

a2i Insights

Driving Innovation and Transformation
to Progress Bangladesh

July–September 2025



Aspire to Innovate (a2i) is the government's specialised initiative playing an effective role in enhancing citizen-friendly service delivery systems, nurturing an innovation culture based on information technology, and building a knowledge-based society. This quarter, a2i prioritised making services faster, simpler and more inclusive. The expansion of Nagorik Sheba Bangladesh gained momentum, while 17 ministries and divisions advanced National Dashboard implementation and interoperable data exchange, agreeing on common indicators and rollout plans.

Inclusion moved from intent to practice. New digital accessibility auditors were trained, and district-level events captured real user feedback to remove barriers. The myGov platform and ekPay continued to bring services online and reduce complexity. Within just 11 months, over 1.5 million e-Apostille attestations were completed through myGov. The platform is now also supporting contractor enlistment for the Local Government Engineering Department, while digital payments for land services are being facilitated through the ekPay platform.

In education, the National University and the Directorate of Secondary and Higher Education refined an AI-in-education manual and a mandatory ICT curriculum linked to jobs through NISE.gov.bd. A cross-ministry plan to connect National Helpline 333 with 9,500 Digital Centres and 17,000+ entrepreneurs has laid the foundation for reliable last-mile support across the country.

QUICK STATS OF THIS QUARTER

611K+

DECISION MADE
ON D-NOTHI



26

SERVICES
END-TO-END
DIGITISED

172K+

APPLICATION
DISPOSED

328K+

APOSTILLE
SERVICES
DELIVERED



এক ঠিকানায় সরকারি সেবা

2.6M+

TRANSACTIONS
MADE



90M+

TIMES VISITED ON
NATIONAL PORTAL

213

GOVERNMENT OFFICES
ONBOARDED



bangladesh.gov.bd
Information & Services in a single window

13.5M+

SERVICES DELIVERED



755K+

TOTAL CALLS

157K+

CALLS OF
CHILD MARRIAGE
PREVENTION & SOCIAL
PROBLEM REMEDY



17

GOVERNMENT
OFFICES
ONBOARDED ON
NATIONAL
DASHBOARD



318

OFFICIALS
SENSITISED ON
DATA
INNOVATION



15K+

JOBSEEKERS
ONBOARDED



215

YOUTH TRAINED
ON
ACCESSIBILITY
AUDITING



NATIONAL HELPLINE 333
ACCESSIBLE DICTIONARY
DISABILITY INNOVATION LAB
NATIONAL DASHBOARD
EXPATRIATE
DATA LEADERSHIP
NATIONAL PORTAL
DIGITAL ACCESS
E-PARTICIPATION
INNOVATION REPOSITORY
E-CAUSE
HEALTH INNOVATION
MUKTOPATH
OPEN DATA TRACKER
TECHNOLOGY
E-COURT
NATIONAL PORTAL
DIGITAL NOTHI
INNOVATION
SERVICE PROCESS SIMPLIFICATION
REPORT MANAGEMENT SYSTEM

HIGHLIGHTS

Nagorik Sheba Bangladesh



Under the leadership of the Honorable Chief Adviser Professor Dr. Muhammad Yunus, Nagorik Sheba Bangladesh – the government's one-stop service centre with technical support from a2i – has expanded its footprint in Dhaka by opening six centres across the capital. On 20 July, the Honorable Special Assistant for the Posts, Telecommunications and Information Technology to the Honorable Chief Adviser, Mr. Faiz Ahmad Taiyeb, ICT Division Secretary Mr. Shish Haider Chowdhury, ndc and a2i's Project Management Lead Mr. Abdullah Al Fahim visited the Nilkhet Centre to review operations and gather citizen feedback.

On 4 September, the Honorable Chief Adviser's Envoy for International Affairs Mr. Lutfey Siddiqi along with Mr. Taiyeb, Mr. Chowdhury and a2i's Chief Technology Advisor Mr. Mohammad Masudur Rahman, visited the Gulshan Centre,

where Mr. Siddiqi personally availed passport services as a recipient. During this quarter, comprehensive brand guidelines, citizen-facing service charts, and plans for nationwide expansion and capacity development were prepared to support the continued growth of the Nagorik Sheba Bangladesh initiative.



iHubs Operational Guideline



The Innovation Hubs (iHubs) Operational Guideline was reviewed with the University Grants Commission on 13 July, deciding to institutionalize iHubs as university-based innovation ecosystems by linking academia, industry, and government for research, entrepreneurship, and youth empowerment.

ICT Teachers' Manual



From 22 to 24 September, a workshop was conducted on a teachers' manual, refined to roll out the National University's compulsory ICT course nationwide. Mr. Shish Haider Chowdhury, Secretary of the Information and Communication Technology Division, is addressing the inaugural ceremony as the chief guest.

National University Grads' Employability & NISE Linkages



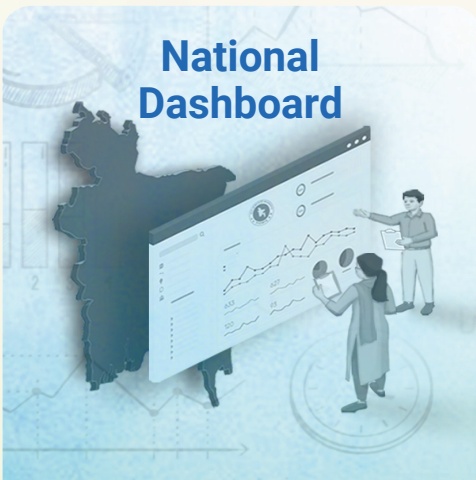
Strategies were set on 29 September to align curricula with industry and support to connect graduates to jobs and internships via NISE.gov.bd.

Integration Plan for 333 and Digital Centre



On 2 September, a workshop was held on the cross-ministry outline for the phased integration of services, featuring 333 and 9,500 digital centres, as well as 17,000+ entrepreneurs, covering information, issue reporting, and doorstep services. Mr. Md. Mamunur Rashid Bhuiyan, Chief Executive Officer (Additional Secretary) of the Agency to Innovate, delivered the closing remarks.

National Dashboard



To strengthen data-driven decision-making, government officials of the Implementation Monitoring and Evaluation Division of the Planning Ministry and the Ministry of Social Welfare prepared dashboards, making previously unseen work visible and data-driven on 06 August and 13-14 July respectively.

Local Government Engineering Department (LGED) on 'myGov'



The 'LGED Tender's Enlistment Application' launched on myGov on 16 July so contractors in 64 districts can register, submit info, and pay fees online, reducing visits, confusion, and payment friction.

Sanitation Data Framework



Department of Public Health Engineering and a2i finalised the Strengthening of Public Data Systems for Sanitation framework with 15+ agencies and 10+ partners on 13 September, enabling real-time monitoring and SDG progress.

ekPay Integration for Land Services



An MoU with the Directorate of Land Records and Survey on 17 July routed khatian/map and other fees via ekPay, enabling transparent, multi-channel, cashless G2C payments.

Data Interoperability for Vaccination System



Senior officials from government and industry on 27–29 September adopted policies for a citizen-centric data exchange platform aligned with the 2025 National Data Governance and Interoperability Ordinance and the Cyber Safety Ordinance.

AI Education Teachers' Manual



a2i and the Directorate of Secondary and Higher Education finalised an ethical, pedagogy-first AI manual on 01–02 September to deepen problem-solving and classroom practice.

Digital Accessibility Training



University of Chittagong faculty and students were trained on inclusive design, and accessible web and app development on 22 September.

SheSTEM Fireside Chat



Industry partners highlighted women-in-STEM pathways, mentorship, and leadership in tech at Daffodil International University on 23 July.

STORY OF CHANGING LIVES



Photo: Entrepreneur Rajanna Deb at Fandauk ekSheba Digital Centre.

Amena Banu was 23 when her husband died, leaving her with two children and a sick mother-in-law. She had studied up to class 8 and lived in Fandauk village, Nasirnagar, Brahmanbaria. Battling with her fragile financial situation, some relatives urged her to go abroad for work, but she did not know whom to trust.

Then Amena heard about the Fandauk ekSheba Digital Centre. Where she met Rajanna Deb, the centre's entrepreneur. Rajanna sat with her and made a simple plan.

“ I helped Amena Apa apply for a passport, get police clearance, verify the visa and job contract, submit applications to the Bureau of Manpower, Employment and Training, attend Pre-Departure Orientation, and learn how to avail remittance service. Each step was done at the centre for a minimal fee. Every document was checked before moving to the next one, ”

- Rajanna

Within a few months, Amena had her papers and training. She left for work in a hospital in Saudi Arabia, knowing who to contact and how to send money home. “Today I pay for my mother-in-law’s treatment and keep my children in school. Thanks, Digital Centre, for helping me do the right thing,” Amena voiced, encouraging prospective migrants to take proper channels for ensuring safe migration.

Aspire to Innovate-a2i

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