Empowering Masses through Digital Innovations in Bangladesh

Highlighting Some Case Studies That Significantly Contributes to the People & Society

Presented by

Shohorab Ahmed Chowdhury
Managing Director and Co-Founder, Synesis IT Ltd.
Co-Chairman, e-Governance Cell, BASIS, Bangladesh
Synesis IT, started journey in 2006 with 3 people on the verge of IT miracle having major focus on Public Service Automations and e-Governance. The company now becomes one of the leading IT companies of Bangladesh where 130+ fulltime professionals are working. Synesis successfully rendered more than 45 large-scale e-Governance projects in diverse fields and directly contributed to the Society and Country.
A nation-wide doctors-driven medical call-center where 40 plus registered doctors are providing primary health consultation services over the phone round the clock.

Anybody from anywhere from Bangladesh can reach doctors dialing a short-code 789.

Every day more than 5,000 calls are received across the country.

70% calls are coming from rural people, mostly from farmers, fishermen, village women, porters etc.

From the last 4 years 20 million patients received health services.

Charge: 4 cents/minute
EMIS is an education management information system **Portal** for secondary and higher secondary education sector of Bangladesh. It is built to support policy, planning, performance based management and strengthen the management capacity of **DSHE** establishing an effective monitoring and evaluation mechanism.

More than **30,000** educational institutes across the country are interacting this portal.

Can generate analytical reports for policy-maker within a mouse click that took over years earlier.

Within a moment, could process & disburse salary of **0.5 million** teachers each month which is equivalent to **60m USD**

Won the **Best Performing Project Award** from ADB in 2012.
e-TIN

The first project of Bangladesh Govt. where a citizen can have certificates online without any physical interaction.

e-TIN reduces tax certificate issuance time from **15 days to 5 minutes**

The first project of Bangladesh Govt. to use digital certificate.

This is also the first project of Bangladesh Government to **integrate NID database from Election Commission, Company database from RJSC**

It is providing services to **2m tax-payers**

It prevents fake TIN issuance and its misuse, **enables improved tax governance and helps better fiscal year planning**.
WASALink

WASALink is a call center that receives water and sewerage related complaints from city-dwellers of Dhaka - a city of 20 million people, and notifies concerned officials of DWASA (Dhaka water supply authority) with an instant SMS to resolve the issues.

Upper management of WASA will also get notified from an online Dashboard which facilitates them to know what actions have been taken to resolve the issue. Management has a full control to monitor and take actions.

WASAlink is now playing a vital role in improving the service delivery of Dhaka WASA.
Why athletes run the track anti-clockwise?

If athletes run the track anti-clockwise?

Call Center
Hotline 16162

Management Dashboard

Performance Report

<table>
<thead>
<tr>
<th>Month</th>
<th>Pending</th>
<th>Closed-On-Time</th>
<th>Closed-Late</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>11%</td>
<td>22%</td>
<td>67%</td>
</tr>
<tr>
<td>Feb</td>
<td>9%</td>
<td>17%</td>
<td>74%</td>
</tr>
<tr>
<td>Mar</td>
<td>12%</td>
<td>44%</td>
<td>44%</td>
</tr>
<tr>
<td>Apr</td>
<td>11%</td>
<td>72%</td>
<td>17%</td>
</tr>
<tr>
<td>May</td>
<td>6%</td>
<td>71%</td>
<td>23%</td>
</tr>
<tr>
<td>Jun</td>
<td>3%</td>
<td>83%</td>
<td>14%</td>
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TenderBazar.com is the largest Public and Private Procurement HUB of Bangladesh

It is an online MARKET PLACE or BAZAR where more than 6,000 Contractors, Suppliers and Service Providers are gathering every day in quest of Tenders.

It has also a Tender KNOWLEDGE HUB of Bangladesh that can Empower all public and private procurement STAKEHOLDERS through a Comprehensive Report Engine "Tender Analytics"

TenderBazar.com has **0.5m Tenders** archives in its repository since 2011

It also facilitates procuring entities to publish tenders online
“ProgGyan” (means wisdom) is e-Learning & m-Learning based knowledge dissemination services with a vision to build a knowledgebase nation.

m-Learning part has already been launched. e-Learning will be launched soon with a viewing to minimize the Education-Divide in Bangladesh.

m-Learning sends extraordinary knowledge Facts through SMS and the Story behind the Facts of that facts as IVR a pre-recorded voice.

m-Learning sends those knowledge that are generally unknown, never thought before, strange but true or inspiring & motivating.

The objective of m-Learning is to
Energize & Inspire People to Learn
Boost up the Degree of CURIOSITY
Unleash People’s Hidden Zeal.
Sample Knowledge Facts

<table>
<thead>
<tr>
<th>Fact</th>
<th>Story</th>
</tr>
</thead>
<tbody>
<tr>
<td>She couldn't see but write book, couldn't hear but listen music, couldn't talk but preach. She is Helen Keller, world 1st deaf-blind to get PhD. DIAL 360 to know her story</td>
<td>Current US flag was designed by a school boy in a project where he got B- but he submitted the same to Congress. US President selected it. DIAL 360 to know this amazing story</td>
</tr>
<tr>
<td>From where you can see 15 sunrises &amp; sunsets in a day? To know the interesting facts DIAL 360</td>
<td>Sep 2, 1752 is called a great day in the history of Sleep as millions of British who slept that day wake up 11 days later. To know the story DIAL 360</td>
</tr>
<tr>
<td>In railway-signal, red-light is placed at the Bottom. But in road traffic-signal, it's placed on Top. To know the secrets DIAL 360</td>
<td>Why athletes run the track anti-clockwise? If they run clockwise they've to tilt right that would give discomforts as our heart is on left side. DIAL 360</td>
</tr>
<tr>
<td>Amar Gopal Bose, a Bengali MIT professor, founded BOSE-one of the top audio brands of the world &amp; donated his major shares to MIT for R&amp;D. To know more DIAL 360</td>
<td>When User DIALS 360 the System will Tell the Story Behind</td>
</tr>
</tbody>
</table>
UPHL

Union Parishad Help-Line (UPHL) is the largest call-center of Bangladesh Govt. that enables local Govt. Institutes and Citizens to access Central Govt. policies, project information, UP acts, rules & regulations of village court etc.

UPHL disseminates information to chairman, members and citizens of 4,000+ local Government administrative units to improve the service delivery and the local governance.

UPHL ensures

Better local governance
Better transparency
Less audit objections
Empower citizens