGED Ministry	PHP, Drupal, HTML, CSS, MySQL, AJAX, JQUERY, JAVA SCRIPT
2020	Virtual Court System	Bangladesh Supreme Court	Cake PHP, HTML, CSS, MySQL
2020	Virtual Class System	A2i	Node js, PHP, HTML, CSS, MySQL, AJAX, JQUERY, JAVA SCRIPT
2020	Learning From Home (Edu Hub)	A2i	Node js, PHP, HTML, CSS, MySQL, AJAX, JQUERY
2020	Sisimpur e-Learning Platform, Instructional Design and Mobile Applications Development	Sesame Workshop, USAID	Vue js, PHP, HTML, CSS, MySQL, AJAX, JQUERY, JAVA SCRIPT JAVA, Android Studio
2019	myGov App	A2i	JAVA, Android Studio

Year	Project	Client	Technological Specifications
2018	Muktopaath	A2i	Vue js, PHP, HTML, CSS, MySQL, AJAX, JQUERY, JAVA SCRIPT
2018	Eksheba Development & Post Development Support	A2i	Cake PHP, HTML, CSS, MySQL, AJAX, JQUERY, JAVA SCRIPT
2018	National Portal	A2i	PHP, Drupal, HTML, CSS, MySQL, AJAX, JQUERY, JAVA SCRIPT
2017	News Portal CMS Development Server & Site Maintenance	Purboposhchim	PHP, HTML, CSS, MySQL, AJAX, JQUERY
	Imam Portal Development	A2i	PHP, Drupal, HTML, CSS, MySQL
	Fatwa Apps Development	A2i (PM Office Bangladesh)	JAVA, Android Studio
2016	Judicial Portal & Cause List	A2i	Cake PHP, Drupal, HTML, CSS, MySQL
	Open Government Data Portal	A2i	PHP, Drupal, HTML, CSS, MySQL, DKAN
	News Portal CMS Development Server & Site Maintenance	RTV	PHP, HTML, CSS, MySQL, AJAX, JQUERY
	News Portal CMS Development Server & Site Maintenance	Dainik Amader Shomoy	PHP, HTML, CSS, MySQL, AJAX, JQUERY

Year	Project	Client	Technological Specifications
	TOR for CISF	UNDP	Documentation
2015	News Portal CMS Development Server & Site Maintenance	BBarta	PHP, HTML, CSS, MySQL, AJAX, JQUERY
2014	News Portal CMS Development Server & Site Maintenance	NTV	PHP, HTML, CSS, MySQL, AJAX, JQUERY
	RMG Database, DIFE Website, Trade Union Automation	ILO	PHP, HTML, CSS, MySQL, AJAX, JQUERY
2013	News Portal CMS Development Server & Site Maintenance	Jugantor Bonik Barta	PHP, HTML, CSS, MySQL, AJAX, JQUERY
2012	News Portal CMS Development Server & Site Maintenance	Ittefaq	PHP, HTML, CSS, MySQL, AJAX, JQUERY
	Website Development Requirement Management Consultant Roaster	UNFPA	PHP, HTML, CSS, MySQL, AJAX, JQUERY
2011	News Portal CMS Development Server & Site Maintenance	Alokito Bangladesh Natun Barta	PHP, HTML, CSS, MySQL, AJAX, JQUERY
2010	News Portal CMS Development Server & Site Maintenance	Kaler Kantho Bangladesh Protidin Daily Sun Sheershanews	PHP, HTML, CSS, MySQL, AJAX, JQUERY

Year	Project	Client	Technological Specifications
		Barta24 Bangla Mail Jaijai Din	
	Website Development Server & Site Maintenance	SOS	ASP.net, HTML, CSS, MSAccess, AJAX, JQUERY
2009	News Portal CMS Development Server & Site Maintenance	Samakal Sangbad News Today	PHP, HTML, CSS, MySQL, AJAX, JQUERY
	Website Development Server & Site Maintenance	IOM Colombo Process BMET	PHP, HTML, CSS, MySQL, AJAX, JQUERY
2008	BD Laws	CIDA & Ministry of Law	PHP, HTML, CSS, MySQL, AJAX, JQUERY
2007	News Portal CMS Development Server & Site Maintenance	The Financial Express	PHP, HTML, CSS, MySQL, AJAX, JQUERY

Management Practices

Leadership style

Orangebd was an organization with a great Democratic leadership style. It can also be told to be a participative leadership. It ensures the engagement of everyone in an organization.

The whole organization is divided into several teams based on projects. Each team has a project manager who reports to the Management. The management takes all the decision based on the collective opinion of all the members of the organization.

Every day, the all the teams have their own team scrum meeting in the beginning of the day. Every week, a central meeting is held where the members of the organization get motivational speeches from the management and they get to raise any questions or recommendation they would like to make towards the organization.

This helps the members to get engaged to the organization and all minds together bring out very creative solutions to problems that might rise. This also helps the members of the organization to feel more involved in the organization and take care of the projects and individual tasks more. (Jagielski, 2020)

Recruitment and Selection Process

The organization's recruitment and selection process is very traditional. There are three steps in the process.

At the first step, the Human Resource Department makes a shortlist of the eligible candidates among all of those who applied for a vacant post.

On the second step, the shortlisted candidates are called for an interview where they have to face either the Chief Architect of the company who usually deals with the technical part of the company or the Chief Operations Officer who deals with the business and operational side of the organization. Both of them selects their desired candidates and assesses them through an assessment form.

At the third and last step, the selected candidates face an interview with the Chief Executive Officer who finally selects the candidates who shall be appointed.

The methodology they follow is very appreciate able as they have a multi-layered selection process which helps the organization to select the candidates by having a deep assessment.



Training and Development Initiative

The organization has a great way of training and development for the members of the organization.

Internal Training: Firstly, they make arrangements for training every alternative Saturdays for those who are interested in getting trained on specific topics. Currently they are providing training on ClickUp, a project management tool.

External Training: If any member of the organization need any training on any specific subject prior to his job, then the organization allows him/her to receive that training through some defined sources such as Coursera, Udemy etc.

Performance Appraisal

Quarterly, half-yearly, and annual The Performance Evaluation Program for Staff encourages managers and staff to communicate regularly in order to stimulate performance development and enhancement. Supervisors in Orangebd are obliged to meet with all employees they directly manage once a year to review their performance. Performance appraisal discussions focuses on the employee's performance during the previous twelve months. Generally, supervisors complete their evaluation discussions during the first quarter of the calendar year.

The performance of every member gets evaluated through the Performance Appraisal Form (PAF) on a quarterly/half yearly/yearly basis. Every supervisor is responsible to evaluate his/her subordinate's performance. After evaluation, supervisors send the PAF to the HR department. The results are then compiled and sent back to supervisors by the HR department to communicate it with their subordinates.

Marketing Practices

Marketing Strategy

The organization follows marketing through social media and marketing through social media. They mainly focus on Digital Marketing. The only traditional marketing they have done during my internship period is printing their brochure containing the brief company profile. I agree that they get good results through digital marketing but they also should focus on traditional marketing and buzz marketing.

Target Customers, Targeting, Positioning Strategy

As the organization mainly works for the government, the main target customers of the organization are the government organizations looking for digitization. Orangebd mainly tries to focus on positioning based



on their products' user or application. They target the target market and tries to sell their products to the target market.

Marketing Channels

The main marketing channels for Orangebd are their website and the social media contents. Sometimes they go for the traditional approach through printing calendars, brochures, key rings etc.

Branding Activities

Orangebd markets themselves through their products as well. The products they are developing has a “Developed by Orangebd” tag on them. For instance, the web portal myGov has a tag at the bottom of the page saying “Developed by Orangebd”. They brand their organization in this way.

Critical Marketing Issues and Gaps

Analyzing all their marketing practices, the only thing that I think has an issue is their traditional marketing approach. They only market their products and services digitally which is good but not enough. I would suggest them that they should market themselves in traditional approach as well. They should send gifts to their clients by printing their logo on mugs, bags etc. They should also provide these to their employees which will make the employees and the client happy and they will be showing those to other people which will eventually serve the purpose of marketing for the organization.

Operations Management

Operations management in IT companies refers to the unified strategy where a company or organization including the business management teams, programming teams, and administrative employees that are required to maintain necessary operations of the company. In Orangebd, every operation is under the management of the COO (Chief Operating Officer) of the company. The COO has other people to maintain the operations of the company, HR department for human resources, Admin department for the administrative works, Finance & Accounts department manages all the resource procurements and the monetary details of the company. The Business teams & Developments teams work project-wise and are under the direct supervision of the COO. The project managers report to the COO for the operations. Orangebd also uses GitLab & ClickUp for code repository & project management. These softwares are very useful for managing the development & business operations.

Operations management in our company maintains the hardware, software, and human resources of a business to keep our operations running. This requires laptops, web server, cloud, PaaS/SaaS, and other resources to be bought, configured, and maintained for the use of staff. Operations management in the IT industry is directly related of computer, cloud, software, networking, etc. resources required for the internal business operations, productivity, and customer support. Best practices in IT industry for operations management centers around finding the most cost-efficient solution according to the unique requirements of quality management, resource allocation, administrative support, software development, cloud hosting, etc. Unifying all of these requirements is the scope of operations management.

Information Management collects, stores, organizes and secures data and content as it flows through business processes across and outside the organization. It is with Information Management, organizations are able to show their full potential by using data and information properly. Orangebd uses G-suite for document management and GitLab for Code Management. Everything stored online and all projects have backup databases for content & data storage.

Orangebd follows these guidelines for operations and information management. The quality management and resource management is done by following the ISO:9001 guidelines. The company has been ISO certified for 4 years and recently they renewed their certification as well.

Orangebd members have specialization in the following fields –

Database	MySQL, MSSQL, MariaDB
Mobile Platform	Windows, IOS, Android
Language	.Net, PHP, Java
CMS	Drupal, WordPress, Open cart
Framework	CakePHP, Laravel, Nuxt js, Node js, Vue js, Codeigniter
Specialization	E-Learning Platform, Web Application, Saas Module, Mobile Apps, Website Development, Online News Portal, E-Commerce, Hosting Services

Industry and Competitive Analysis

Porter's Five Forces

Porter's Five Forces is the concept for analyzing any company or organization's competitive environment. The number and power of a company's competitive rivals, potential new market entrants, suppliers, customers, and substitute products influence a company's profitability. The IT industry is a booming sector, due to technological advancement most countries are in the process of digitization and Bangladesh being a developing country has a large scope for digitization and technological advancement. There is more and more advent of IT companies in Bangladesh, it is a very diverse market. Orangebd has distinguished themselves in the IT industry and they have no threats from new entrants. Orangebd specializes in e-governance. They have created a firm foothold in the e-governance. In IT industry, the suppliers are server providers and our customers are government and the citizens of Bangladesh. And all e-governance products are unique and have no substitute so Orangebd has an unshakable position in the e-governance sector of the IT industry. It has a competitive advantage in the e-governance sector on most companies, even some top IT companies in Bangladesh couldn't leave as firm footprint as Orangebd.

SWOT Analysis

SWOT analysis also takes into account the weakness and threats of a company along with their strengths and opportunities. We have talked about their strengths but there is always downside to everything. We also have to discuss a company's weakness, now we will assess Orangebd's risks and threats. A business's image can still go down the tubes if a critical piece of technology fails and interrupts crucial operations. Operations teams need to effectively implement the process, product, or service improvements quickly enough to keep pace with changing requirements. Operational risk levels rise when companies employ ineffective operating practices or fail to clearly assign and enforce accountability. Lack of senior software developers on the market and no jobs for juniors on the same time.

Summary and Conclusion

To sum it up, Orangebd has been working as a leading IT company in the IT industry for more than 17 years and today it is one of the largest contributor the concept of "Digital Bangladesh". Orangebd has always maintained a family culture throughout its journey. I would like to thank the Director and CEO (Chief Executive Officer) of Orangebd, Al Ashrafur Kabir Sir for this amazing hard work, vision and dedication to this company. The way he has paved the way to success for Orangebd is extra ordinary and I myself take him as an idol for my life. Without his efforts and vision, it would not have been possible for Orangebd to see the light of success that it is working under right now.

CHAPTER 3: PROJECT PART

Introduction

Background

After the government election in 2008, the government of Bangladesh created a manifesto with some apparently unfeasible objectives. Among those objectives, there was “Digital Bangladesh” and “Vision 2021” which were made in order to develop the condition of Bangladesh from a third world country to a middle income country. This vision has led many technology-driven changes in Bangladesh. This approach taken by the government of Bangladesh is not just a vision but also a strategy to bring development amongst the people of Bangladesh both culturally and academically.

Digital Bangladesh is one of the dreams of Bangladesh. This dream includes a vision which is known to be vision 2021. This vision means that within 2021, Bangladesh would become digital and e-governance will prevail in the whole country with democracy and transparency.

The most important industry for building Digital Bangladesh is the ICT industry. This industry has been given the utmost importance in order to create a Digital Bangladesh. The target of the industry is to bring revolution in the governance of Bangladesh and develop software e-governance solutions in order to make the vision 2021 successful.

The "Digital Bangladesh" idea embraces the fundamental democratic values. It promises to protect people's right to democracy as well as their basic human rights, such as simple access to essential services. When it comes to creating justice and guaranteeing the execution of government services, the vision aspires to practice openness and accountability. At the end of the day, "Digital Bangladesh" will strive to maximize the use of technology in all parts of basic service in order to improve the general public's everyday living and deliver basic services at a low or free cost. This applies to persons of all socioeconomic groups and is free of bias.

Bangladesh's digitization through ICT integration will have an impact on other sectors' services as well. It will, for example, try to completely implement a paperless work structure in which everything is stored in the cloud or remotely and no paper is used. It will also save money in the long run. Several government departments have modified these procedures to improve participation and outcomes. The use of electronic and social media to advocate for and create awareness about important national, regional, and global issues will be beneficial. Issues of national importance and information about sustainable



development will reach the population in this way, assisting in the implementation of a people-centered integrated strategy.

According to The Financial Express, the government of Bangladesh has set four goals in order to implement Digital Bangladesh. (Zahid, 2019) The four goals are –

1. Human Resource Development

Millions of individuals in Bangladesh's labor force are unemployed in the twenty-first century. The majority are unemployed due to a lack of fundamental abilities in areas such as mathematics, physics, and, in some cases, English. "Digital Bangladesh" intends to close this gap by introducing new technology-driven services and low-cost delivery methods. It also aspires to extend vocational and 'lifelong education' possibilities to kids and adults via the utilization of digital learning resources. This will be done in order to re-calibrate their skill set and develop newer talents to better meet the demands of the globalized world of the twenty-first century.

2. Connecting to the Internet

Bangladesh is a third world country which is full of poor and unprivileged people living in the rural areas of Bangladesh. In those areas, there were no connectivity of internet and no tools to access the internet in order to contribute and enjoy in the vision of Digital Bangladesh. The Government of Bangladesh has taken many initiatives in order to connect those rural areas to the internet and enable them to get access to the internet. They are building Union Digital Centers in all the Unions that have people with digital illiteracy.

3. E-Governance

Bangladesh being a democratic country, the citizens of the country has to depend a lot on the government services. Enjoying those services was full of hardship and struggle for the people as there would have been huge queues at the government offices and people had to come from long distances as well. The Government of Bangladesh took necessary steps to eradicate these problems. They are trying to build portals on the web for people to sit at their houses and enjoy those services. For the people who does not have access to the internet, there are Union Digital Centers (UDC) at every union.

4. Building IT Industry

The Government of Bangladesh took initiatives to involve many private IT companies in the vision 2021 and build a different industry which is called the IT Industry. The Government has planned to bring all the members of the private sector together to work for the government in a productive and a competitive manner so that development can be done in the most efficient way.

Initiatives for implementing “Digital Bangladesh”

Aspire to Innovate (a2i)

a2i is an initiative of the Government of Bangladesh in order to make successful digitization of Bangladesh. It is a programme under ICT Division and Cabinet Division of Bangladesh supported by UNDP. It is the most important factor for the digitization of the country. All the digitization of the country is being done under this programme.

Under a2i, there are numerous projects going on to serve the purpose of “Digital Bangladesh”. Some of the major projects and products are –

- Nothi
- SDG Tracker, Constituency Tracker
- National Portal
- Teacher’s Portal
- Muktopaath
- a2i Dashboard
- Konnect
- GRS
- 333
- myGov
- DPG
- UBID
- EkSheba Doptor
- Imam Portal
- NHRC Portal



- EkSheba Uddokta

Union Digital Centers (UDC)

The Government of Bangladesh has built Union Digital Centers throughout the country for those people who are not able to access information and receive government services digitally. The government has developed more than 4,000 (Four Thousand) UDCs throughout the country. These UDCs provide different types of digital services to the citizens of Bangladesh for free or for a very little amount of money which is affordable by everyone. (Zahan, 2018)

myGov

Among all the vital projects going on under a2i, myGov is one of the most remarkable ones. myGov is the largest e-government platform which connects all the citizens with the government through availing all the government services under a single platform. Already 1000+ services of different ministries of the government of Bangladesh have been digitized through the myGov platform under the Rapid Digitization initiative. Rapid Digitization is an initiative taken by a2i which helps the team to visit ministries and digitize their services into a digital service and put it on myGov so that citizens can avail it from myGov. The vision of Government of Bangladesh to build an integrated and inter-operable digital government clearly reflects through myGov platform.

Objectives

The report I have created will reflect the learnings I have gained from Brac University and portray my experience of working for the myGov project under Orangebd. The objectives of the report are as follows

–

General Objectives

- To fulfill the requirements of completing the internship report
- To bring a clear picture of “Digital Bangladesh”

Specific Objectives

- To bring a clear picture of myGov
- To show the relation of myGov with “Digital Bangladesh”
- To show how myGov is contributing to “Digital Bangladesh”
- To bring out the internship experience through the report

Significance

The significances of the internship project/report are –

- Gaining more knowledge through the research conducted
- Contributing to a greater cause of Digital Bangladesh

Methodology

Framework of the Report

This whole report has been divided into three chapters. Chapter one has all the informations on myself and my internship. The second chapter consists of the informations on the organization in which I have pursued my internship. Lastly, the last chapter consists of my research and results of my project.

Target Sample

The target populations for the study are –

- Students
- People living in Rural Areas
- myGov Team

Explanation for choosing the Target Samples

The first sample are the students. As the students are the ones who are from this generation. They have knowledge on digital tools and their digital literacy is very high. If we interview them, we can know about the perspectives of their families as well. Thus, we do not need to interview any other class of people.

The second sample are the business owners in the IT industry. As my project is totally within the IT industry, the most important data and opinions can be collected from the business owners in the IT industry as they are the ones who are contributing to “Digital Bangladesh”.

The third sample is the myGov team. As I have worked in the myGov team, it is easy for me to interview them and take their opinions into consideration. As myGov team, they know the inside out of myGov and thus they can provide me with the most accurate information.



Sample Size

In order to conduct this research, I have decided my sample to be a simple random sampling with the required sample size of 20 students, 10 business owners and 10 people from myGov team.

Data Collection Method

I have used various methods to collect the data for my research. I have designed a questionnaire which I have attached with the appendix. After designing the questionnaire, I have sent that to 20 students who responded to my survey. Then, I have interviewed 5 people living in the rural areas of Bangladesh and 5 people from myGov team with the same questionnaire but face to face. Thus it can be said that I have collected primary data from this segment of data collection.

Again, I have also researched for articles on Digital Bangladesh and myGov. From that I found many articles from where I have collected many information and data. I have added those in the reference. Thus, I also have collected secondary data from this segment.

Findings and Analysis

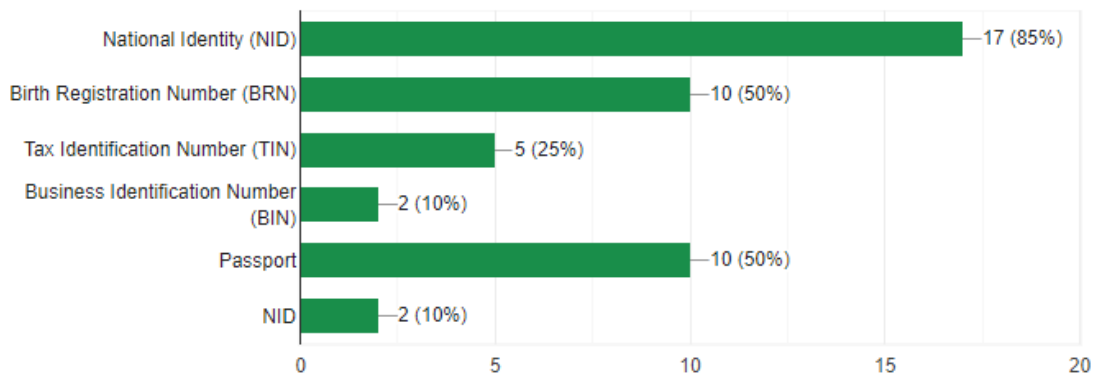
Survey

I have prepared a questionnaire containing 17 questions which were made considering the output to be able to describe the progress of Digital Bangladesh in perspective of Government Service Delivery through myGov.

The first question asks about the identity verifiers that a person has. This will measure the usage of the identity verifiers that Bangladesh has.

Which of the identity verifiers do you have?

20 responses

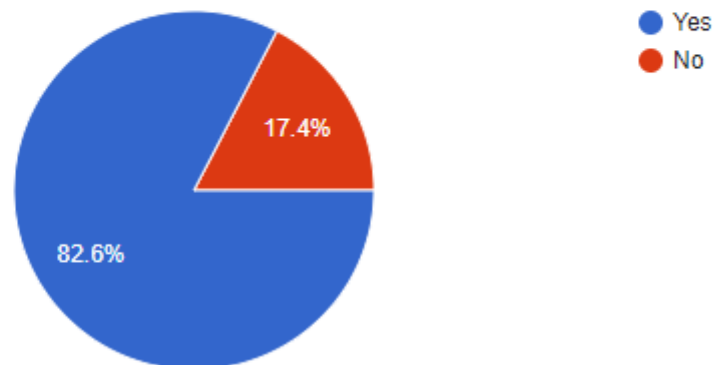


The results of the survey show that maximum number of people has NID and the second most used verifiers are Birth Registration Number and Passport.

The **second question** asks if the person has heard about the term “Digital Bangladesh”. This question will measure the knowledge of people on “Digital Bangladesh”.

Have you heard of the term “Digital Bangladesh?”

23 responses

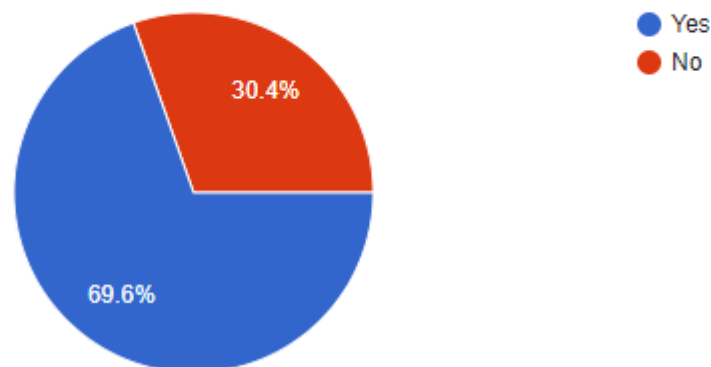


The results show that 82.6% of people are aware of the term “Digital Bangladesh” which is a good signal for the Government of Bangladesh.

The **third question** asks if the person thinks that Digital Bangladesh is applicable for both Rural areas and Urban areas. This will measure the acceptability of people regarding “Digital Bangladesh”.

Do you think the concept of Digital Bangladesh is perfect for both Rural and Urban areas?

23 responses

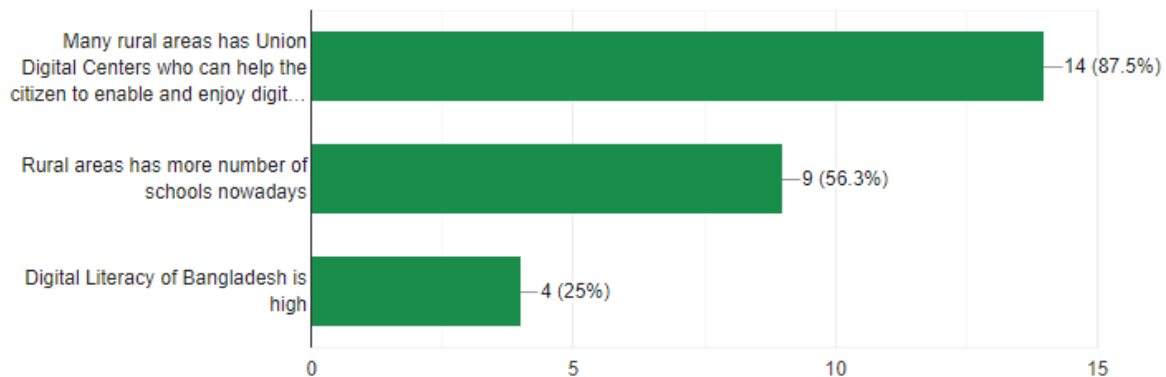


The results show that 69.6% of people think that the concept of Digital Bangladesh is perfect for both the Rural and Urban areas. Thus this tells that there might still be people who does not accept the concept of “Digital Bangladesh”.

The fourth question is for the people who thinks that the concept of “Digital Bangladesh” is perfect for people living in both rural and urban areas. This will bring out their reason for their thought.

If Yes, which one do you think is the reason closest to your reason?

16 responses

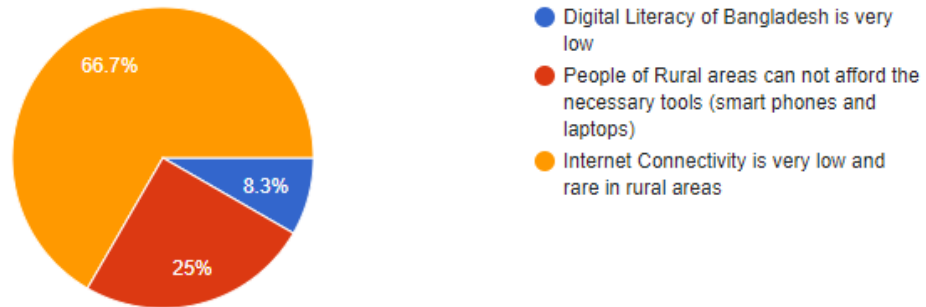


The most people think that many rural areas has Union Digital Centers who can help the citizen to enable and enjoy digital services which is true as we have already discussed that the government has already taken steps to ensure that. Again, some of them also think that the number of schools in rural areas also increased due to which the literacy rate of the people of rural areas is also increasing.

The fifth question is for the people who thinks that the concept of “Digital Bangladesh” is not perfect for people living in both rural and urban areas. This will bring out their reason for their thought.

If No, which one do you think is the reason closest to your reason?

12 responses

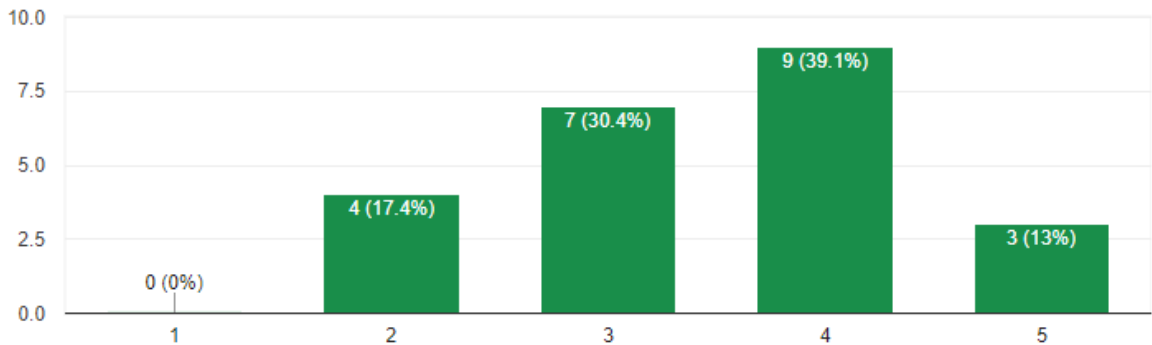


The results show that most people have disagreed due to the unavailability of internet connection in the rural areas. Again, the people have rural has also said that they do not have proper tools to enjoy digitization as they cannot afford those tools.

The sixth question asks about the opinion of people on the internet connectivity in Urban areas.

How would you rate the internet connectivity in Urban areas of Bangladesh?

23 responses

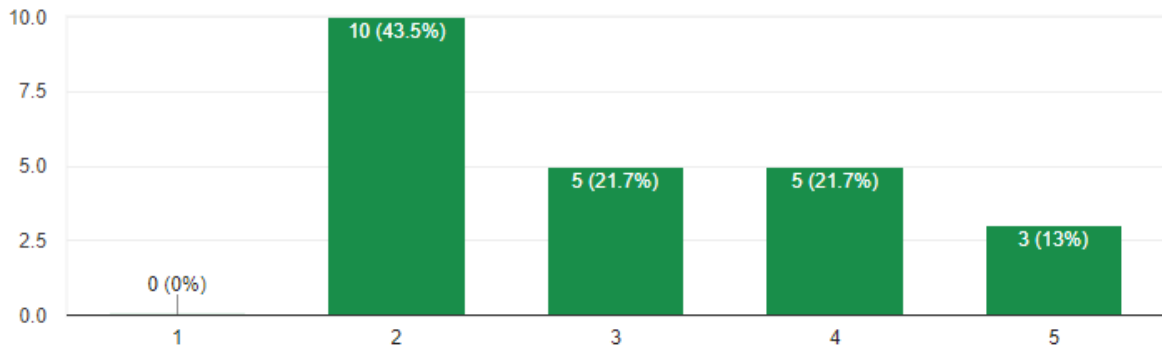


The results show that maximum people think that there is a good internet connectivity in the urban areas. They have rated the internet connectivity as 4 which is above average.

The seventh question asks about the opinion of people on the internet connectivity in Rural areas.

How would you rate the internet connectivity in Rural areas of Bangladesh?

23 responses

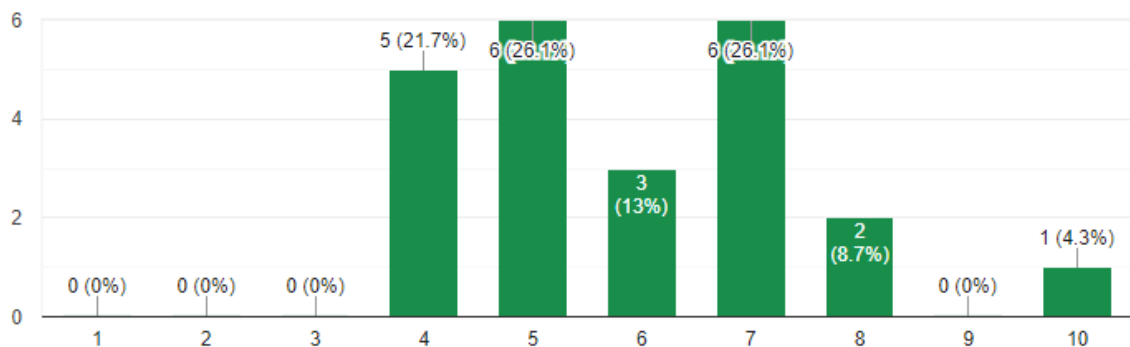


The results show that maximum people think that there is a very bad internet connectivity in the rural areas. They have rated the internet connectivity as 2 which is below average.

The eighth question asks about the opinion of people on the progress of Bangladesh to be Digital Bangladesh.

What do you think about the progress of Bangladesh to be Digital Bangladesh?

23 responses

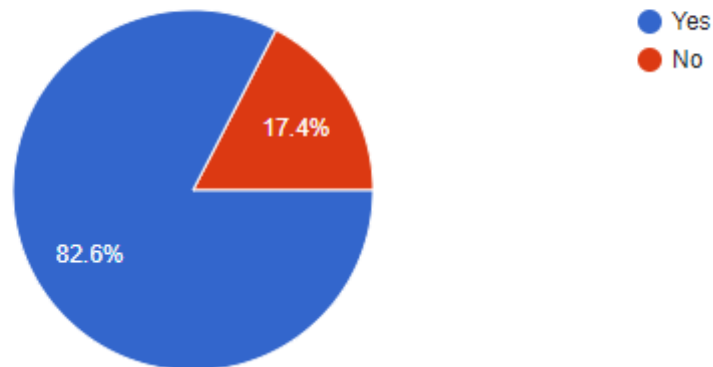


Here, we have got 5 points from 6 people and 7 points from 6 people. Thus, from this result, we can come to a conclusion that the rating for progress of Digital Bangladesh is average.

The ninth question asks if the person or his family has taken any government services till now. This will make us understand the accessibility of people to government services.

Have you or your family ever taken any of the government services?

23 responses

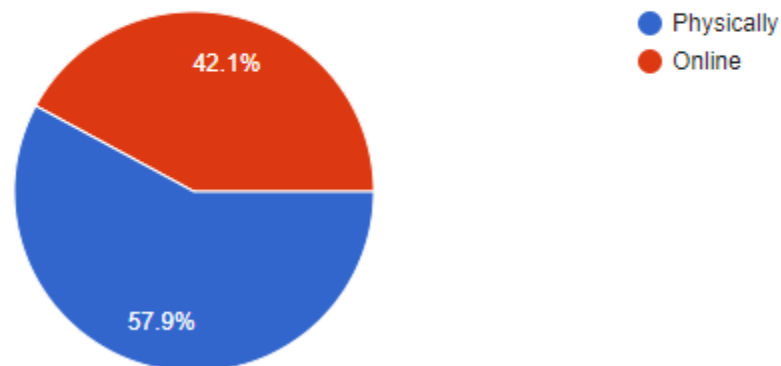


The results show that 82.6% of people has enjoyed government services. Now it is time for us to check if they have enjoyed it physically or through online.

The tenth question asks the person if they have taken those services physically or through online.

If Yes, how did you take the service?

19 responses

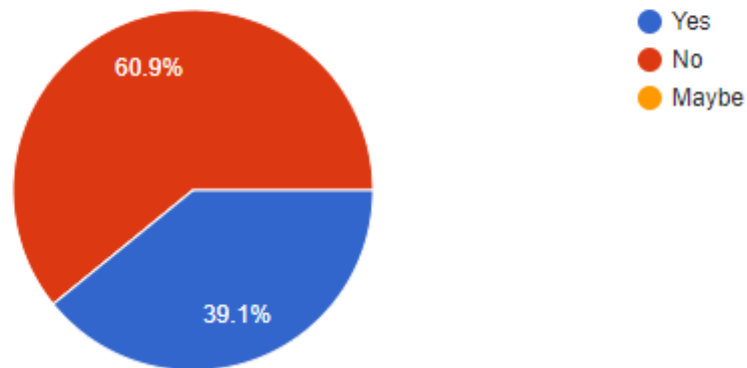


We can see that maximum number of people have taken services physically but many people also have taken services online.

The eleventh question asks the person if they have heard of the myGov platform. This will help us understand the popularity of myGov platform.

Have you heard of myGov Platform?

23 responses

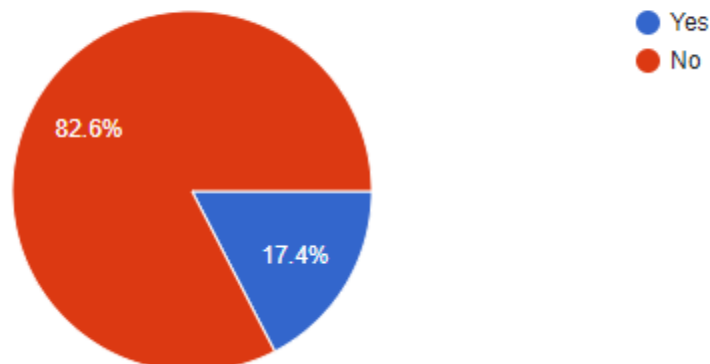


From the results, we can see that 60.9% of people has heard of myGov platform which means it has started gaining popularity among the people of Bangladesh.

The twelfth question asks the person if they have taken any services from myGov platform. This will help us understand the usage of myGov platform.

Have you taken any service from myGov Platform?

23 responses





The results show that maximum number of people has not yet taken any service from myGov but they have heard of myGov. Some of the people has taken service from myGov.

The thirteenth question asks about the services people have taken from myGov.

If Yes, what service did you take from myGov Platform?

6 responses

Corona vaccine

N/A

Never used it

DBID Registration

সাধারণ আবেদন (BTRC)

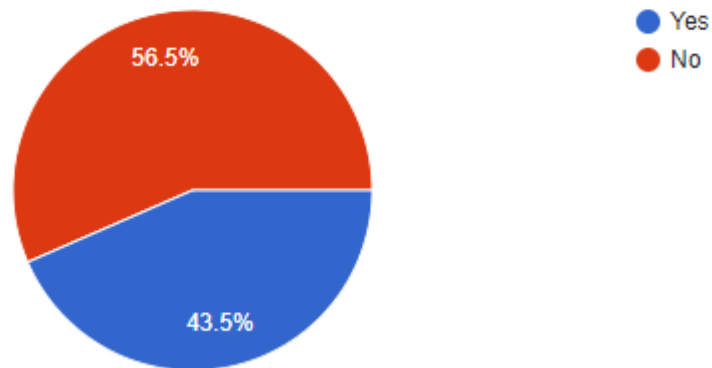
DBID Registration

The results show that the popular services of myGov are DBID registration and সাধারণ আবেদন (BTRC). The DBID registration is a very popular service of myGov which provides a DBID number to the F-Commerce businesses. It has been declared by the Ministry of Commerce that it is mandatory for all the f-commerce businesses to have a DBID registered.

The **fourteenth question** asks if the person can pay their utility bills through online government service portal.

Can you pay your utility bills through your online government service portal?

23 responses

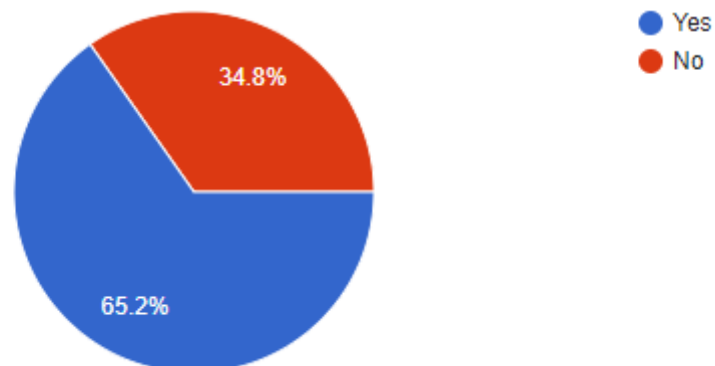


The results show that the percentage is almost 50/50. Thus we can say that the people are being able to enjoy digitization which is paving the way of Digital Bangladesh in the right direction.

The **fifteenth question** asks if the person can collect the necessary certifications from the government online.

Can you collect the necessary certifications from the government online?

23 responses

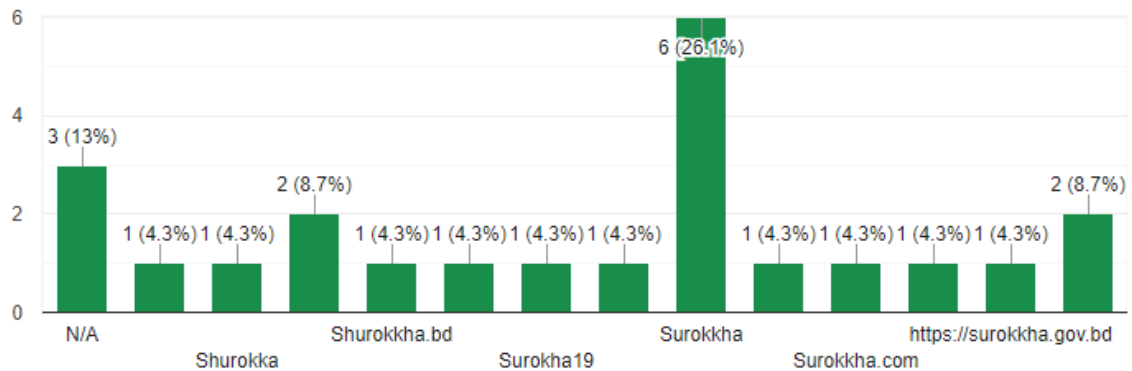


The results show that maximum people can collect the certificates they need, from online. This means that Digital Bangladesh is progressing.

The sixteenth question asks through which service portal has they taken their COVID-19 Vaccine. This will help us know the usage of digital registration in Bangladesh.

Through which website is the Covid-19 Vaccination registration taking place in Bangladesh?

23 responses

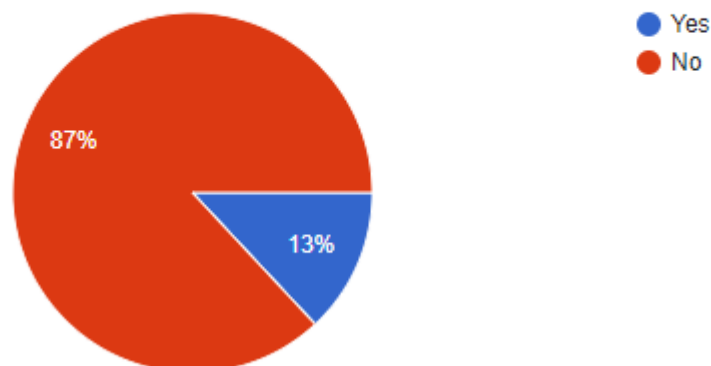


The results show that huge number of people knows about the Surokkha portal and they have used it. Only the people of the rural areas did not register for the Vaccine and this they do not know about this.

The seventeenth question asks if the person has ever used any government payment gateways (ekPay, e-challan etc.).

Have you ever used any government payment gateways? (ekPay, e-challan etc.)

23 responses





The results show that maximum number of people has not yet used the government payment gateways which is not a good sign for the progress of Digital Bangladesh.

Research

In an article of Bangladesh Sangbad Sangstha (BSS), a report has been made ready of a resident of Dhaka's Ashulia area who has been searching ways to take a land on lease. Getting to know about myGov made her life easier and thus she got satisfied by the use of myGov. (Islam, 2021)

In another article on The Daily Star, it has been said that the foreign ministry is happily launching the myGov App through which people are going to live from that day to enjoy the governmental services. 62 services of the foreign ministry have been integrated in myGov so that the citizens can enjoy them through the clicks of their fingertips. (Foreign ministry launches MyGov app, 2022)

TCV Calculation

From the data analysis of myGov, I found out that on an average, 17,23,848 applications are solved per month.

Month/Year	Total Application	Solved Application	Registered users	Newly Registered users
Oct-21	2284671	1721020	3211282	3437
Nov-21	2288310	1722561	3214404	3122
Dec-21	2291274	1723730	3217101	2697
Jan-22	2295907	1724742	3223351	6250
Feb-22	2402315	1725492	3360159	136808
Mar-22	2413038	1725548	3369011	8852

Let us assume that a person requires 100 taka to enjoy a service from the government physically. And, per month Application Solved is 17,23,848. Now, per month myGov is saving $(17,23,848 \times 100)$ or 17,23,84,800 taka. So we can say that a huge amount is cost is being saved by myGov.

Again, the average service processing time through myGov is 20 working days. But the government needs 30 working days to process an application. Now, according to that, per month myGov is saving 10 days per application for a government service.

Events of SHED and TMED

Through myGov, every year, the government pays subsidy to the poor children who need help. myGov has six applications for the service to the citizens.

The services are –

1. শিক্ষার্থীদের আর্থিক অনুদান - মাধ্যমিক ও উচ্চ শিক্ষা বিভাগ
2. বেসরকারি শিক্ষা প্রতিষ্ঠানের আর্থিক অনুদান - মাধ্যমিক ও উচ্চ শিক্ষা বিভাগ
3. বেসরকারি শিক্ষা প্রতিষ্ঠানের শিক্ষক-কর্মচারী আর্থিক অনুদান - মাধ্যমিক ও উচ্চ শিক্ষা বিভাগ
4. শিক্ষার্থীদের আর্থিক অনুদান - কারিগরি ও মাদ্রাসা শিক্ষা বিভাগ
5. বেসরকারি শিক্ষা প্রতিষ্ঠানের আর্থিক অনুদান - কারিগরি ও মাদ্রাসা শিক্ষা বিভাগ
6. বেসরকারি শিক্ষা প্রতিষ্ঠানের শিক্ষক-কর্মচারী আর্থিক অনুদান - কারিগরি ও মাদ্রাসা শিক্ষা বিভাগ

In 2021, around 8 thousand students got the subsidy from the government from Secondary and Higher Education Division and around 4 thousand got subsidy from Technical and Madrasa Education Division.

In 2022, around 6 thousand students got the subsidy from the government from Secondary and Higher Education Division and around 4 thousand got subsidy from Technical and Madrasa Education Division.

Every student is getting 10 thousand taka as subsidy if they have valid reasons and the applications are being processed by myGov service processing engine through which transparency is maintained.

Summary and Conclusions

To sum up the findings and analysis, I would like to mention that there are a lot of changes and developments required in the rural areas to enhance the use of myGov. But as we have gone through all the research and findings, we can say that myGov has been playing a vital role in the successful path of “Digital Bangladesh”.

Considering all the analysis in the report above, we can say that myGov is playing a vital role in developing Digital Bangladesh by providing subsidy to the poor people to help them be educated and eradicate poverty which is one of the target of the Government. Again, it is also reducing TCV in everyone’s day to day life.

To bring revolutionary changes in the usage of Digital tools, the Government of Bangladesh needs to increase the digital literacy rate and aware the people of the rural areas to avail the services of the government through myGov.

Though the Government has built many UDCs, many people in the rural areas as well as the urban areas does not yet know about the availability of the digital services provided by government of Bangladesh.



Taking every study above, under consideration, we can say that we have met the objectives of portraying a clear picture of myGov, portraying a clear picture of Digital Bangladesh, bringing out the contribution of myGov to Digital Bangladesh and lastly, showing the relationship of Digital Bangladesh and myGov.

Recommendations

myGov is undoubtedly the most vital part of Digital Bangladesh. As I have worked in the project, I have experienced a lot of opportunities to visit the government officers and digitize their services to put them into myGov.

The recommendations I would like to make to the authority of myGov, a2i, are as follows –

- myGov should have some proper marketing so that people all around the country knows about the usage and benefits of myGov.
- myGov should have capacity building sessions in order to train the government officials with the proper facilities of myGov.
- Bring a change in the minds of the government officials as well as the citizens to accept the culture of Digital Bangladesh.
- Conduct UAT sessions with different classes of people on a bulk amount so that the system can be improved through the users' feedback.

Testimonial

“After the declaration of Digital Bangladesh in the manifesto of the national parliamentary election in 2008, the government of Bangladesh took many steps to digitize 90% of e-governance in Bangladesh. By the guidance of our Honorable Prime Minister Sheikh Hasina and with the support of Honorable State minister of ICT Ministry, Mr. Junayed Ahmed Polok, a2i has been successful to develop myGov. myGov was initiated as a forms portal where many forms of government services were available. Then it was developed to be BSAP (Bangladesh Service Application Portal) where it was limited to a service directory of the governmental services. But in 2019, we have launched myGov which pushed the percentage of digitization of Bangladesh from 20% to 87% in a year.

myGov was a dream for Bangladesh to convert all the services of the government in a central integrate able platform. Digitizing the services had become a challenge for the government due to three issues



which are access for everyone, interoperability of all the ministries and technological issues until myGov had been developed.

myGov has been developed in such a way that it has become a central digital platform with which many other digitization tools are being integrated. To digitize the services of the government, myGov has taken several steps. Among those steps, Rapid Digitization is the most major step which enables the digitization of services of all ministries into myGov. Another step is for those who are unable to get hands on the tools required to gain access to myGov. For them, 333 and UDC are two assistive models through which anyone can enjoy the flavor of digitization anytime from anywhere.

Lastly, I would like to thank the policy advisor of a2i, Mr. Anir Chowdhury for his excellent guidance and vision to develop myGov as the most vital instrument to play the tune of Digital Bangladesh.”

- Mohammad Arfe Elahi
Chief Technical Officer (CTO), a2i

References

Foreign ministry launches MyGov app. (2022, May 30). *The Daily Star*.

Islam, R. (2021, August 04). myGov' platform eases sufferings of govt services 'seekers. *Bangladesh Sangbad Sangstha*.

Jagielski, S. (2020, July 31). What are the Different Leadership Styles in Management? *Health Assured*.

Zahan, I. (2018). *Digitizing Public Service Delivery Through Union Digital Centres*. Dhaka.

Zahid, S. H. (2019, April 11). Govt sets four goals to implement 'Digital Bangladesh'. *The Financial Express*.