Ministry of Local Government, Rural Development & Cooperatives
Local Government Division
Local Government Engineering Department

Guidelines for
City Information Service Center

Project Coordination Office (PCO)
City Governance Project (CGP)

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Assisted by
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1. Introduction

Rapid urbanization accelerated by industry led economic growth has been taking place in Bangladesh. Potential of economic growth in urban area is worthy of notice. There are 335 Local Government Institutions which cover 8% of total geographical area of Bangladesh and 30% of total population, while it accounts for 60% of total national growth. On the other hand, negative impact caused by the dramatic change in urban area is observed. It is because the functions of municipalities and city corporations prescribed in Local Government (Pourashava) Act 2009 and Local Government (City Corporation) Act 2009 which are very relevant to the demand of city dwellers and urban development are not implemented in an appropriate manner. In order to improve the public services provided by urban local governments, several urban development projects are/were implemented by LGD and LGED with financial assistance of different development partners and government own fund. Based on the experiences gained through implemented projects, effective activities for improvement of urban governance have been formulated as a program, and well accepted. The urban governance improvement programs have been implemented to ensure good governance of those urban local government institutions namely Paurashava for equal, social harmony and planned development. Initiating urban governance improvement, LGD and LGED with financial support of JICA commenced a project named City Government Project (CGP) in 5 City Corporations.

This guideline has prepared on City Information Service Center (CISC) is to provide basic services for citizen such as issue certificates and licenses. CISC is connected with concerned officials and Mayor for digital signing through internet, and integrates all process of the documents delivery in information management system.

2. Justifications

A wide range of services to citizens are provided by CC such as control and supervision of revenue, maintenance of public order and security, license and certificates, land acquisitions, census, relief and rehabilitation, social welfare, pension matters, education and public examinations, public complaints and enquiries. The conventional system of office management and service delivery at the CCs offices is paper-based, which is time consuming and labor intensive for both the service provider and receiver. Moreover, as it is inflexible, it causes delay in the service delivery process and is prone to abuse or corruption. Due to shortage of manpower and infrastructure, CCs offices are also unable to meet the high demand for services from the growing population. Therefore, it has become imperative to put in place an innovative solution combining back-end automation with efficient services points to improve the quality and speed of services at the CCs offices.

What is the Impact?

• Greater access and efficient processing has reduced barriers of culture, class, gender and distance in the delivery of public services.

• Enhanced tracking systems will ensure more accountability and transparency in public services delivery leading to better governance. Higher transparency will ensure minimal involvement of middlemen and reduce levels of corruption.

3. Relevant Issues as described in ICGIAP

3.1 Task

City Information Service Center (CISC) is to provide basic services for citizen such as issue certificates and licenses. CISC is connected with concerned officials and Mayor for digital signing through internet, and integrates all process of the documents delivery in information management system. Citizen can acquire the necessary documents at the CISC in a specific schedule. It is established in CC building as per PMO guideline with necessary equipment, assigned officer/staff and specific TOR to provide IT service to city dwellers.

Task 1: MCC initiates establishment of CISC
Task 2: CISC is set at appropriate location in CC building. Centers or information booth is set in ward level if budget is allocated
Task 3: Install necessary equipment
Task 4: Assign officer / staff in charge
Task 5: Conduct training for information service
Task 6: Operate CISC (CC & Government Services within City Corporation territory as mention Annex-1)
Task 7: Review operation progress of CISC quarterly
Task 8: Operation plans with specific budget produced, and CISC operated according to the operation plans, and

Task 9: Produce annual progress report.

Action by
Mayor,
Secretary,
Public Relation officer

3.2 Time Schedule

Task 1-4: within 1st year
Task 5: 1st and 2nd year
Task 6: end of 3rd year
Task 7, 8: from 3rd year

3.3 Indicator

3.4 1st Performance Review: CISC Established, and staff in charge trained

- Secure appropriate space for one-stop service where citizen can visit, and make applications of all kind of services.
- Install necessary equipment such as computers, printer, desk and chairs (for staff and customer).
- Assign staffs trained in computer operation and customer service.

3.5 2nd Performance Review: Increase area of service in CISC

- MCC selects any service to be digitized and delivered at CISC.
- MCC confirm the procedure of the selected service (identify relevant department and computerized process)

- MCC provide training on operation to staff in charge

4.   Objectives

The City Information & Services Center (CISC) is an ICT facilitated one-stop service center which provides an efficient electronic version of the century-old manual and heavily bureaucratic service delivery system at every City Corporation office. CISC has been designed to improve the accessibility and transparency of public service delivery system at the City Corporation level to achieve the following areas.

- Ensure service delivery at the door steps of the people at the least possible time
- Uphold citizens' Rights to Information through extensive information flow
- Save time and labor in the processing period
- Increase the number of clients served everyday through the use of ICT
- Reduce corruption and increase accountability by ensuring enhanced flow of information and more transparent processes.

Services available at the CISC can be requested and received through the one stop service counters, online, by phone, by post, or by fax.

CISC have been established with an aim to develop the City Corporation as reliable, dependable resourceful centers having connectivity among global, national and local network.

5.   Relevant Organizations, Stakeholders and their role

5.1   Mass Communication Cell / Secretary

MCC / Secretary is responsible for the following in terms of e-governance.

- To assign staffs to established of CISC
- To provide training to selected staffs
- To provide logistic support like computer accessories and other relevant documents
- To establish the website of the City Corporation, and post necessary information.
- To make information readily available ineffective way, such as public services provided by the City Corporation, the citizen charter, various application forms and other necessary information.
- To computerize financial and administrative activities to ensure transparency and accountability.
- To establish and operate online grievance submission redress system.
- To make liaison with other government departments in terms of ICT application.

Perform any other duties or functions imposed on councilors by this or any other enactment or by the council.

5.2   Standing Committee of Communication

Standing committee of communication is responsible for the following aspect;
- Examine operation plan of CISC
- Examine capacity development plan
- Review annual report

- Propose any activity for citizen
- Make sure quality of service by monitoring

6. Necessary Tasks and Procedure

6.1 Room or Office allocated in CC, Zone Office, Word Level

The mayor provides a space or room for CISC. MCC makes proposal for capacity development in term of equipment such as computer, desk and chair.

6.2 Assign Officer/Staff in Charge

MCC assigns at least one responsible officer who belong to MCC for management of CISC. He/she take necessary actions to establish, operate and maintain CISC.

The indicative terms of reference of the officer/staff in charge of CISC are presented below. It should be noted that some more tasks may need to be performed by the officer/staff depending on the individual needs of the City Corporation.

- Study all kind CCs service and how to delivered to the citizen.
- Take initiatives in awareness raising among City Corporation officers/staff members in terms CISC, including preparation of awareness raising materials, and holding of orientation meetings.
- Establish and maintain the City Corporation Web Portal.
- Collect data and information to be uploaded to the Web Portal
- Provide all information, including news, events, notices, and tender information to the CISC on a regular basis.
- Submit the monthly progress reports to the Secretary and Mayor.
- Take initiatives in computerization of key administrative and financial activities.
- Study requirements stipulated in the Local Government (City Corporation) Act 2009, including function and objective of City Corporation.

The Mayor shall ensure that the officer/staff in charge of e-governance can perform his/her TOR

6.3 Trainings for relevant officials

Awareness raising among CC officers and staff members is essential because officials of other departments are also involved in operation of CISC. To raise the awareness of the officers and staff members, the following activities shall be conducted.

(a) Orientation meeting

To effectively raise the awareness of CISC operation in the CC officers, the mayor, with support from the officer/staff in charge of CISC, convenes an orientation meeting on e-governance. Importance and basic concept of the e-governance activities are explained in the meeting. Various e-governance-related activities and ICT are also introduced to the CC officers and support staffs.

The orientation meeting needs to be held on a regular basis. From the second meetings, the progress of CISC activities will also be reported and discussed in the meetings, in addition to the general concept of what are the CISC services.

(b) Basic training

The officer or staff in charge of CISC organizes basic training of ICT skills to all related officers, support staff, and members of relevant standing committee of CC. He/she will demonstrate how to use a computer and software, and explain basic knowledge and skills of ICT.

(c)Awareness Raising of Councilors/ Standing Committee

The Standing Committee of Communication is in charge of the promotion of CISC in CC. The Committee monitors the progress of CISC activities in the City Corporation.

In this regard, the members of the Standing Committee are well informed the importance and concept of e-governance, and ongoing e-governance activities.

6.4 Initiation of E-services

6.4.1 Installation of Software

In order to start services of CISC, MCC install necessary software for storing data, processing and analysis. CGP provide budget and logistics for installation of basic software like MIS and accounting and finance software which will be integrated into MIS later.

6.4.2 Installation of component

Initiating e-services, after installation of software, CISC needs to input digital data on public services such as citizen's personal information, registered trade license, registered non-motorized vehicle, tax collection, water bill payment, etc. Since there is no budget or logistics support for it from CGP, MCC prepare budget for data entry or existing staff work on it.

6.4.3 E-governance service

Once software and data installed in computer, MCC open the CISC for citizens to provide service. MCC disseminates services which it has initiated in CISC through mass media. MCC increase at least one content of e-services every year.

6.5 Prepare Annual Report

Staff of CISC prepared annual report. Contents of the report are as below;
• Progress of activity: Establishment of CISC, trainings for CISC staff, relevant officials,
• Feedback from citizens regarding CISC service
• Issue and applicable solutions

7. Implementation Schedule

7.1 CISC Infrastructure Development Schedule

SL	ITEM	RpCC	NCC	ChCC	CoCC	GCC
01	CISC Established					
02	CISC Staff Training					
03	Increase area of service in CISC					

7.2 CISC Equipment Delivery Schedule

SL	ITEM	RpCC	NCC	ChCC	CoCC	GCC
01	Computer					
02	Printer					
03	Internet					
04	Content					
05	Scanner					
06	Camera					

7.3 CISC Staff/Officer Training Schedule

SL	ITEM	RpCC	NCC	ChCC	CoCC	GCC
01	Orientation					
02	Basic Computer					
03	Internet					

8. Cost of Implementation

- Establishment of CISC (Office equipment, furniture, computer, printer, internet, etc.)
- Information dissemination materials (leaflet, broacher, service guideline, etc.)Categories of Services List

Annex I   Potential Services of CISC

CC Services:
- Tax Assessment
- Tax Collection
- Water Supply and collection
- Trade License issue & renewal
- Non-Motorized Vehicle License issue & renewal
- Birth and Death Registration
- Tender
- Building Plan Permission
- Road Cutting
- Drain Cutting
- Market & Hat lease
- Street Light
- Waste Management
- Dog control
- Mosquito control
- City Clean
- Virus Influence

Government Services:
- Public examination results
- Online university admission
- Government forms
- Birth and death registration
- Citizenship certificate
- VGD/VGF list
- Government circulars and notices
- Agriculture and health consultancy
- Govt. life insurance
- Services of CC office
- Development (VGD, VGF, TR, minority welfare, sports & cultural activities, development of educational institutions)
- Revenue (Tax Assessment, Trade License, Building Plan Permission, land acquisition money, requisition, certificate suit, hat & bazaar, vested property, exchange property, stamp vendor license, land survey)
- License (C.I Sheet, Cement, Poison, Food grain)
- Complain & remedy (pension, land, family affairs, law & orders)
- Relief & rehabilitation (Donation, grant, GR)
- Certification (marriage, NGO)
- Miscellaneous (Different committee approval, different appointments, dramatically performance, expatriate welfare, examination matters)