

People's Republic of Bangladesh Government

Department of Information and Communication Technology

Upazila Office, Ulipur, Kurigram

www.doict.ulipur.kurigram.gov.bd

Citizen's Charter

1. Vision and Mission

Vision: To make information technology accessible to the public with the aim of establishing a knowledge-based economy and good governance, and ensuring sustainable development.

Mission: To establish good governance through optimal use of information technology, infrastructure development, skilled human resource development, creating job opportunities, and establishing e-services.

2. Promised Services

2.1) Citizen Services

Serial No.	Service Name	Service Delivery Method	Required Documents & Place of Receipt	Service Cost & Payment Method	Service Delivery Timeframe	Responsible Officer's Designation, Room No., District Code, Official Telephone & Email	Higher Officer's Designation, Room No., District Code, Official Telephone & Email
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Providing ICT Department related information	Written website/ telephone/ e-mail/ direct	Application form where applicable, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
2	Providing advice and assistance	Written website/ telephone	Application form	Free of charge	Instant/Working days	Upazila ICC Officer, District Code: 49, Email:	District ICC Officer, District Code: 49,

	on all types of ICT-related products and services at the field level	ne/ e-mail/ direct/ as per demand	where applicable/ direct, District Office, Kurigram		(where applicable)	ap.ulipur@doict.gov.bd	Telephone: 025899-50041, doict.kurigram@gmail.com
4	Providing support to Union Digital Centers	Written website/ telephone/ e-mail/ direct/ as per demand	Application form where applicable/ direct, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
5	Providing necessary advice to increase awareness on cyber security	Written website/ telephone/ e-mail/ direct/ as per demand	Application form where applicable/ direct, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
6	Organizing outsourcing/ICT training for unemployed youth for employment in human resource development	As per instructions from higher authorities/ as per annual work plan of the department	Application form where applicable/ direct, District Office, Kurigram	As per existing government policy	As per instructions	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com

7	Information amendment in "Surokkha" - COVID-19 vaccine management system	Direct/e-mail/as per demand	Website / direct, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
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2.2) Institutional Services

Serial No.	Service Name	Service Delivery Method	Required Documents & Place of Receipt	Service Cost & Payment Method	Service Delivery Timeframe	Responsible Officer's Designation, Room No., District Code, Official Telephone & Email	Higher Officer's Designation, Room No., District Code, Official Telephone & Email
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Sending various reports/information	Reports/information requested by the ICT Department/any other department are sent via letter/e-mail/e-Nothi.	As per received letter	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
2	Organizing workshops/seminars/observing various days	Through participation, direct communication	Dependent on the topic of the workshop/seminar/day/dependent on discussion and agreement of both parties	As per existing government policy	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com

3	Providing ICT/e-Nothi/web portal/other training to officers and employees of various government departments	Through participation of the concerned department, as per instructions from higher authorities/as per annual work plan of the department	Application form where applicable/direct, District Office, Kurigram	As per existing government policy/as per instructions	Upazila ICC Officer, District Code: 49	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com	
4	Providing ICT-related training and advice in various training workshops organized by government/semi-government departments	Through participation of the concerned department/telephone/e-mail/e-Nothi/direct	Application form where applicable/direct, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
5	Providing ICT/programming training to students using Sheikh Russell Digital Lab for human resource development	Direct personal communication/telephone communication	Application form where applicable, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
6	E-Nothi/Web portal/ICT-related advice/troubleshooting	Written website/telephone/e-mail/e-Nothi/direct/as per demand	Application form where applicable/direct, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
7	Providing technical	Written website/tele	Application form where	Free of	Instant/Workin	Upazila ICC Officer,	District ICC Officer,

	assistance on ICT at government and semi-government levels	phone/e-mail/e-Nothi/direct/as per demand	applicable/direct, District Office, Kurigram	charge	g days (where applicable)	District Code: 49, Email: ap.ulipur@doict.gov.bd	District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
8	Providing assistance in implementing various online e-methods in government offices	Written website/telephone/e-mail/e-Nothi/direct/as per demand	Application form where applicable/direct, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
9	Providing technical advice for ICT product procurement by various government departments	Direct personal communication/telephone communication	Application form, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
10	Lab inspection and necessary advice to increase the capacity and utility of Sheikh Russell Digital Lab	Direct personal communication/telephone communication	As per instructions	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
11	Organizing monthly meetings of the ICT Committee at the district level to keep	Direct personal communication/online communication	Written website/notice, District Office, Kurigram	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041,

	the ICT industry development program dynamic						doict.kurigram@gmail.com
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2.3) Internal Services

Serial No.	Service Name	Service Delivery Method	Required Documents & Place of Receipt	Service Cost & Payment Method	Service Delivery Timeframe	Responsible Officer's Designation, Room No., District Code, Official Telephone & Email (including Branch Name)	Higher Officer's Designation, Room No., District Code, Official Telephone & Email
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Providing various types of training to officers and employees to increase institutional capacity	Through participation of the concerned department/as per instructions from higher authorities/as per annual work plan of the department/through theoretical and practical training sessions/direct/online	Office order/as per demand	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com
2	Preparation and implementation of Annual Performance	Written website/telephone/e-mail/e-Nothi/direct/as per demand	Office order	Free of charge	Instant/Working days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram@gmail.com

	nce Agreeme nt and National Integrity Strategy						
3	Upazila Office inspectio n to increase program capacity	Direct personal communicatio n/telephone communicatio n	As per instruc tions	Free of charge	Instant/Work ing days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doic t.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram @gmail.com
4	Impleme ntation of innovativ e/small develop ment initiative s	As per instructions from higher authorities/as per annual work plan of the department	Office order/ as per deman d	As per policy	Instant/Work ing days (where applicable)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@doic t.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram @gmail.com
5	Impleme ntation of official e- Nothi/we b portal update	Official website/e- Nothi, Official website, District Office, Kurigram	Free of charge	Instant/ Working days (where applicabl e)	Upazila ICC Officer, District Code: 49, Email: ap.ulipur@d oict.gov.bd	District ICC Officer, District Code: 49, Telephone: 025899-50041, doict.kurigram @gmail.com	

3. Our Expectations from You

Serial No.	Action Required for Receiving Promised/Desired Service
1	Submit a self-contained application
2	Mention the applicant's name, address, and mobile number in the application for contact where necessary
3	Be present before the scheduled time for assistance
4	Avoid unnecessary calls/interference
5	Follow mobile message/e-mail instructions where applicable

4. Grievance Redress System (GRS)

Serial No.	When to Contact	Whom to Contact	Contact Address	Resolution Timeframe
1	If the responsible officer fails to provide a solution	Appeal Officer, Mr. Md. Said Bin Hasan , District ICC Officer (in-charge)	Telephone: 025899-50041, Email: doict.kurigram@gmail.com, Web: www.doict.kurigram.gov.bd	30 working days
2	If the appeal officer fails to provide a solution within the specified time	Grievance Management Cell of the Cabinet Division	Grievance Receiving Center, 5 No. Gate, Bangladesh Secretariat, Dhaka, Web: http://www.grs.gov.bd/	60 working days