

Empowering Masses through Digital Innovations in Bangladesh

Highlighting Some Case Studies

That Significantly Contributes to the People & Society



Presented by

Synesis IT 

Shohorab Ahmed Chowdhury
Managing Director and Co-Founder, Synesis IT Ltd.
Co-Chairman, e-Governance Cell, BASIS, Bangladesh

About Synesis

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.

Journey Begins in 2006
With 3 People

Now Becomes a Company of
130+ People



Healthlink789

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.

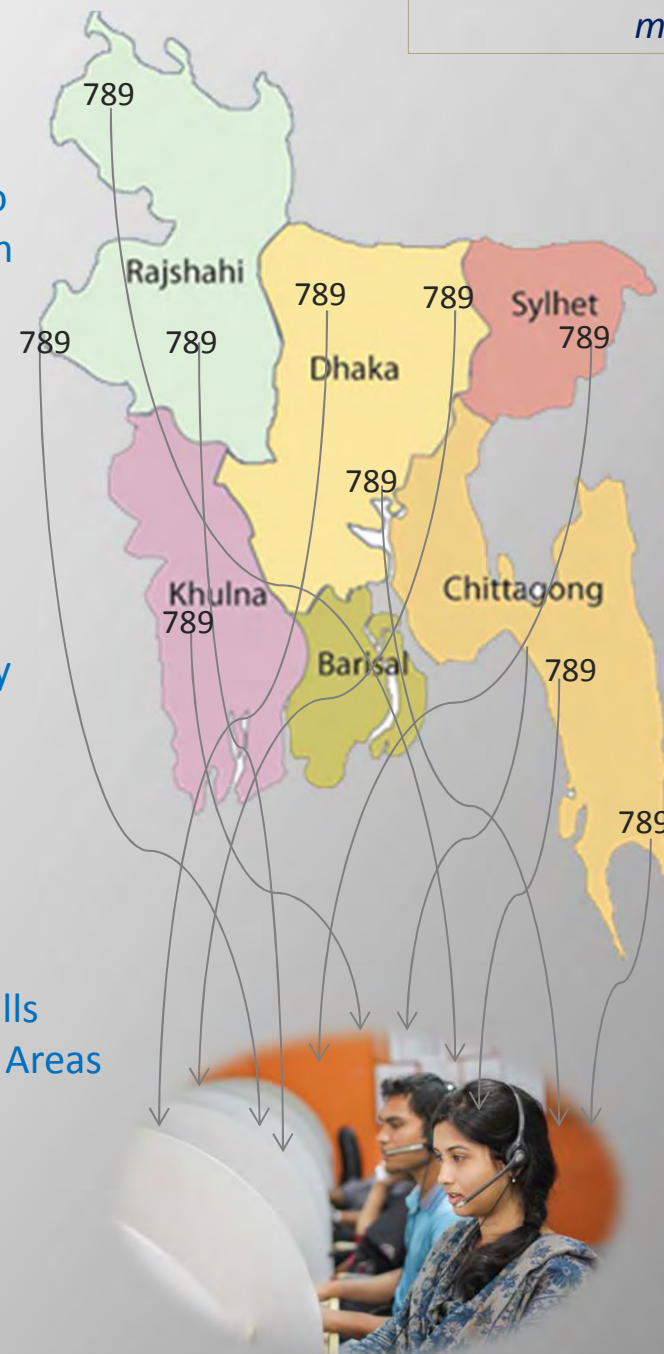
From the last 4 years **20 million patients** received health services.

Charge: 4 cents/minute

Access to
27 Million
People

5,000
Calls/Day

70% Calls
from Rural Areas



EMIS

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

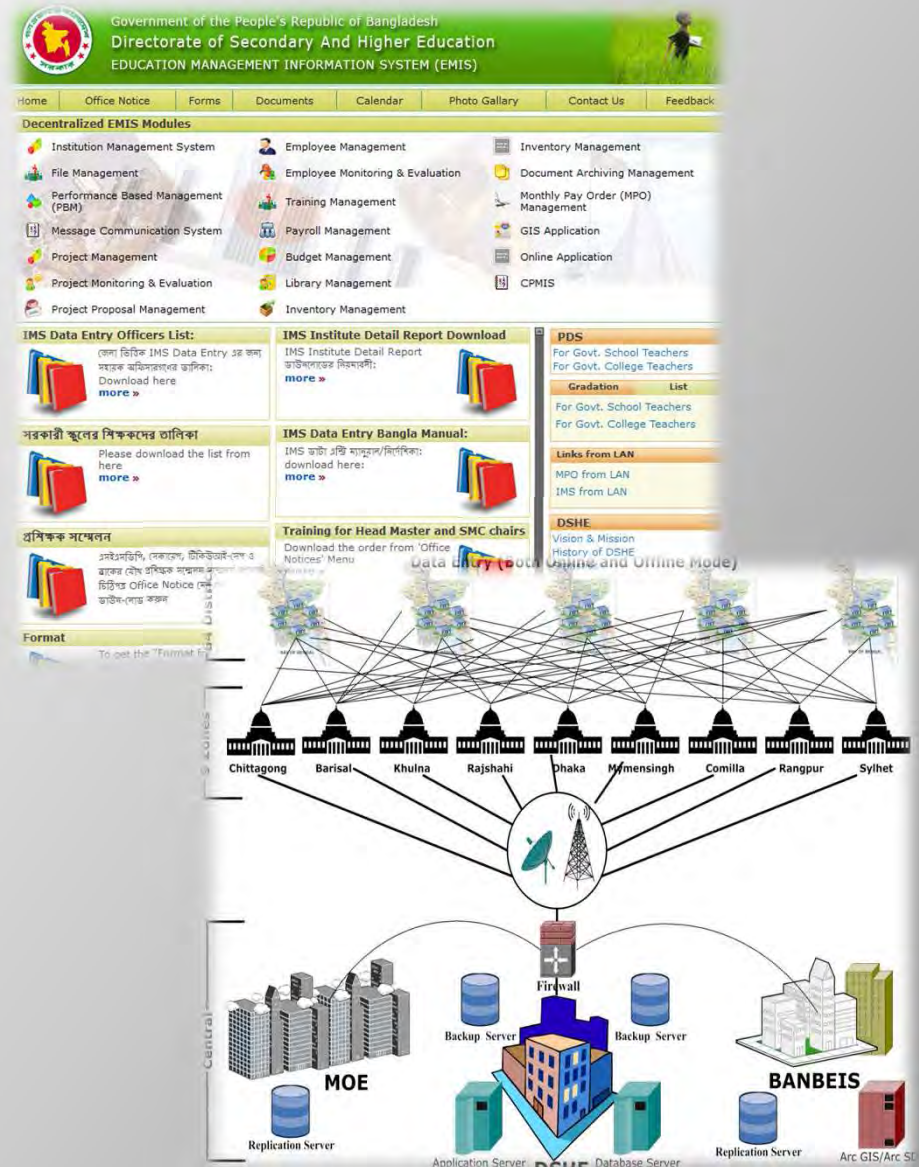
More than **30,000** educational institutes across the country are interacting this portal.

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

Case Study 2 Education Governance



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




 Government of the People's Republic of Bangladesh
 National Board of Revenue

Taxpayer's Identification Number (TIN) Certificate
TIN : 212386819202

This is to Certify that Shohorab Ahmed Chowdhury is a Registered Taxpayer of National Board of Revenue under the jurisdiction of Taxee Circle-261 (Salary) Taxee Zone- 12, Dhaka.

Taxpayer's Particulars :

- 1) Name : Shohorab Ahmed Chowdhury
- 2) Father's Name : Abu Ahmed Chowdhury
- 3) Mother's Name : Rubi Chowdhury
- 4) Current Address : C/O, Synexia IT Ltd, BDBL Bhaban(Lavel-3), 12 Kawran Bazar, Tejgaon, Dhaka, PO : 1215
- 5) Previous TIN : 2261028879
- 6) Status : Individual

Date : October 28, 2013

Please Note:

1. A taxpayer is liable to file the Return of Income under section 17 of the Income Tax Ordinance, 1988.
 2. Failure to file Return of Income under section 17 is liable to be treated as default under section 17(1) of the Income Tax Ordinance, 1988.
 3. Penalty under section 17(1) of the Income Tax Ordinance, 1988.
 4. Penalties under section 17(1) of the Income Tax Ordinance, 1988.

Deputy Commissioner of Taxes
 Taxee Circle-261 (Salary)
 Taxee Zone- 12, Dhaka
 Contact: 1000-11000, 100-10000, 100-10000, 100-10000

An E-Tax System generated certificate and issued an original signature.

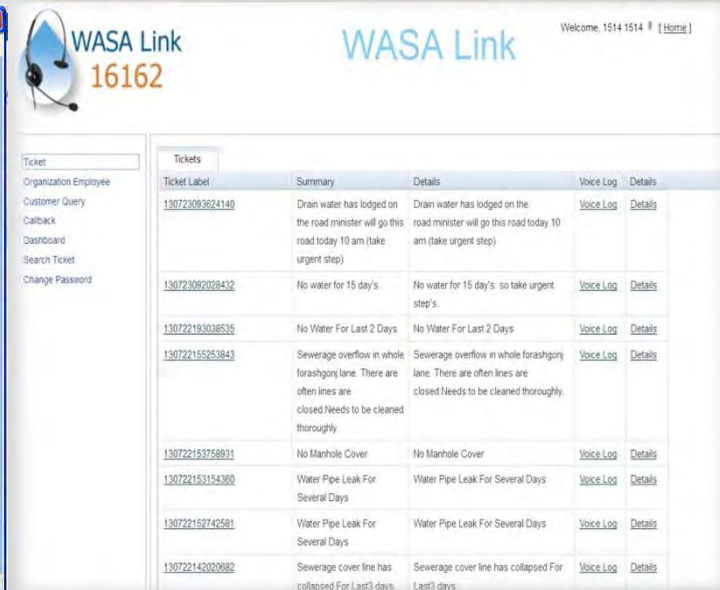


WASALink

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.

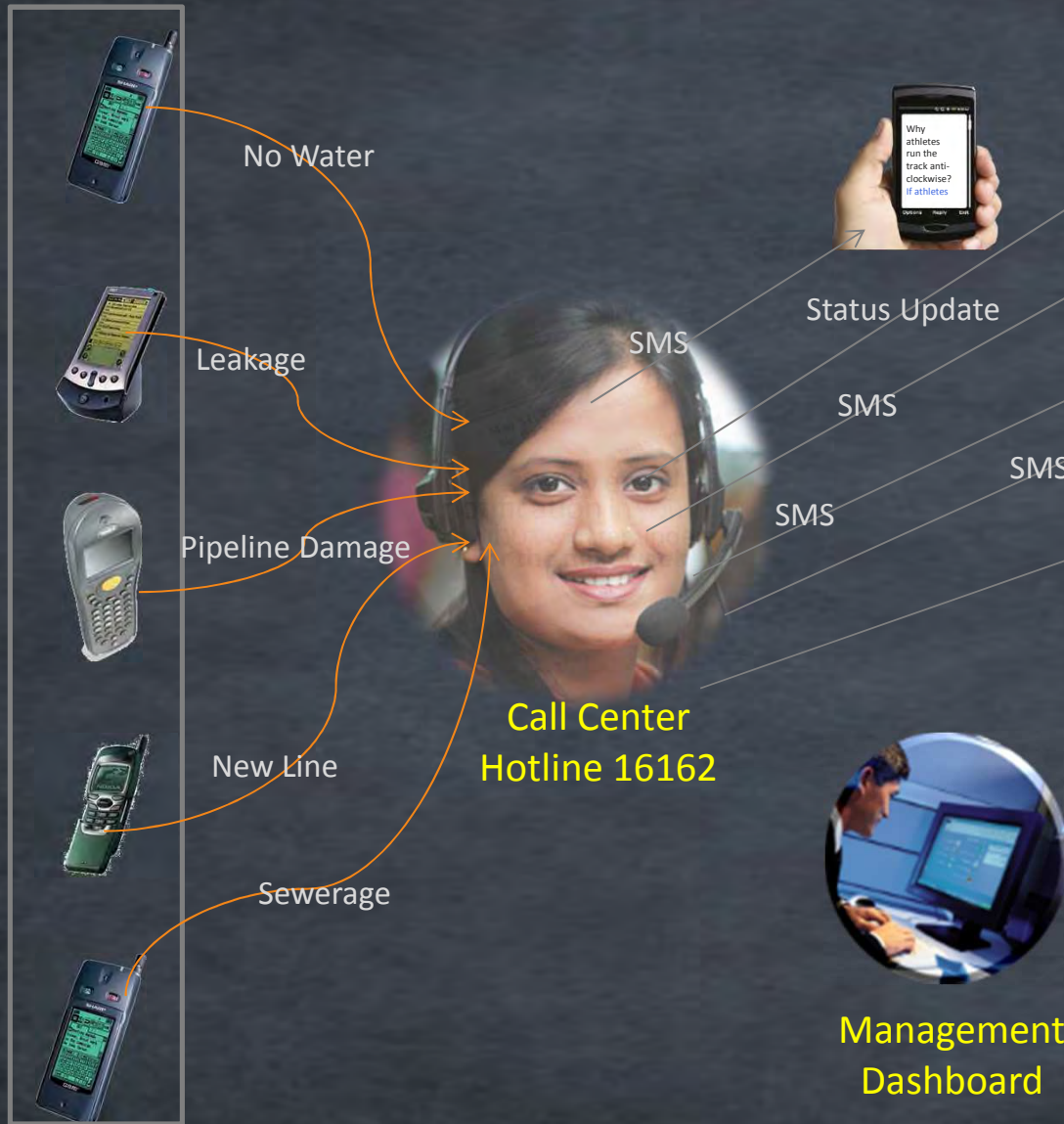
Upper management of WASA will also get notified from an online Dashboard which facilitates them to know what actions have been taken to resolve the issue. Management has a full control to monitor and take actions.

WASALink is now playing a vital role in improving the service delivery of Dhaka WASA.



Service Modality of WASALink

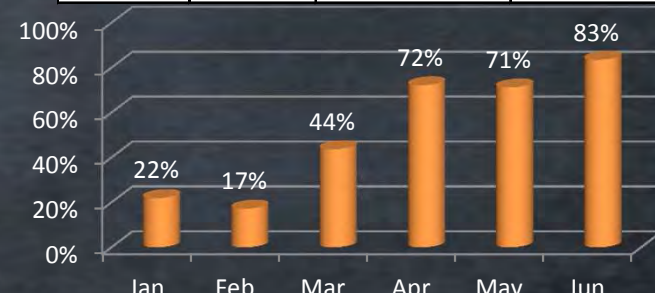
Case Study 4 Citizen Services



Asstt./Sub Asstt. Engr

Performance Report

Month	Pending	Closed-On-Time	Closed-Late
Jan	11%	22%	67%
Feb	9%	17%	74%
Mar	12%	44%	44%
Apr	11%	72%	17%
May	6%	71%	23%
Jun	3%	83%	14%



Citizen's Query



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

The screenshot shows the TenderBazar.com website interface. At the top right, it says "Case Study 5 Business Community". The main header includes the TenderBazar.com logo and tagline "counts every opportunity". Below the header, there's a search bar and a list of government departments with their respective tender counts. A featured banner in Bengali highlights "সকল টেন্ডারের ভান্ডার" (Marketplace for all tenders) and mentions "6,000+ Business Houses Rely on TenderBazar.com", "1,00,000+ Tender Archives since Jan 2011", and "3,000+ Procuring Entities". Below the banner, there's a "SAMPLE TENDER [3]" section with details for a "Request for Expression of Interest (EOI) for selection of national consultant as financial management specialist". The details include Tender ID: 1207020025, Procuring Place: Dhaka, Type: Expression of Interest for Consulting Firm (1st Time Call), Inviter: Directorate of Primary Education (DPE), Doc. Price: N/A, Security Amt.: N/A, Published On: 02-Jul-12 (2 days back) [Janakantha] Also published on, and Closed On: 22-Jul-12 (18 days more). There are also links for "Show Image" and "Show Details 33".



ProgGyan

“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



SMS

IVR

ProgGyan m-Learning Platform

Sample Knowledge Facts

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

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

From where you can see 15 sunrises & sunsets in a day? To know the interesting facts DIAL 360

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

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

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

Amar Gopal Bose, a Bengali MIT professor, founded BOSE- one of the top audio brands of the world & donated his major shares to MIT for R&D. To know more DIAL 360

When User DIALS 360
the System will Tell
the Story Behind



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.

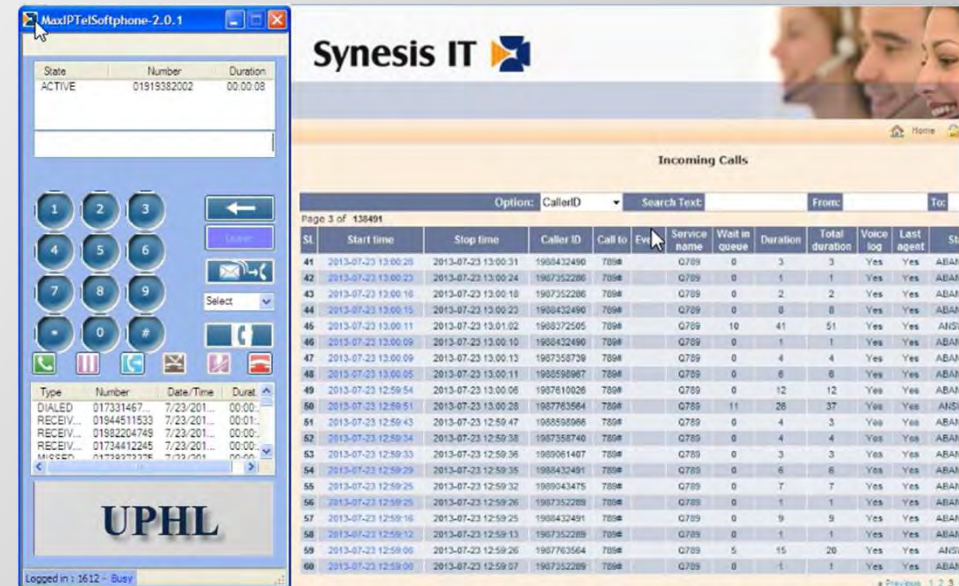
UPHL ensures

Better local governance

Better transparency

Less audit objections

Empower citizens



The screenshot displays the Synesis IT MaxIPTelSoftphone-2.0.1 interface. On the left is a virtual phone keypad with buttons for digits 1-9, 0, *, and #, along with call control icons. The main window shows a call log table with the following data:

SI	Start time	Stop time	Caller ID	Call to	Eval	Service name	Wait in queue	Duration	Total duration	Voice log	Last record	Status
41	2013-07-23 13:00:23	2013-07-23 13:00:31	1988432496	789#		Q789	0	3	3	Yes	Yes	ABAN
42	2013-07-23 13:00:23	2013-07-23 13:00:24	1987352286	789#		Q789	0	1	1	Yes	Yes	ABAN
43	2013-07-23 13:00:18	2013-07-23 13:00:18	1987352286	789#		Q789	0	2	2	Yes	Yes	ABAN
44	2013-07-23 13:00:15	2013-07-23 13:00:23	1988432496	789#		Q789	0	8	8	Yes	Yes	ABAN
45	2013-07-23 13:00:11	2013-07-23 13:01:02	1988272505	789#		Q789	10	41	51	Yes	Yes	ANGV
46	2013-07-23 13:00:09	2013-07-23 13:00:10	1988432496	789#		Q789	0	1	1	Yes	Yes	ABAN
47	2013-07-23 13:00:09	2013-07-23 13:00:13	1987352739	789#		Q789	0	4	4	Yes	Yes	ABAN
48	2013-07-23 13:00:05	2013-07-23 13:00:11	1988588987	789#		Q789	0	6	6	Yes	Yes	ABAN
49	2013-07-23 12:59:54	2013-07-23 13:00:06	1987616026	789#		Q789	0	12	12	Yes	Yes	ABAN
50	2013-07-23 12:59:51	2013-07-23 13:00:28	1987635864	789#		Q789	11	26	37	Yes	Yes	ANGV
51	2013-07-23 12:59:43	2013-07-23 12:59:47	1988588986	789#		Q789	0	4	3	Yes	Yes	ABAN
52	2013-07-23 12:59:34	2013-07-23 12:59:38	1987358740	789#		Q789	0	4	4	Yes	Yes	ABAN
53	2013-07-23 12:59:33	2013-07-23 12:59:36	1989061407	789#		Q789	0	3	3	Yes	Yes	ABAN
54	2013-07-23 12:59:29	2013-07-23 12:59:35	1988432491	789#		Q789	0	6	6	Yes	Yes	ABAN
55	2013-07-23 12:59:25	2013-07-23 12:59:32	1989043475	789#		Q789	0	7	7	Yes	Yes	ABAN
56	2013-07-23 12:59:25	2013-07-23 12:59:26	1987352289	789#		Q789	0	1	1	Yes	Yes	ABAN
57	2013-07-23 12:59:16	2013-07-23 12:59:25	1988432491	789#		Q789	0	9	9	Yes	Yes	ABAN
58	2013-07-23 12:59:12	2013-07-23 12:59:13	1987352289	789#		Q789	0	1	1	Yes	Yes	ABAN
59	2013-07-23 12:59:06	2013-07-23 12:59:26	1987762664	789#		Q789	5	15	20	Yes	Yes	ANGV
60	2013-07-23 12:59:00	2013-07-23 12:59:07	1987352289	789#		Q789	0	1	1	Yes	Yes	ABAN





www.synesisitltd.com

Contact Us

Synesis IT Ltd.

Level 3, BDBL Bhaban

12 Kawran Bazar, Dhaka-1215

T (880) 2 9115222, 9139411

F (880) 2 8153797

Email: sac@synesisitltd.com

www.synesisitltd.com