

E-effective e-governance:

Accelerating e-government and digital public services in Bangladesh

Duration: 11/2024 – 11/2028

Main partners:

Cabinet Division; ICT Division

Budget: € 9,7 million

Implementers: e-Governance Academy, British Council

This project initiative aims to transform Bangladesh's public administration and governance by integrating digital processes, building a skilled workforce, and enhancing public service delivery and design. The project seeks to enable a more transparent, efficient, and inclusive digital government in Bangladesh by promoting interoperability, capacity-building, and citizen-focused services.

The project addresses three areas:

Siloed Operations

Digital Platform Inefficiency

Barriers to Access Digital Services

The implementers will work in three goal-oriented directions to address the pressing areas.

COMPONENT 1

(Government to Government – G2G):

To improve the digital interaction, coordination and communication between government ministries, agencies and departments.

The activities are focused on:

- Implementing an interoperability framework to enable seamless data exchange between government agencies.
- Launching the Bangladesh National Digital Architecture.
- Developing procurement rules for ICT goods and services in alignment with legal and digital architecture frameworks.
- Establishing inter-ministerial coordination systems for implementing and monitoring new regulations and standards.
- Improving policy and operational coordination to bridge the digital divide.
- Updating the Digital Government Masterplan by refining high-level political messages and developing knowledge to support the transformation.

COMPONENT 2

(Government to Employees – G2E):

To strengthen the capacities of public sector employees for improved organisational performance and public service delivery.

The activities are focused on:

- Developing digital governance curricula to strengthen the capacities of public sector employees for improved organisational performance and public service delivery for civil servants.
- Integrating accredited digital governance curricula into public administration training.
- Developing specialised training on ICT procurement for civil servants.
- Defining change management principles to improve service delivery.
- Defining service design principles to improve service delivery.

COMPONENT 3

(Government to Citizens – G2C):

To improve the quality of public services and their delivery for all.

The activities are focused on:

- Strengthening data-sharing practices among government agencies through select pilot services to improve public service quality and access.
- Enhancing online platforms and digital applications to ensure easier public service access.
- Reducing the digital divide by increasing access for women, persons with disabilities, indigenous people, and vulnerable groups. To that end, inclusive access measures will be taken, such as improving internet access and redesigning services.
- Enhancing citizen engagement with digital public services, focusing on accessibility and awareness by conducting awareness campaigns through TV, media, and other channels.
- Promoting digital literacy by developing public training models to increase digital literacy and create targeted learning activities for citizens.

Accelerating e-government and digital public services in Bangladesh



This project is funded by the European Union and implemented in partnership with the Government of Bangladesh. Key government implementing agencies include the Cabinet Division and the ICT Division. They play critical roles in ensuring the project aligns with national priorities and delivers sustainable digital transformation outcomes.



Project implementers



**e-Governance Academy
(eGA) – leading partner**

eGA is an Estonian centre of excellence that aims to increase the prosperity and openness of societies through digital transformation. Since 2002, eGA has partnered with almost 300 organisations in 143 countries to build successful digital societies that improve citizens' lives, strengthen economies, and deliver transparent, democratic, and effective public administrations.

In the project, eGA is responsible for improving coordination and collaboration among government organisations and enhancing civil servants' digital skills and engagement.



**British Council –
co-delegated partner**

The British Council builds connections, understanding, and trust between people in the UK and other countries through arts and culture, education, and the English language. With 70 years' experience in Bangladesh, the British Council is uniquely positioned to engage with stakeholders, partners, policymakers, local government, the UK diaspora, and civil society to make positive differences and lasting impact.

In the project, the British Council is responsible for improving public service provision by improving its quality and accessibility for the people.

Find out more:



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