Social Media Shonglap (Dialogue)

Corruption Free Bangladesh: Good Practices and Innovation

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Access to information (a2i) Programme
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Contents

I. BACKGROUND

Bangladesh has one of the highest rates of growth of social media users among developing countries. The total number of mobile phone subscriptions in Bangladesh has reached 129.584 million and total number of internet subscribers has reached 67.245 million at the end of February 2017 (BTRC). Over 16 million people and counting are users of Facebook. Approximately, the rate of new Facebook users is outpacing the country's birth rate as one new Facebook account is being opened in Bangladesh in every 20 seconds!

Access to Information (a2i) Programme conducted a study on the uses of ICTs across the country, during the Digital Innovation Fair 2017. Study revealed that 93% respondents use social media and 94% of them use Facebook among all social media network. Thus, it seems Facebook is more accepted and widely used tool among all the other social media.

In Bangladesh, About 5000 government offices and about 2.5 million citizens are engaged in Facebook. More than 11000 government officers are now engaged through a Facebook group named 'Public Service Innovation Bangladesh' and more than **1000,** 'Citizens Journalists' are connected with the District Administration. All Secretaries are involved in the 'Secretary' Facebook group. All 64 Deputy Commissioners' Offices are active in social media and they organize Social Media Shonglap (Dialogue) in every alternative month.

The usefulness of social media can be visualized in various activities of the government officials through accelerating different social movements through social media such as: Cleaning the Barisal Jel Canal, planting 305k trees all over in the sub-division Trishal and so on. Many district administrations have successful attempts in using social media as a medium in the development of the community.

Keeping this on mind, a2i has taken a new initiative named "**Social Media Shonglap (Dialogue)**" where government officials exchange their views and good practices with other departments, common citizens and citizen journalists in video conferences, which have been broadcasted, live in Facebook. "Social Media Shonglap (Dialogue)" is an initiative of a2i using social media to accelerate social movements. This initiative has created unprecedented example of solving citizen related issues quickly using social media. It connected field administration with central level administration. It is sharing good practices of one organization to another, communicating with other government organizations to provide better services to the public. Although Social media Shonglap (Dialogue) is a new concept directed by a2i, the success stories are inspiring government officers as well as citizens to do more community work to make prosperous Bangladesh.

Social media Shonglap (Dialogue) is a programme through a video conference where officials and citizens exchange their view on issues or services of the community. This initiative documented good practices and innovations of four government offices to spread out across the country. This report describes detail information on "Corruption Free Bangladesh: Good

Practices and Innovation dialogue". Anti-Corruption Commission, Directorate of National Consumer Rights Protection, Bangladesh police, Comptroller And Auditor General Office attended this dialogue and their field administrations from different districts shared their good and innovative practices which they have adopted to serve the citizens of their districts.

II. PURPOUSE AND ORGANIZATION OF "Social Media Shonglap (Dialogue)"

The key purpose of this Social Media Shonglap (Dialogue) was to identify the good practices of the government officials and to share these practices and innovations across the country. The specific purposes were to:
- Identify and document good practices in different district and departments. In-depth discussion on how government can provide better services through good practices and innovations.
- Discuss issues and challenges faced by the officials and the citizens in delivering public services.
- Sharing of Knowledge and practical experience on how Social Media Shonglap (dialogue) can make a bridge between government and citizens in terms of communication and raising awareness.
- Encourage and motivate the citizen journalists through incentive system to guide them how can they contribute in providing information and delivering services.

Organization

The workshop held on 16 April 2017 in Dhaka. Mr. A K M Shahidul Hoque, (BPM, PPM, IGP) Mr. Abu Md. Mostofa Kamal (Secretary, Anti- Corruption Commission) and Mr Safiqul Islam Loshkor (Director General, Directorate of National Consumer Rights Protection) attended this social media Shonglap as guests.

In this dialogue, Sub-ordinate Officers of Bangladesh Police, Anti-Corruption Commission, Directorate of National Consumer Rights Protection and the Comptroller and Auditor General Office, Deputy Commissioners from all the districts Division and Sub-Division discussed and shared about their adopted good practices and innovative initiatives for serving better public service. The workshop ended with forward-looking speech from Mr. NM Jiaul Alam, (Secretary, Reform and Coordination).

The workshop was an apex-level event, which brought together government officers of four organizations from all districts of the country, as well as the higher officials of these departments, Citizens, Citizen Journalists, Field Administration. They discussed on innovative services for citizens. Participants were mostly from Bangladesh Police, Anti-corruption commission; Directorate of National Consumer Rights Protection and the Comptroller and Auditor General Office, representatives from development partners, citizen journalists, and

district commissioner offices were present in this social media Shonglap (Dialogue). Based on the discussion from the workshop, priority areas FOR action-oriented future strategies were developed.

III Discussion:

A video conference named "Social Media Shonglap (Dialogue)" conducted to view exchange program to show Good practices and innovative initiatives taken by the government officials to make Bangladesh bureaucratic system corruption free. Comptroller and Auditor General Office of Bangladesh, Anti-Corruption Commission (Dudok) Bangladesh, Bangladesh Police, National Consumer Rights Protection Directorate Bangladesh and every Deputy Commissioners office collaborated and came together to discuss about the progress and future task to have more effective methods to serve the citizens.

Eight Deputy Commissioner Offices were participated with Prime Minister's Office through video conference. Deputy Commissioners from all the districts, Sub-ordinate Officers of Bangladesh Police, Anti-Corruption Commission, Directorate of National Consumer Rights Protection, Comptroller And Auditor General Office, Division, Sub-Division, Governmental, non-governmental organizations, Representatives of the community, Media persons, Citizen Journalists, Local public representatives and news journalists joined the Social Media Shonglap (Dialogue). BTV and a2i FB TV has broadcasted this Social Media Shonglap (Dialogue). More than 32,000 people joined in this social media Shonglap from inside and outside of the country through Facebook. They gave comments consisting questions, advice and suggestions.

Inspector General of Bangladesh Police Mr. A K M Shahidul Hoque said that from the past 3 month, online police clearance certificate has been handed over to 60,000 citizens. On the other hand, He talked about a police service where information is being stored on tenant Properly. Information has to be collected in three days from local resident and from his permanent address. In these three days, one sub-inspector will gather detail information through his mobile phone; an OC will verify all the information. A system should be introduced to monitor this whole procedure. With the help of Police effort, different districts of the country have taken initiatives to rehabilitate drug dealer as well as drug users. He also invited citizens to assist and take services from police officers through police helpline. He also advised his sub-ordinate officers to implement more innovative ideas so that they can serve citizens.

Director General, Directorate of National Consumer Rights Protection spoke about the citizens of the country to become more aware of consumer rights and at present, they are receiving citizens' complaints through e-mail, Fax, Post. In 2016, 1622 complaints were received but because of the availability in the ict section noteworthy change occurred. In the past three months, 28 683 complaints came through online. Chief Co-coordinator of SDG stated that, Awareness should rise in public where they can complain and know about the procedure of complaints in online regarding protection of consumer's right. The website address of the

national consumer right protection and the contact number should be advertise more so that citizen can complain whenever their right as a consumer will get hampered.

Comptroller and Auditor General emphasized in the verification of dispatch of i-bus, e-fund transfer online and a virtual world. Which has been created between auditor and service-recipient so that a service recipient have to visit the auditor as less as possible. They are monitoring every activity. Many initiatives have taken for the pension holder so that the cases get dismiss soon.

Secretary, Anti-corruption commission informed that DUDOK has taken Annual Performance Agreement (APA). Currently, Apps are developing so that citizens can complain in online. At present, Complaints are taking from a hotline number (106).Audit Monitoring Management System has been opened. There are some innovations in DUDOK, which will be used after a test drive. Meetings were organized in different district to stop corruption.

Mr. NM Jiaul Alam, Secretary, Reform and Coordination
Good practices, APA, RTI, e-filing all support good practices. A government officer who does noticeable good works in their departments gives incentives as a reward. In this social media Shonglap (Dialogue) almost 27,000 citizens were live, it is a great opportunity to aware the citizens about the good practices provided by the government offices. Deputy Commissioners of every district can take necessary steps on this regard. He has requested everyone to join and to be active on "Public Service Innovation Group".

Additional DIG Police, Mohammad Harunur Rashid
At present, Bangladesh police has an official website where a citizen can submit complains regarding development of the country, they do not have to visit police offices in this purpose. Bangladesh police has an official Facebook page; citizen can easily interact with the police there. Bangladesh police is giving many services online though it will not benefit citizens if they do not know about them. More advertisements should be given on every possible media, such as: social media, TV, newspapers and so on. Citizen journalists are playing vital role in the communities to inform citizens about different issues. Citizens have negative thoughts about police and their services. This fear can be easily removed by publishing more good practices of polices through social media Shonglap (Dialogue).

Deputy Commissioner, Sylhet stated that they accept complaints from the citizen of his district by Facebook, mobile SMS and then he takes action based on the complaints.

Deputy Commissioner, Rangpur said that AC land office in Fulbari upazilla, Kurigram district have taken an initiative where if the government officers of AC land cannot give service on time they have to pay fine to the citizen. Chief Co-coordinator of SDG have praised and said that it is a good practice indeed.

DIG of Rangpur stated that,
 Every police post has opened a Facebook ID by which citizens give their complaints and get their solutions online. SP and OC are organizing public hearing session in every month. From Islamic religious view, a book has been released containing evil effects of intoxication so that intoxication users keep away from taking it.

In this Conference, discussion and planning were taken on procedure of **how to create Corruption Free Bangladesh: Best Practices and Innovation .These are:**

1. In May 2017, Comptroller and Audit General Office, Anti-Corruption Commission, Bangladesh Police, Directorate of National Consumer Rights Protection will conduct Social Media Shonglap (Dialogue) with every official of other organizations, Citizens, Citizen Journalists, Representatives of Civil society, Public representatives and press.

2. Four organization which were discussed above will have "social media and innovation showcasing programme" within August 2017.

3. Every official of the four organizations will join the Facebook group "Public Service Innovation Bangladesh" and share the good services and innovative initiatives done by their department.
Social Media Shonglap (Dialogue) ended by thanking everyone, who participated actively during the session and they were requested to vote for the WSIS award.

Impact of this initiative
Impact of this initiative is that it created awareness in citizens about their rights and regulations. Government offices are also became accountable and concerned for making their service more transparent.

Uniqueness of this initiative
- Government officers discussed openly about their provided services, which has ensured accountability of their services.
- It has assured e-Participation indexes in various social movements throughout the country. These are, 1. e-Information- Infformations were given to citizens as well as to the government officials. 2. e- Consultation- Subordinate officers consulted from the higher officials of the government.3. e-Decesion making: Based on this dialogue e-decisions were taken.

Good Practices mentioned in the Social Media Shonglap are

- A citizen journalist named Ashraful Islam wrote during the live dialogue exchange session that a betrayed consumer paid back his money from consumer right organization, Comilla .Two pictures were given on the post ,one he is taking back 25% of his fine, and

the other one is about his reaction after getting back his money.

- Senior Sp officer, Sayed Monirul Islam, Mymensingh stated some extra ordinary innovative initiative taken by their police department, From Gazipur Balad to Mymensingh where 65 km long road has been undercover by cc camera, which has been preventing road accidents, robbery, roadblock etc.

- Online police certificate can be found in the online webpage of Jhinadpur, if one applies for the certificate a hardcopy will be sent on his address by a representative. This has saved time, cost and visit. This whole procedure takes four days only, which used to take some times more than one month.

- In Mymensingh, police officers gave their one-month salary to help drug addicted so that they can be rehabilated. Drug dealers are given money to start small business, which will eventually lessen the supply and demand. Awareness seminars are held in the rural areas in every week.

Proposed Innovative Ideas in Social Media Shonglap

Abul Kalam Azad (Chief Co-coordinator, SDG) moderated the social media Shonglap (Dialogue).While hearing from the field administration officers he suggested some innovative method on public services, these are mentioned below:

- Developing a website, where a list consisting names of the criminals will be recorded. Their records can be verified by their passport number, so that citizens can get police verification certificate easily.
- Bangladesh Police department can host more dialogue exchange session with the citizens to aware them about new services and their rights.
- Services should be more result and aim based.
- An Incentive system will be introduced in government officers for their contribution in implementing innovative ideas.
- Every SP, DIG of different districts should use the communication platform of citizen journalists to support and share their information on communities to strengthen the bond between them, which will help to predict and solve any issues of the citizens.

Conclusion:

Social Media Shonglap (Dialogue) is a visionary initiative of government. At present officials are sharing their good practices and innovative ideas with citizens and other officials. This dialogue is a good opportunity to share experiences, Advices, Good practices, Innovative ideas from one area to another. This has inspired government officials to accelerate to have quick decisions in serving the citizens. Impacts of Social media Shonglap (Dialogue) is very high in public services It in government services. Social Media Shonglap (Dialogue) has also opened a new platform to communicate with citizens and aware them about their rights and new services. Many opportunities can grow from this dialogue such as aware citizens about innovative ideas, accelerating development process in public services, good and innovative practices all over the country. It is being used as a potential tool of connecting field administration with the central government body. Different issues of the citizens are addressed from the field level. Even in some cases, some problems got solutions which were kept hanging for a long time. In future, this type of dialogue will ensure transparency and accountability .It is working as a milestone, in motivating citizens to accelerate social awareness. However, based on scientific method of appropriate research, Work procedure can expand more in this sector. This work procedure will be very helpful to ensure policy reformation, implementation, and effective management.

Annexure

List of Participants (Not according to Seniority)

Mr. A K M Shahidul Hoque, (BPM, PPM, IGP),
Mr. Abu Md. Mostofa Kamal (Secretary, Anti- Corruption Commission)
Mr Safiqul Islam Loshkor, (Director General, Directorate of National Consumer Rights Protection)
Mr. NM Jiaul Alam, (Secretary, Reform and Coordination)
Anti-Corruption Commission (Dhaka)
Anti-Corruption Commission (Mymensingh)
Anti-Corruption Commission (Rajsahi)
Anti-Corruption Commission (Rangpur)
Anti-Corruption Commission (Barisal)
Anti-Corruption Commission (Khulna)
Anti-Corruption Commission (Sylhet)
Anti-Corruption Commission (Chittagong)
Bangladesh Police (Dhaka)
Bangladesh Police (Mymensingh)
Bangladesh Police (Rajsahi)
Bangladesh Police (Rangpur)
Bangladesh Police (Barisal)
Bangladesh Police (Khulna)
Bangladesh Police (Sylhet)
Bangladesh Police (Chittagong)
Comptroller and Auditor General Office (Dhaka)
Comptroller and Auditor General Office (Mymensingh),
Comptroller and Auditor General Office Rajsahi,
Comptroller and Auditor General Office Rangpur,
 Comptroller and Auditor General Office Barisal,
Comptroller and Auditor General Office Khula
Comptroller and Auditor General Office Sylhet
Comptroller and Auditor General Office Chittagong
Directorate of National Consumer Rights Protection (Dhaka)
Directorate of National Consumer Rights Protection (Mymensingh)
Directorate of National Consumer Rights Protection (Rajsahi)
Directorate of National Consumer Rights Protection (Rangpur)
Directorate of National Consumer Rights Protection (Barisal)
Directorate of National Consumer Rights Protection (Khulna)
Directorate of National Consumer Rights Protection (Sylhet)
Directorate of National Consumer Rights Protection (Chittagong)
Deputy Commissioner, Office (Dhaka)
Deputy Commissioner, Office (Mymensingh)
Deputy Commissioner, Office (Rajsahi)
Deputy Commissioner, Office (Rangpur)

Deputy Commissioner, Office (Barisal)
Deputy Commissioner, Office (Khulna)
Deputy Commissioner, Office (Sylhet)
Deputy Commissioner, Office (Chittagong)