ADB

Technical Assistance Consultant's Report

Bangladesh: Rapid Situation Analysis Report: Improving Public Administration and Services through E-Solutions (*Moswimnagar Union, Monirampur Upazila of Jessore District*) (Cofinanced by the Republic of Korea e-Asia and Knowledge Partnership Fund)

Prepared by Sayedur Rahman Khan

Dhaka, Bangladesh

For Asian Development Bank

Asian Development Bank

ABBREVIATIONS

ADC	–	Additional Deputy Commissioner
ADSL	–	Asymmetric Digital Subscriber Line
B2C	–	business-to-consumer
BTCL	–	Bangladesh Telecommunications Company Limited
CD	–	Compact Disc
DC		Deputy Commissioner
DVD	–	Digital Video Disc
OFC	–	Optic Fiber Cable
ICT	–	Information and communications technology
IEC	–	information, education and communication
IPS	–	instant power supply
IT	–	Information technology
FGD	–	focus group discussion
G2C	–	government-to-citizen
G2G	–	government-to-government
HSC	–	Higher Secondary Certificate
JSC	–	Junior School Certificate
PSC	–	Primary School Certificate
RSA	–	Rapid Situation Analysis
SSC	–	Secondary School Certificate
UISC	–	Union Information Service Center
UNO	–	Upazila Nirbahi Officer
UP	–	Union Parishad
UPS	–	Unit Power Supply

GLOSSARY

BKash	–	a specialized company in Bangladesh focused on mass market mobile financial services; provides a tool for sending payments quickly to others/ money transfer
Palli Bidyut Samitites	–	Rural electrification program in Bangladesh under the Bangladesh Rural electrification Board; means Rural Electric Societies in English Language
Mahallah	–	Islamic congregation or parish in Bangladesh; it typically supports a single mosque
Upazila	–	Subdistrict

| Ward | – | Optional division of a city or town in Bangladesh, especially an electoral district, for administrative and representative purposed |

NOTE

In this report, "$" refers to US dollars and "Tk" refers to Bangladesh taka.

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EXECUTIVE SUMMARY

The pilot testing of the implementation model for connectivity and eServices delivery on *Improving Public Administration and Service Delivery through E-Solutions* is proposed to take place in two unions in Jessore District. The pilot unions included "Arobpur Union" under Jessore Sadar and "Moswimnagar Union" under Monirampur Upazila**.** Arobpur Union has no connectivity for Optic Fiber Cable (OFC) or Asymmetric Digital Subscriber Line (ADSL) for internet connection. Moswimnagar Union has OFC connectivity with eService rolled-out in Union Information Service Center (UISC).

The core part of the assignment is to conduct a pre-pilot Rapid Situation Analysis in Moswimnagar Union to identify the community needs for eService delivery and to identify the utilization level of available eServices in the UISC of Moswimnagar Unions highlighting the gaps between the needs of the community and the eService.

To conduct the said Repaid Situation Analysis (RSA), main focus was given to collect information from the primary sources through Community Interaction Meeting, discussion with UISC Operators, FGD involving different stakeholders and FGD with Union Parishad (UP) Members. Discussions with the selected groups were conducted following pre-designed questionnaire/guidelines addressing the issues concerned.

An introductory and pre-scheduled discussion was made with the UP members to make a brief inventory of the area and community and assess the status of UISC. The discussion also addressed to select the areas and community groups for interaction meetings and to identify the relevant stakeholders to conduct the FGD. The UP Chairman chaired the session and finalized the areas of community interaction meetings, list of potential participants of community people and the list of potential participants of stakeholders in consultation with the participated UP members.

An introductory discussion was also made with the UISC operator to have first-hand information on the components of the UISC, available services, their implementation, operation and management including community choice, preference and demand.

Community interaction meetings were conducted in the selected areas presided over the respective UP Ward Member. The FGD with the stakeholders and UP members were conducted presided over the UP Chairman. The discussion sessions were leaded by the consultant in all the cases. The consultant initiated all the discussions highlighting the objectives of such interaction meetings and the objectives of establishing the Union Digital Center/ UISC. On the brief discussion, the pre-designed questionnaires were distributed to all the participants and read out all the parameters of the questionnaire to make them understand of the issues of UISC and its activities and to illustrate their ideas, opinions, thoughts and suggestion on the questionnaire script. The participants were given the opportunity to write down their ideas, thoughts and needs of the UISC services including suggestions and advice needed to be changed to any aspect of the UISC services and their delivery system.

The relevant findings of Community Interaction Meetings and Operator's Discussion were highlighted in the FGD with stakeholders and similarly the relevant findings of Community Interaction Meetings, Operator's Discussion and FGD with stakeholders were highlighted in the FGD with UP members so as to bring together their views and suggestions to redress the

issues of Community, Operators and Stakeholders concerned. The major laps and gaps, community priorities and demands are illustrated as follows:

Awareness of UP Members on UISC Activities: Most of the UP members are not so much aware about the policy of UISC operation and management and their roles and responsibilities and majority of the UP members are found less aware about the charges of services rendered and the share of UP on the income of UISC.

Awareness of the Citizen/ Community: Most of the community people/citizens are not aware of the extent, categories and charges of services provided by the UISC. Yet, no mass awareness program has been taken by the UP and or Operator. Citizen Charter, signboard, billboard, display board, information, education and communication (IEC) materials on UISC are absence in the areas and in the office apart from a single signboard in front of UP building.

Monitoring of UISC Activities: Absence of formal monitoring from UP on UISC activities, income and expenditure, availability and operational status of equipment, repairing needs and initiatives for immediate repairing for efficient and timely delivery of services. However, the Upazila Nirbahi Officer (UNO) conducts frequent review meeting with the operators at the Upazila Headquarters.

Management of UISC: Some equipment like laptops, color printer, telemedicine equipment remain non-functional for last 2 to 4 months due to lack of fund for repair and thus, hampering the service delivery of UISC. There is absence of proper recording and/or registry of equipment, furniture, consumable items and stationeries and visitor's registry and daily recording of services offered. There is no ledger & cash book and nonexistence of income and expenditure records. There is lack of policy for operators remuneration or benefit sharing. Operators are receiving money without maintaining any record, and hence do not have any saving and/or deposits at hand and or in bank. There is no funding policy for immediate repair of equipment.

Office Space and Security: UISC is placed in one room of UP building having insufficient office space (about 170 ft^2) causing inconvenience to the operator and visitors. Space limit hinders the scale up additional services like computer training services which is of potential and is a high income- generating activity. The office is also unsecured though having costly equipment and high capital investment including computers, printers, projector, scanner, broad band Board, telemedicine machine etc.

Operator Selection and Formal Agreement: Operators were selected by the Chairman without considering their education, experience and capability to handle such IT based activities and there is also no formal policy for selection of operators. A written agreement was made initially for 4 years which has already been completed and now operators are working on verbal commitment of the chairman. Presently two male operators are available and thus objective of enrolling/employing a female operator is not fulfilled.

Community Choice, Preference and Demand: The UISC is presently offering 12 G2C and 9 B2C services and 1 G2G services for UP only. As reflected from different discussions that birth certificate, payment of electric bills, application for electric meter, copy of land records, school registration (Primary School Certificate [PSC] & Junior School Certificate [JSC]), university application, telemedicine and Bkash are very common and highly demanded services to the community. Computer training, photocopying, scanning, computer writing/ compose and printing, e-mail with composting, application fill up ,mobile banking and mailing are also within preferred needs of the community.

Online School Registration for Exam (PSC, JSC Students): Most of the participants opined that there are huge potentialities of online school registration for PSC and JSC as there are about 22 primary and secondary level institutes having about 6000 students.

Land Registration-Nakal Abedan: Online Application and Land Record Printout are one of the highly demanded and income-generating services. Major concern of the community is the delay in receipt of documents from the Deputy Commissioner (DC) /Land Record office.

Telemedicine Services: As pointed out in different discussions Telemedicine Services is one of the highly demanded service especially for the poor and disadvantaged community and especially for poor women.

Inclusion of new Services: In addition to the present services offered by the UISC, some of the highly demanded services proposed by the community are: Photocopying, laminating Photoshop & Photographs, and Mobile Banking services. These are among the priority needs of the community. There is also the need to enhance the income base of the center.

Power Support and Backup: There is frequent load shedding of electricity (in general 2-3 hrs every day and days together especially in summer) and no backup Power Supply equipment (IPS, Solar Power/Generator) in the center and or UP premises. Power supply is found as one of the major threat for efficient and immediate delivery of services and future expansion of services to meet the rising demand of the community

Capacity Building of Operator: UISC operators are not so much aware about the use of various web enable software, its applications and operation systems and very weak in managing e-Service activities.

Absence of experience and or training on general trouble shooting of software and hardware are observed among the operators. The operator has to depend on the services available in Jessore for the repair and even for minimal trouble of software and hardware.

Information Technology (IT) Equipment and Software Supports: Computer education program especially on the training on different operating software including MS Word, Excel, PowerPoint etc. have some potential demand among the students. Present hardware facilities and financial capability do not support the operator to scale up the training facilities.

Major Important Immediate Actions: to be taken for improving the service delivery and piloting in Moswimnagar Union are summarized as follows:

i. Orient UP members on the policy issues and operational guidelines of UISC

ii. Form a committee for regular monitoring of UISC activities with defined activities of committee

iii. Encourage the UP to ensure fund for immediate repair of equipment

iv. Provision of training on office management and records keeping, and introducing of proper records keeping system for all transactions.

v. Initiatives to be taken to develop terms and conditions for acceptable remuneration of the operators and or benefit sharing between the UP and the operator

vi. Encourage UP to arrange large office space and or allocation of another adjacent room is a necessary.

vii. Extend support to provide grille fencing on the passageway in frontage of the office room, doors and windows for the security and safety of equipment

viii. Extend assistance to develop formal written agreement with the operators with definite terms and conditions of operation and management of the center.

ix. Encourage UP to ensure employment of one female operator to fulfill the objective of women empowerment policy of the UISC.

x.   Extend support in designing, developing and displaying of Citizen Charter and IEC materials on UISC services in common community places specially in front of school and market places

xi.   Extend support in designing & developing IEC materials for school students

xii.   Encourage the UP to take necessary action, in consultation with the DC/UNO, for delivery of land records

xiii.   Encourage the UP to take necessary action, in consultation with the Donor, for the repair the telemedicine equipment

xiv.   Extend support for arranging/ providing of photocopy & laminating machines.

xv.   Initiative may be taken for Mobile Banking services in consultation with the relevant interested Banks.

xvi.   Extend support for arranging alternative power supply through IPS/ Solar Power/ Generator is essential

xvii.   Provide support to organize training on web enable software and its applications & operation systems; this is of immense importance for maximum use of the facilities

xviii.   Extend support for arrangement of a number of desktop computers with accessories with a view to scaling up the UISC activities enhancing the revenue base leading to the sustainability of the center.

I. BACKGROUND OF RAPID SITUATION ANALYSIS AND THE AREA

A. Background of the Rapid Situation Analysis

1. The pilot-testing of the implementation model for connectivity and eServices delivery on *Improving Public Administration and Service Delivery through E-Solutions* is proposed to take place in two unions in Jessore District. The pilot unions included "Arobpur Union" under Jessore Sadar and "Moswimnagar Union" under Monirampur Upazila**.** Arobpur Union has no connectivity for Optic Fiber Cable (OFC) or Asymmetric Digital Subscriber Line (ADSL) for internet connection. Moswimnagar Union has OFC connectivity with eService rolled-out in Union Information Service Center (UISC).

2. The core part of the assignment is to conduct a pre-pilot Rapid Situation Analysis in Moswimnagar Union to identify the community needs for eService delivery and to identify the utilization level of available eServices in the UISC of Moswimnagar Unions highlighting the gaps between the needs of the community and the eService.

B. Overview of the Area (Moswimnager Union)

3. The Monirampur Upazila is located between $22^0 55^'$ and $23^0 56^'$ north latitudes and between $89^0 09^'$ and $89^0 22^'$ east longitudes. Moswimnagar Union is one of the Unions of Monirampur Upazila located to the south-west part of the Upazila. The union is located along the both sides of the River Kapotakha a historical river as cited in a reminiscences poem named "KAPOTAKHA NAD"of the great poet Michal Madusudan Datta. A significant part of the union remain inundated for about 1-2 months during the rainy season which includes 5-10% area of Ward 1 and 2, 10-20% area of Wards 5 and 6 and about 70-80% area of Wards 8 and 9. Most of the local roads are katcha (earthen) representing about 80% of the total road networks of the union except the main connecting union road to Upazila center. The common means of transport within the union are walking, by-cycle and Rickshaw-Van. The Hakimpur, Chakla and Kismat Chalka villages are located approximately about 3 to 5 km away from the union center and incurred at least Tk. 20-25 for one way communication to the union center.

4. The union consisted of 12 Mouzas/Villages having (*name of villages with population, Male & Female, as BBS population census 2011 and approximate distance of the villages from the union center are shown in Appendix 4, Table A4.2*) a total population of about 30,000 of which the female consisted of 51.00% of the populace. From different discussions it is learnt that the females are less conservative having the right of free movement and participation in the social activities. The primary source of income is agriculture farming representing about 80% and remaining includes fisheries and labor force.

5. There are 22 educational institute (*Primary and Secondary shown in Appendix* 4, *tables A4.3, A4.4 and A4.5*) having approximately about 6000 students comprising of 59% male and 41% female. Hitherto no any computer facilities in these institutions for their students and therefore they are used to other computer centers or UISC for observation of examination results of PSC, JSC, SSC and HSC and also for school registration for PSC and JSC.

C.   Location of Moswimnagar UISC

6.   The UISC is located at the 1st floor of the Union Parishad Building located at Par Khazura Mouza/Village and is very close to the Par Khazura Bazar (Market) located on the north side of the River Kapotakha and along the connecting road of Monirampur at approximately 21 km away from the Monirampur Upazila center. The UISC is placed in a single room of about 170 ft$^{2.}$

D.   Services Rendered by the Moswimnagar UISC

7.   An inventory of available services and their present status of operation are presented below.

Table 1: Inventory of Services and their status of operation in Moswimnagar UISC

Sl. No	UISC Services	Availability	Remarks/ Status
01.	Birth and Death Registration	√	Running
02.	Online Land Record/ Registration	√	Running
03.	Electric Bill Payment (Palli Bidyut)	√	Running
04.	Bkash (Money Transfer)	√	Running
05.	Online School Registration for student (PSC, JSC)	√	Running
06.	Online University Admission	√	Running
07.	Application for new connection (Meter) for electricity	√	Running
08.	Public Examination Results (PSC, JSC, SSC & HSC)	√	Running
09.	Computer Training	√	Running
10.	Computer Writing/Compose with Printing	√	Running
11.	E-mail with Composting, Application fill up and mailing	√	Running
12.	Government forms download and fill-up	√	Running
13.	Scanning (for e-mail & application)	√	Running
14.	Projector Rental	√	Running (Occasional)
15.	Online Employment Information and Application	√	Running
16.	Photoshop (Passport Photographs)	√	Running
17.	E-mail & Face Book Accounts Opening	√	Running
18.	VGD/VGF card database	√	Running
19.	Telemedicine	√	Installed in the end of 2013 but out of functioning from August, 2014
20..	Video conferencing/chat	√	SKYPE display not

SI. No	UISC Services	Availability	Remarks/ Status
			working for 4 months

E. Other Information and Communication Technology (ICT) Services Centers the Moswimnagar Inion

8. There are 2 other centers in the Union involved in providing to some extent of similar services of which Sadia Digital Studio is located about 4km away and Alite Computer Center is located very close and about $^{1}/_{2}$ km away from the Moswimnagar Union center/ UISC.

9. The **Sadia Digital Studio:** located at Beltala Bazar, under Moswimnagar Union operated by Mr. Abdul Aziz, professionally a school teacher and photography and e-service delivery is his secondary source of income. He informed that the e-services rendered in relation to the UISC are the following:

   i. Bkash
   ii. Electric Bill Payment
   iii. Computer Compose
   iv. Scanning
   v. E-mail
   vi. PSC, JSC, SSC & HSC Result
   vii. School Registration (PSC & JSC)

10. The **Alite Computer Center:** located at Kathaltala Bazar under Moswimnagar Union operated by Mr. Jahangir Kabir. Professionally a computer instructor of a local college and e-service delivery is his secondary source of income. He informed that the e-services rendered in relation to the UISC are the following:

   i. Bkash
   ii. Electric Bill Payment
   iii. Computer Compose
   iv. Scanning
   v. E-mail
   vi. PSC, JSC, SSC & HSC Result
   vii. School Registration (PSC & JSC)
   viii. Computer Training (MSWord, Excel, PowerPoint, etc.)

II.   APPROACHES AND METHODOLOGIES

A.   General Approaches

11.   With a view to conduct the said Repaid Situation Analysis (RSA) main focus was given to collect information from the primary sources through Community Interaction Meeting, discussion with UISC Operators, focus group discussions (FGDs) with different stakeholders and with Union Parishad (UP) Members. Discussions with the selected groups were conducted following pre-designed questionnaire/guidelines addressing the issues concerned *(Appendix 1, tables A1.1, A1.4 and A1.5).*

12.   An introductory and pre-scheduled discussion was made with the UP members to make a brief inventory of the area and community and assess the status of UISC. The discussion also addressed to select the areas and community groups for interaction meetings and to identify the relevant stakeholders to conduct the FGD. The UP Chairman chaired the session and finalized the areas of community interaction meetings, list of potential participants of community people and the list of potential participants of stakeholders in consultation with the participated UP members in presence of the UP secretary and UISC operator. The date, time and places for all such discussions were also finalized in consultation with the UP members. The Chairman also directed his fellow members of respective wards to organize the community meetings and also to organize the stakeholders at the scheduled date and time.

13.   An introductory discussion was also made with the UISC operator to have first-hand information on the components of the UISC, available services, their implementation, operation and management including community choice, preference and demand.

14.   Community interaction meetings were conducted in the selected areas presided over the respective UP Ward Member. The FGD with the stakeholders and UP members were conducted presided over the UP Chairman. The discussion sessions were leaded by the consultant in all the cases. The consultant initiated all the discussions highlighting the objectives of such interaction meetings and the objectives of establishing the Union Digital Center/ UISC. On the brief discussion, the pre-designed questionnaires were distributed to all the participants and read out all the parameters of the questionnaire to make them understand of the issues of UISC and its activities and to illustrate their ideas, opinions, thoughts and suggestion on the questionnaire script. The participants were given the opportunity to write down their ideas, thoughts and needs of the UISC services including suggestions and advices needed to be change to any aspect of the UISC services and their delivery system.

15.   The relevant findings of Community Interaction Meetings and Operator's Discussion were highlighted in the FGD with stakeholders and similarly the relevant findings of Community Interaction Meetings, Operator's Discussion and FGD with stakeholders were highlighted in the FGD with UP members so as to bring together their views and suggestions to redress the issues of Community, Operators and Stakeholders concerned.

16.   A brief discussion on the specific approaches and methodologies are presented in the followings Section-2.2 and brief of UNO & Additional Deputy Commissioner (ADC) discussions is also presented in this section. The findings of discussion with community, FGDs and Operator's are summarized in the Section 3.

B. Specific Approaches and Methodologies

1. Community Group Discussion/Interaction Meeting

17.   Two community group discussions were conducted one in the union center organized at the union Parishad building and another in the Chakla Primary School a distant area from the union center. These discussions were made to assess the awareness level, services receiving status, their main concerned and perceptions, their needs and requirements and suggestion for improvement of service delivery system of UISC. The guiding questionnaire and participants list are in Appendix 1, Tables A1.1, A1.2, A1.3.

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Community Interaction Meeting (Remote Area)

At Chalka Village (Distant area from Union Center) Participated 17 community people presided over the UP Member of respective ward. Participants included:

Teacher/Retired Official : 04 Nos.
Youth /Student (Boy) : 03
Youth /Student (Girl) : 02
Female (House wife) : 03
Business Man : 02
Others : 03
Held on 08/12/2014 from 10:00 am to 12:00 pm

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Community Interaction Meeting (Center Area)

At Union Center Participated 15 community people presided over the UP Member of respective ward. Participants included:

Teacher/Retired Official : 05 Nos.
Youth /Student (Boy) : 02
Youth /Student (Girl) : 01
Female (NGO rep. & House wife : 03
Others : 04

Held on 08/12/2014 from 03:00 pm to 5:00 pm

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2. FGD with Stakeholders, Local Elites and Community Local

18.   A FGD was conducted with stakeholders, local elites and community leader to gather in-depth information about the community's thoughts, opinions, needs and their suggestions thereof on UISC services. The applicable findings of community and UISC operator's discussions were shared with the FGD to know their views to redress the issues of community and UISC concerned. The guiding questionnaire and participants list are attached in Appendix 1, Table A1.2. The views and suggestions of community discussions and FGD are accumulated in the Section 3.1.

3. FGD with the Union Chairman and Members

19. A FGD was conducted with UP members to gather in-depth information about policy issues, their roles and responsibilities, UISC status and its operational strategies, community's needs, associated problems and their suggestions thereof for improvement of UISC services leading to the satisfaction of community needs. The major findings of community, UISC operator's FG discussions were shared with the UP members to recognize their views to redress the issues of community, UISC and FG concerned. The guiding questionnaire and participants list are attached

FGD with Stakeholders

At Union Parishad Conference Room, participated 15 stakeholders and presided over the UP Chairman. Participants included:

Teacher/Retired Official   : 05 Nos.
Youth (Boy)   : 01
Business Man   : 05
Female (NGO rep. & House wife   : 04

Held on 08/12/2014 from 10:00 am to 01:30 pm

in Appendix 1, tables A1.6 and A1.7. The summarized findings are presented in Section 3.2.

FGD with UP Members

At Union Parishad Conference Room, presided over the UP Chairman. Participants included:

UP Chairman & Members   : 13 Nos.
UP Secretary   : 01
UISC Operator   : 01

Held on 08/12/2014 from 10:00 am to 02:00 pm

4. UISC Operator's Discussion

20. A discussion with the UISC operators was also made regarding the services and its delivery system, type of customers, daily visitors, time of operation, service charges, preference and choices of customers, problem encounter in delivering the services, staffing, physical resources, funding, potentialities and prospects of UISC. Details are presented in Section 3.3.

5. Brief discussion with the Upazila Nirbahi Officer (UNA), Monirampur and ADC (Education and ICT), Jessore

21. A discussion was made with the UNO to know the extent of roles and responsibilities based on the National Policy of Union Digital Center/ UISCs for supporting and monitoring of UISCs activities. Meanwhile I highlighted the objectives of my visits and also shared the major findings of RSA. The UNO highlighted the government policies of Union Digital Center/ UISC and also highlighted his activities for monitoring of centers including frequent review meeting with the operators. He highlighted that the administration has already been organized several

orientation meetings with the UP members and provided skill development training to the operators.

22.   He appreciated the initiatives of ADB for piloting in Moswimnagar Union which is under his jurisdictions and also showed keen interest to participate in the pilot program. He suggested making arrangement to hearing from the line ministry so that he can take necessary initiatives for organizing the program and extent necessary protocol for the visitors and consultants.

23.   A very brief discussion was also made with the ADC (Education and ICT), Jessore highlighting the purpose of RSA and piloting in Moswimnagar and Adabpur Unions. The ADC also appreciated the piloting program and suggested to inform in advance through proper channel so that the administration can extent necessary supports for successful implementation of the program.

III.   FINDINGS OF DISCUSSIONS

24.   Identification of community needs for eServices and assessment of the utilization level of available eServices, the gaps between the needs of the community and the eServices available in the UISC are the main thrusts of RSA in Moswimnagar Union.

25.   The consultant conducted interaction meetings with the community and UISC Operator and FGDs with the local stakeholders and UP members to assess the needs for services and to identify the factors hindering the utilization of available services. Findings of the RSA are accumulated highlighting the available e-Service provided by the UISC, needs of the community and extent of utilization of e-Services. The suggestions and recommendations to feed the findings into the design of the pilot implementation for rolling-out are presented in Sections 4.

A.   FGD and Community Interaction Meetings

26.   Below are the results of the FGDs and Community Interaction Meetings:

1.   Awareness Level of the Community

  i.   100% participants are found aware of the existence of UISC
  ii.   54% participants visited the centers at least once during the last month specially for payment of electric bill and or birth registration certificate
  iii.   About 60% participants are aware of 4 to 5 services of UISC, 40% participants are aware of only 2 to 3 services and about 70% participants are aware on the rate of 2 to 4 services of UISC of the followings:

- Birth Registration
- Online Land Record/Registration
- Electric Bill Payment (Palli Bidyut)
- Money Transfer (Bkash)
- Online School Registration for student (PSC, JSC)
- Online University Admission
- Application for new connection (Meter) for electricity

- Public Examination Results (PSC, JSC, SSC & HSC)

iv. Only 20% participants are aware of the following UISC services:

- Computer Training
- Computer Writing/ Compose and Printing
- Scanning
- Telemedicine
- Video conferencing/Video Chat

v. Almost all of the participants are not aware of the following UISC services:
- Projector Rental
- E-mail with Composting, Application fill up and mailing
- Government forms download and fill-up
- Online Employment Information and Application
- Photoshop (Passport Photographs)
- E-mail & Facebook Accounts Opening

vi. A majority of the participants are not aware of the rate and delivery system of most of the services of UISC.

2. Needs and Priorities of UISC Services

i. 85% participants identify following services as the 1st Priority and most beneficial to the communities:
- Birth and Death Registration
- Electric Bill Payment (Palli Bidyut)
- Online Land Record/Registration
- Telemedicine
- Public Examination Results (PSC, JSC, SSC & HSC)
- Online University Admission
- BKash (Money Transfer)
- School Registration (PSC & JSC)
- Application for new connection (Meter) for electricity
- Computer Training
- Computer Writing/ Compose and Printing

ii. About 62% participants identify the following services as the 2nd priority and beneficial to the communities:
- Scanning
- Online Employment Information and Application
- E-mail with Composting, Application fill up and mailing
- Government forms download and fill-up

iii. About 46% participants identify the following services as the 3rd priority and beneficial to the communities:
- Video conferencing/video chat
- Projector
- Photoshop/Photographs

- Visa processing/Visa form printing
- Mobile Banking Services in the UISC

3.   Problems Hindering the Utilization of Services

i.   85% participants highlighted the lack of mass awareness regarding the services availability in the UISC

ii.   45% identify distance and bad (unpaved/katcha road) communication to the center and travel cost (Tk. 25-30 one way) which forced the distant communities to go other centers for services other than the Union specific services like birth registration, land record etc.

iii.   40% participants identify frequent off of electric (Power) supply and lack of alternative power arrangement

iv.   35% participants identify the lack of skill/capacity of the Operators

v.   30% participants identify unavailability of (few/less) equipment

vi.   30% identify the insufficient office space / office room and absence of waiting facilities for the customers (Male & Female)

4.   Community Choice, Preference and Demand

27.   As reflected from different discussions that birth certificate, payment of electric bills, application for electric meter, copy of land records, school registration (PSC & JSC), university application, telemedicine and Bkash are very common and high demanding services to the community. Computer training, photocopying, scanning, computer writing/ compose and printing, e-mail with composting, application fill up ,mobile banking and mailing are also within preferred needs of the community.

5.   Suggestions of Community and Stakeholders for the Utilization of Services

28.   The following are the suggestions of the community and stakeholders for the utilization of services:

i.   Almost all of the participants suggested to conduct mass awareness programs on the availability of UISC services

ii.   All of the school teachers (participants) suggested to organize school awareness program on the occasion of parent's day

iii.   65% suggested for display the name of services with services charges/citizen charter at the common community places like educational Institutes, market/ bazaar and intersection of roads

iv.   60% participants suggested for trained and skilled operators

v.   30% suggested for large office with waiting arrangement for the customer/visitors

vi.   20% suggested for advanced software and equipment

B. FGD with the UP Members

29.   Below are the results of the FDG with the UP Members:

i.   Most of the UP members are found not much aware about the policy of UISC operation and management and their roles and responsibilities.

ii.   Most of the UP members are found less aware about the charges of services rendered and the share of UP on the income of UISC.

iii.   Operators were selected by the Chairman, less attention was given to the education, experience and capabilities of the operators and they are not aware of the policy for selection of operators.

iv.   A written agreement was made initially for 4 years which has already been completed and now the operator is working on verbal commitment of the chairman.

v.   There is no formal monitoring of UISC activities by the UP and UP members are found indifferent about the policy issues and activities of UISC management

vi.   No any awareness program has been taken by the UP on the UISC and its services

vii.   On sharing the findings of community, operators and FGD, UP chairman pointed out that, UP has financial limitation to take mass awareness program, the Chairman directed his fellow member to conduct personal communication within the respective wards of the members. The chairman opined that they will take necessary steps to fulfill the community needs and suggestions of the community and stakeholders and also express his willingness to offer another room for use by the UISC if found necessary and will take necessary action for monitoring the UISC activities.

C. Operator's Discussion

1. Management of the Center

30.   The operators are appointed by the UP with a contractual agreement which is already completed and now they are continuing on a verbal agreement of the chairman. There is no any terms and conditions on the operational system and sharing of the benefit and income and also no any guarantee and time period of their continuity in the center. This non-contractual agreement effects their interest and commitment for entrepreneurship development and are found hesitant to expand and to invest in the business and also feel thread in getting return of the investment and their efforts.

2. Available Services' Charges and Revenue Income

31.   The operator pointed out that birth certificate, payment of electric bills, application for electric meter, copy of land records; school registration (PSC & JSC), university application, telemedicine and Bkash are very common and high demanding services to the community. Computer training, photocopying, scanning, computer writing/ compose and printing, e-mail with composting, application fill up and mailing are also within preferred needs of the community.

32.   The UISC presently has been offering 12 G2C and 9 B2C services and 1 G2G services for UP only. A summarized view of the services including the name of service, description, back-end service provider, the type of the service such as G2C, B2C, G2G, the field of areas including sub-type of the service, service charges, average daily/monthly visitors and approximate monthly revenue earnings including proposed potentials and prospective e-Services are presented in Appendix 2, Table A2.1.

3.   IT Equipment and Software

33.   The following IT equipment is available in the Center:

   i.   1 Desktop and 2 laptop computers
   ii.   1 color and 2 lesser Printers
   iii. 1 Scanner, 1 Projector, 1 digital camera
   iv.   1 Telemedicine equipment
   v.   1 Set of BTCL OFC

34.   However, following IT equipment are presently out of operation and expecting to repair by January 2015:

   i.   2 Laptops and 1 Color Printer are out of operation
   ii.   Back dated Desktop Computer (1) and is very slow in supporting the activities
   iii. Software are not up to date/Advanced and sometimes does not supports
   iv.   Telemedicine machine / equipment out of operation and remain unutilized for long time & also less attention for repairing and or communication to the distributor/donor by the UP

35.   Details of Equipment Status are presented in Appendix 2, Table A.2.1.

4.   Power Supply and Supports

36.   Below are the current situation of the power supply and support:

   i.   Frequent load shading of electricity, in general 2-3 hours every day and days together during summer/rainy seasons
   ii.   No backup Power Supply equipment like IPS, Solar Power, generator

5.   Office Space and Associated Facilities

37.   Below are the current situation of the Office space and Associated Facilities:

   i.   Small office space (only about 14' x 12') and single counter for male and female and no waiting facilities for the customers
   ii.   No separate toilet/washroom facilities for the centers and the customers/visitors

6.   Capital and Operation Cost

38.   Below are the current situation on the Capital and Operating Cost:

     i.   UP bears the capital cost of Office space, furniture and IT infrastructure
    ii.   Operator also invest Tk. 30,000 for purchasing Epson printer and digital camera
   iii.   Operator bears the operation cost including IT repairing and maintenance, printer ink, paper, data card, electricity bill day to day consumables etc.

7.   Time of Operation

39.   General office operation time is from 8:00 am to 6:00Pm except.

40.   Details of operational status including assets, ownership and investment model summary operational expenditure and revenue earning are presented in Appendix 2, Table A2.3 and operational expenditure status of the center is presented in Appendix 2, Table A2.4.

8.   Education, Experience and Training of Operators

41.   Mr. Mukul Hossain has education level of bachelor degree (BA), the main operator of the center and has some basic training on UISC operations, received time to time orientation on UISC activities from DC/UNO office and also received training from his own initiative on software operational like MS Ward, Excel PowerPoint etc. Mr. Hasan Wahid, the second operator is studying in Higher Secondary (HSC) level and has no any training in relation of UISC activities and computer operation. Details of education, experience and training of the operators is presented in Appendix 2, Table A2.5.

D.   Observations (Consultant)

42.   During visit in the area following observations are noted by the consultant:

     i.   Unsecured office room (though having costly equipment/high capital investment: computers, printers, projector, scanning machine, broad band Board, telemedicine machine etc.)
    ii.   No proper recording and/or registry of equipment, furniture, consumable items etc.
   iii.   No visitor's registry and or daily recording of services offered
   iv.   No Citizen Charter
    v.   No signboard, billboard, display board, IEC materials on UISs etc.
   vi.   No ledger & cash book, absence of income and expenditure recording etc.

IV.   ANALYSIS OF FINDINGS AND RECOMMENDATIONS

43.   The consultant conducted several discussions with the community/citizen groups, local stakeholders and UP members to identify the community needs for eService delivery, utilization level of available eServices and identify the gaps between the needs of the community and the eService provided. The community and stakeholders appreciated the establishment of such digital centers /UISC at the Union office enabling the access and delivery of government and other business services to the community. The major expectations from the participants are smooth and efficient delivery of services from this center with reasonable service charge. The findings of such discussions are illustrated in the above sections highlighting the services available in the UISC, community needs and priorities including laps and gaps with the UP

management, UISC and operators. Major gaps indicating the key issues and recommendations for improving the service delivery of the center and the issues to be address for piloting in Moswimnagar Union are presented in Appendix 3. Major important immediate actions to be taken for improving the service delivery and piloting in Moswimnagar Union are summarized as follows:

i.   Orient UP members on the policy issues and operational guidelines of UISC

ii. Form a committee for regular monitoring of UISC activities with defined activities of committee

iii. Encourage the UP to ensure fund for immediate repairing of equipment

iv. Provide training on office management and record keeping, and introducing of proper record keeping system for all transactions.

v.   Initiatives to be taken to develop terms and conditions for acceptable remuneration of the operators and or benefit sharing between the UP and the operator

vi. Encourage UP to arrange large office space and or allocation of another adjacent room is a necessary.

vii. Extend support to provide grille fencing on the passageway in frontage of the office room, doors and windows is essential for security and safety of equipment

viii. Extend assistance to develop formal written agreement with the operators with definite terms and conditions of operation and management of the center.

ix. Encourage UP to ensure employment of one female operator to fulfill the objective of women empowerment policy of the UISC.

x.   Extend support in designing, developing and displaying of Citizen Charter and IEC materials on UISC services in common community places specially in front of school and market places

xi. Extend support in designing & developing IEC materials for school students

xii. Encourage the UP to take necessary action in consultation with the DC/UNO for delivery of land records

xiii. Encourage the UP to take necessary action in consultation with the Donor for repairing the telemedicine equipment

xiv. Extend support for arranging/ providing of photocopy & laminating machines.

xv. Initiative may be taken for Mobile Banking services in consultation with the relevant interested Banks.

xvi. Extend support for arranging alternative power supply through IPS/ Solar Power/ Generator is essential

xvii. Provide support to organize training on web enable software its applications & operation systems are of immense important for maximum use of the facilities

xviii. Extend support for arrangement of a number of desktop computers with accessories with a view to scaling up the UISC activities enhancing the revenue base leading to the sustainability of the center.

MEETINGS AND FOCUS GROUP DISCUSSIONS

A.   Discussion with the Community Groups

1.   Questionnaire for the community groups

Below is the list of guide questions/questionnaire used for the community group discussion (Table A1.1).

Table A1.1: Questionnaire for Community Group

Village: _____   Time: _____   Date:_____

	In Mother Language	In English
1	ইউনিয়ন সেবা/তথ্য কেন্দ্র বিষয়ে আপনি অবগত কি?	Are you aware of the Union Digital Center / Union Information Service Center (UISC)?
2	হ্যাঁ হলে; কি কি সেবা/তথ্য প্রদান করে বলে জানেন?	If Yes, what services/ information are being provided by the center?
3	আপনার প্রয়োজনে গত ১ মাসে আপনি কতবার এই তথ্য কেন্দ্রে এসেছেন? এবং কি কি প্রয়োজনে?	Who many times you visited the center during last month for your needs and what are these needs?
4	সেবা/তথ্য গুলো কি গুরুত্বপূর্ণ বলে আপনি মনে করেন? তবে কি কি কারণে গুরুত্বপূর্ণ?	Do think these pieces of information are important for the community and why are these important?
5	যে সকল সেবা/তথ্য প্রদান করা হয় সে গুলোর মধ্যে কি কি অধিক/বেশী গুরুত্বপূর্ণ বলে আপনি মনে করেন? যাহা জনজীবন মান উন্নয়নে অত্যান্ত প্রয়োজন/গুরুত্বপূর্ণ?	What information being provided by the centers is most important and beneficial to the community?
6	জনগনের জন্য আর কি কি তথ্য/সেবা এই কেন্দ্র প্রদান করতে পারে বলে আপনি মনে করেন যাহা জনজীবন মান উন্নয়নে অত্যান্ত প্রয়োজন/গুরুত্বপূর্ণ?	What are other important information which this center can provide for livelihood development of the community?
7	আপনার জানা মতে অন্য ইউনিয়ন কেন্দ্র এমন কি কি সেবা/তথ্য প্রদান করে যাহা এই কেন্দ্রে নাই	What information being served by other UISC that are not available in this center but are necessary to be provided?
8	জনগনের প্রয়োজন/চাহিদা মত তথ্য/সেবা পেতে তথ্য/সেবা প্রদানের ক্ষেত্রে এবং এই কেন্দ্রের কি কি উন্নয়ন বা পরিবর্তন করা প্রয়োজন বলে মনে করেন?	What -changes or developments are to be made by the center to fulfill the desired needs of the community?
9	বিভিন্ন তথ্য/সেবার জন্য যে মূল্য/ফি প্রদান করতে হয় সে বিষয়ে আপনার মন্তব্য, মতামত ও পরামর্শ কি কি?	What are your suggestions/advice on the service charge of different services rendered by this center?
10	এই কেন্দ্র তথ্য/সেবা পেতে কি কি অসুবিধা হয় বা কি কি সমস্যা আছে বলে আপনি মনে করেন?	What are the problems you faced in getting the services from this center?
11	সমস্যা সমাধানে আপনার মতামত কি কি? বা কিভাবে সমস্যা সমাধান করা যাবে বলে আপনি মনে করেন?	What are your suggestions for improvement of service delivery system and/or suggestions to eliminate the problems you faced?

12	জনগনের প্রয়োজন/চাহিদা মত আরও অধিক ও উন্নত সেবা/তথ্য প্রদানের ক্ষেত্রে প্রতিটি তথ্য/সেবার জন্য প্রয়োজনে অধিক মূল্য/ফি প্রদানে জনগন আগ্রহ হবে বলে কি আপনি মনে করেন? কেন হবে?	Do you think that the community will be willing to pay more charges if they get the desired services/information from this center?
13	সেবা/তথ্য নেবার ক্ষেত্রে জনগনের আগ্রহ বৃদ্ধি করার জন্য কিভাবে আপনি সহায়তা করবেন? বা কি কি পদক্ষেপ গ্রহন করা প্রয়োজন?	What activities/programs should be undertaken to raise the awareness of the community regarding the services of UISC?
14	আপনার জানামতে প্রতিবেশী ও আত্নিয়স্বজনের মধ্যে এমন কত জন সেবা/তথ্য নেবার জন্য এই কেন্দ্রে আসে এবং সেগুলো কি কি?	As you know, how many of your neighbors or relatives visit this center and for what purposes/services?

2.   List of participants in the Community Interaction Meeting/Discussion

Below is list of participants on the meeting with the community in the remote area (Table A1.2).

Table A1.2: List of Participants in the Community Interaction in the Remote Area dated 08/12/214 at Chakla Primary School

Name	Organization/Social Status/Profession
1. Md. Ferdus Raka	Teacher
2. Abdus Samad	Farmer
3. Md. Mamunur Rashid	former bank official
4. Rozina Bagum (female)	Housewife
5. Anwara Khatun (female)	Student
6. Shanzida Akter (female)	housewife
7. Mrs. Akar Jan (female)	UP member
8. Mrs. Labani Bagum	student
9. Md. Ahasanul Kabir	service
10. Md. Altaf Hossain	businessman
11.Md. Sirazul Islam	UP member
12. Md. Sirazul Islam	Fish culture
13.Shahadat Hossain	businessman
14.Md. Muklessure Rahman	reporter
15. Md. Prince Milon	Student
16. Mrs. Rea Begum (female)	Student
17. Mrs. Mahabuba Khantum (female)	Student

Below is list of participants on the meeting with the community in the Union Center (Table A1.3).

Table A1.3: List of Participants in the Community Interaction in the Union Center dated 08/12/214 at the Union Parishad Building

Name	Organization/Social Status/Profession
1. Md. Asaduzzaman	Rural doctor
2. Abdul Gani	teacher

3. Mrs. Taru Rani Das (female)	NGO representative
4. Mrs. Reba Rani Datta (female)	teacher
5. Mrs. Purbey Khantun (female)	service
6. Mrs. Dalia Akter (female)	student
7. Md. Golam Mostafa	teacher
8. Md. Aminul	farmer
9. Md. Habibur Rahman	teacher
10. Abdus Sattar	farmer
11.K M Humaon Kabir	student
12. Md. Shajib	student
13.Moshiur Rahman	UP member
14.Abdul Majid	Former teacher
15. Sudhangshu	Village police

B.   Focus Group Discussion with Stakeholders, Local Elites and Community Leader on UISC

1.   Questionnaire for the focus group discussion with stakeholders, local elites and community leader on UISC

Below is the list of guide questions/questionnaire used for the community group discussion (Table A1.4).

Table A1.4: Questionnaire for the Focus Group Discussion with Stakeholders, Local Elites and Community Leader on UISC

Village: _____   Time: _____   Date:_____

	In Mother Language	In English version
1	ইউনিয়ন সেবা/তথ্য কেন্দ্র বিষয়ে আপনি অবগত কি?	Are you aware of the Union Digital Center / Union Information Service Center (UISC)?
2	হ্যাঁ হলে; কি কি সেবা/তথ্য প্রদান করে বলে জানেন?	If Yes, what services/ information are being provided by the center?
3	আপনার প্রয়োজনে গত ১ মাসে আপনি কতবার এই তথ্য কেন্দ্রে এসেছেন? এবং কি কি প্রয়োজনে?	Who many times you visited the center during last month for your needs and what are these needs?
4	সেবা/তথ্য গুলো কি জনগুরুত্বপূর্ণ বলে আপনি মনে করেন? তবে কি কি কারণে জনগুরুত্বপূর্ণ?	Do think these information are important for the community and why are these important?
5	যে সকল সেবা/তথ্য প্রদান করা হয় সে গুলোর মধ্যে কি কি অধিক/বেশী জনগুরুত্বপূর্ণ বলে আপনি মনে করেন?	What information being provided by the centers is most important and beneficial to the community?
6	জনগনের জন্য আর কি কি তথ্য/সেবা এই কেন্দ্র প্রদান করতে পারে বলে আপনি মনে করেন যাহা জনজীবন মান উন্নয়নে অত্যান্ত প্রয়োজন/গুরুত্বপূর্ণ?	What are other important information which this center can provide for livelihood development of the community?
7	আপনার জানা মতে অন্য ইউনিয়ন কেন্দ্র এমন কি কি সেবা/তথ্য প্রদান করে যাহা এই কেন্দ্রে নাই এবং সেগুলো এই কেন্দ্রে থাকা প্রয়োজন?	What information being served by other UISC that are not available in this center but are necessary to be provided?

8	জনগনের প্রয়োজন/চাহিদা মত তথ্য/সেবা পেতে তথ্য/সেবা প্রদানের ক্ষেত্রে এবং এই কেন্দ্রর কি কি উন্নয়ন বা পরিবর্তন করা প্রয়োজন বলে মনে করেন?	What -changes or developments are to be made by the center to fulfill the desired needs of the community?
9	বিভিন্ন তথ্য/সেবার জন্য যে মূল্য/ফি প্রদান করতে হয় সে বিষয়ে আপনার মন্তব্য, মতামত ও পরামর্শ কি কি?	What are your suggestions/advice on the service charge of different services rendered by this center?
10	এই কেন্দ্রে তথ্য/সেবা পেতে কি কি অসুবিধা হয় বা কি কি সমস্যা আছে বলে আপনি মনে করেন?	What are the problems you faced in getting the services from this center?
11	সমস্যা সমাধানে আপনার মতামত কি কি? বা কিভাবে সমস্যা সমাধানা করা যাবে বলে আপনি মনে করেন?	What are your suggestions for improvement of service delivery system and/or suggestions to eliminate the problems you faced?
12	জনগনের প্রয়োজন/চাহিদা মত আরও অধিক ও উন্নত সেবা/তথ্য প্রদানের ক্ষেত্রে প্রতিটি তথ্য/সেবার জন্য প্রয়োজনে অধিক মূল্য/ফি প্রদানে জনগন আগ্রহ হবে বলে কি আপনি মনে করেন? কেন হবে?	Do you think that the community will be willing to pay more charges if they get the desired services/information from this center?
13	সেবা/তথ্য নেবার ক্ষেত্রে জনগনের আগ্রহ বৃদ্ধি করার জন্য কিভাবে আপনি সহায়তা করবেন? বা কি কি পদক্ষেপ গ্রহন করা প্রয়োজন?	What activities/programs should be undertaken to raise the awareness of the community regarding the services of UISC?
14	আপনার জানামতে প্রতিবেশী ও আত্বিয়স্বনের মধ্যে এমন কত জন সেবা/তথ্য নেবার জন্য এই কেন্দ্রে আসে এবং সেগুলো কি কি?	As you know, how many of your neighbors or relatives visit this center and for what purposes/services?

Below is list of participants on the meeting with the community in the Union Center (Table A1.5).

Table A1.5: List of Participants on FGD dated 09/12/214 at Union Parishad Building with Stakeholders (local elites, teachers, community leaders and students)

Name	Organization/Social Status/Profession
1. Md. Abu Saiyed	Teacher
2. Md. Liakat Ali	Re. Teacher
3. Md. Abdul Bari	Business man
4. Md. Abu Sayed Mohd Abdullah	Teacher
5. Dewan Anser Ullah	Business Man
6. Md. Delwar Hossain	Business man
7. Md. Juwel	Business Man
8. Md. Anwar Hossain	Farmer
9. Md. Sunil Kumar Datta	Farmer
10. Md. Akbar Ali	Teacher
11.Mrs. Taslima Khantun (Female)	Teacher
12. Mrs. Shahina Khatun (Female)	Student
13.Mrs. Chamili Khatun (Female)	House Wife
14.Md. Sirajul Islam	Business Man
15. Md. Alfazur Rahman	Imam

C.   Focus Group Discussion with the Union Chairman and Members

   1.   Points of Discussion and results of the FGD with the Union Chairman and members

Table A1.6 shows the result of the FGD with the Union Chairman and members.

Table A1.6: Results of FGD with the Union Chairman and Members (dated 10/12/214 at Union Parishad Building)

Sl.	Point of Discussions	Opinion/Suggestions/Remarks by the Union Parishad (UP) members
1	The extent the UP members are aware about the national Policy of the Union Information Service Center (UISC), what are lacking and what are needed to improve their understanding.	Most of the UP members are not much aware about the policy of UISC operation and management and their roles and responsibilities. The Chairman is the key player of the UISC.
2	UP's support to the UISC for service delivery	UP provided office room at the 1st floor of UP building. Supported equipment arrangement through Deputy Commissioner (DC)/ Upazila Nirbahi Officer (UNO), furniture and extended to security guard. UP does not provide any financial support for UISC running, get necessary supports from DC/UNO
3	Obstacles UP facing in supporting the UISC and the suggestions thereof to eliminate those obstacles.	UP has limited financial capability to support financially.
4	UISC working system to meet the community needs and lacking in the service delivery of UISC	Most of the UP members are found not much aware about the charges of services rendered and the share of UP on the income of UISC
5	Changes UP likes to see/suggest thereof to improve UISC's activities to meet the community needs	Need further orientation /training of the members to make them more aware about the UISC, its functions, roles and responsibilities. Need to include other profit- generating services like photocopy, regular computer training program, lamination, review of existing services charges and developed service charter. Formation of committee for regular monitoring of UISC activities
6	Activities of Bangladesh Computer Council in establishing the basic ICT setup (Like computers, laptops, printers, multimedia projector, digital camera, webcam and solar panel).	Not so much aware of the activities of Bangladesh Computer Council in establishing the basic ICT setup. They know that DC/UNO supported all equipment for the centers including computers, laptops, printers, multimedia projector, digital camera etc.
7	Other organizations (like private banks, telecommunication companies, private business,	The Bangladesh Telecommunications Company Limited (BTCL) provided the broad band supports, There are two other centers also providing some

	non-government organization [NGO]) helping the UISC for rendering services and or competing the activities of UISC.	services like exam results, university admission etc.
8	Awareness level of community people about the UISC services, community's perception and expectation regarding UISC Services.	They feel that the community is aware and is receiving the UISC services, but UP does not conduct any assessment regarding community's demands, perceptions and expectations regarding UISC services
9	Needs of programs/activities to make the community people more aware regarding UISC and its Services	Need to undertake awareness program like distribution of poster, leaflets, distribution of billboard and also conduct meeting in the bazaar area on the hot days.
10	Impressions of the communities/service receivers on the rate /service charge of UISC and suggestions thereof.	UP members are found less aware on the rate /service charge of UISC
11	A general discussion on the major characteristics/features of the area which are influencing and or hindering the success of UISC.	UP members describe the physical features of respective wards, existing educational institutions, growth centers, common communication modes, sources of income etc. and noted down in separate sheets.
12	Sharing the findings of Community, Operators, focus group discussions (FGDs) and suggestions to redress the issues concerned regarding UISC.	On sharing the findings of community, operators and FGD, UP chairman pointed out that, UP will take necessary steps to fulfill the community needs and suggestions. UP has some limitation to extent financial supports. The chairman directed his members to conduct personal communication within the respective wards of the members. The chairman also spelt out that there is another room which may also be used by the UISC, if necessary, and will take necessary action for monitoring the UISC activities.

2.   **List of Participants of the Focus Group Discussion with the Union Chairman and members**

Below is the list of participants of the FGD with the Union Chairman and members.

Table A1.7: List of Participants on FGD dated 10/12/214 at Union Parishad Building with the Union Chairman and Members

Name	Organization/Social Status/Profession
1. Advocate A Gofur	Chairman
2. Md. Hazrat Ali	Ward – 1
3. Md. Mobark Kha	Ward – 2
4. Md. Sorut Ali	Ward – 3
5. Md. Abdul Zabbar	Ward – 4

6. Md. Moshiar Rahman	Ward – 5
7. Sheik Alfazur Rahman	Ward – 6
8. Md. Abul Hossain	Ward – 7
9. Md. Sirajul Islam	Ward – 8
10. Md. Sarwar Hossain	Ward – 9
11. Mrs. Aklima Begum	Ward – 1, 2, 3
12. Mrs. Rubia Begum	Ward – 4, 5, 6
13. Mrs. Akarzan Bagum	Ward – 7, 8, 9
14. Abul Bashar	UP Secretary
15. Mukbul Hossain	UISC Operator

STATUS OF OPERATIONS OF MOSWIMNAGAR UNION INFORMATION SERVICE CENTERS (UISCs)

Table A2.1: Available Services, Service Charge/Transaction Rates, Average Visitors, Revenue Earning

SI. No	Service Name	Service Description	Service Type	Domain/ Area/ Field	Service Sub-Type	Unit Charge/ Transaction Rates (Tk.)	Persons / Users/ Visit	Average Income	Approx. Revenue Earning (Tk.) / Month
01.	Jonmo Nibondhon	Online Application for Birth Certificate	G2C	Birth	Application/ Registration	Age up to 2yrs. Free & age above 2yrs Tk5/yr.	4-5 /day	Tk. 150 Daily	3,000.00
02.	Mrithyu Registration	Registration of Death	G2C	Death	Application/ Registration	-	-	-	-
03.	Electric Bill Payment (Palli Bidyut)	Bill Payment of Jessore REB	G2C	Electricity	Payment	Tk.7/bill	800 /month	Tk. 5600 Monthly	5,600.00
04.	Nakal Abedan / Online Application/ land Registration	Land Record Printout	G2C	Land Records	Copy of Certificate/ Record	Tk.70/record	5 /Day	Tk. 350 Daily	7,000.00
05.	Telemedicine (E*quipment not functioning since August 2014 & waiting for repairing)*	On line appointment with the registered Doctor for treatment /advices	G2C	Health	Advice/ Prescription	Tk. 100/patient	2 /day	Tk.200 Daily	4,000.00
06.	Online Employment Information and Application/ Registration for Jobs Abroad	Registration by Government for foreign labour employment	G2C	Employment	Application/ Registration	Tk. 50-100/ Applications	4-5 /month	Tk. 400 / monthly	400.00
07.	Online School Registration for Exam (PSC, JSC	Examination Registration	G2C	Education	Application Registration	Tk.10 /student	100 /Year	Tk. 1000 Yearly	80.00

Sl. No	Service Name	Service Description	Service Type	Domain/ Area/ Field	Service Sub-Type	Unit Charge/ Transaction Rates (Tk.)	Persons / Users/ Visit	Average Income	Approx. Revenue Earning (Tk.) / Month
	Students)								
08.	Public Examination Results (PSC, JSC, SSC & HSC)	Exam Results for - PSC, JSC,SSC, HSC	G2C	Education	Copy of Certificate/ Record	Free	150-200 /year	-	-
09.	Online Applications for University Admission	Application to University	G2C	Education	Application Registration	Tk.30 /form	15-20 /year	Tk. 600 Yearly	50.00
10.	Application for new connection (Meter) for electricity (Palli Bidyut)	Online Application for a Electricity Meter	G2C	Electricity	Application/ Registration	Tk.70/ Application	4 /month	Tk. 280 Monthly	280.00
11.	Government forms download and fill-up	Government job advertisement/ different govt. forms	G2C	Employment / Taxation etc.	Application	Tk.15/form	2-3 /month	Tk. 45 /Monthly	45.00
12.	VGD/VGF card database/ Data Entry work for UP	Creation and updating of various list (VGF, Food for work)	G2G	MIS	Data Entry	Free	-	-	-
						Total Average Revenue Income from G2C Services			**20,455.00**
13.	Bkash	Money transfer	B2C	Financial	Computer/ Mobile	LS	150 /month	Tk1500 /monthly	1,500.00
14.	Computer Training/ Computer Courses (6 month) with Govt. Skill Certificate	Basic Computer Training (MS Products,	B2C	Education	Computer	Tk. 2500/person for 6 months course	3 persons during 2014	Tk.7500 Yearly	375.00

Sl. No	Service Name	Service Description	Service Type	Domain/ Area/ Field	Service Sub-Type	Unit Charge/ Transaction Rates (Tk.)	Persons / Users/ Visit	Average Income	Approx. Revenue Earning (Tk.) / Month
		Internet, Photoshop)							
15.	E-mail & Face Book Accounts Opening	Online account for various sites	B2C	Internet	Account Opening	Free	2 / Day	-	-
16.	E-mail with Composting, Application fill up and mailing	Writing letters, filling application on computer/ manually	B2C	Cyber Café	Data Entry	Tk.30/mail	15 /month	Tk. 450 Monthly	450.00
17.	Computer Compose (write-ups) with Printing	Printing	B2C	Cyber Café	Print/Copy	Tk. 20/page	35 /Month	Tk. 700 Monthly	700.00
18.	Scanning (for e-mail & application)	e-mails and applications	B2C	Cyber Café	Print/Copy	Tk. 10/page (Ave.10/ page)	15 /month	Tk.1500 Monthly	1,500.00
19.	Projector Rentals	Projector rental for events	B2C	Cyber Café	Rental	300/one time	Used 2 time during 2014	Tk.600 Yearly	50.00
20	Photoshop (Passport Photographs)	4/6 Photographs	B2C	Cyber Café	Print/Copy	Tk. 5/ copy (Ave. Tk.20 / person	4 / persons Day	Tk. 80 daily	1,600.00
21.	Video conferencing/chat *(SKYPE display not function for last 2 months)*	On line discussion /talking / Skype	B2C	Cyber Café	Communica tion	Tk. 2.00/minute (Ave. 20 minutes)	2 /daily	Tk. 80 Daily	1,600.00
						Total Average Revenue Income from B2C Services			**7,775.00**

SI. No	Service Name	Service Description	Service Type	Domain/ Area/ Field	Service Sub-Type	Unit Charge/ Transaction Rates (Tk.)	Persons / Users/ Visit	Average Income	Approx. Revenue Earning (Tk.) / Month
22.	Application for Passport & visa form printing and Processing	Online Passport Application (Machine Readable Passport)	G2C	Passport	Application/ Registration	Tk.50/ Application	5 /month	Tk. 250 Monthly	250.00
23.	Banking Services	Banking services / Banking Correspondent	G2C/ B2C	Financial	Banking	LS	10-15 /month	Tk150 /monthly	150.00
24.	Photocopy	Copying	B2C	Cyber Café	Print/Copy	Tk. 2/page (Ave.5/ page)	15 / persons/ day	Tk. 150 Daily	3,000.00
25.	Laminating	Covering the page with plastic material	B2C	Cyber Café	Print/Copy	Tk. 10/page (Ave.2/ page)	5 / persons/ day	Tk. 100 Daily	2,000.00
26.	Flexi Load (Recharge)	Mobile recharging	B2C	Retail	Computer/M obile	LS	15-20 / persons/ day	Tk. 50 / (Ave.) Daily	1,500.00
27.	CD/DVD Writing	Creating CDs/ DVDs	B2C	Cyber Café	Multi-media	Tk. 10/CD/DVD	15 /persons Month	Tk. 150 Monthly	150.00
						Total Average Prospective Revenue Income from G2C & B2C Services			**7,050.00**

B2C = business=to-consumer; CD = compact disc; DVD = digital video disc; G2C = government-to-citizen; HSC= Higher Secondary Certificate; JSC = Junior School Certificate; LS = lump sum-; MIS = management information system; PSC = Primary School Certificate; REB = Rural Electric Board SSC = Secondary School Certificate;

Table A2.2: Status of Equipment in Moswimnagar UISC

SL. No.	Equipment	No. Available	Purchase Period/ Year	Provided By	Description/ Brand name	Operational Status
1	Laptop Computer	2	2010	UP	HP	Functioning
2	Desk Top Computer (PC)	1	2010	UP	SAMSUNG	Functioning
3	Dot Matrix Printer (Color)	1	2010	Operator	EPSON	Not Functioning
4	Laser Printers	2	2010	UP	SAMSUNG, HP	Functioning
5	Projector	1	2010	UP	-	Functioning
6	Scanner	1	2010	UP	SAMSUNG	Functioning
7	Data Cards/Modem	1	2011	Operator	GP	Functioning
8	Digital Camera	1	2010	Operator	SAMSUNG	Functioning
9	Telemedicine equipment	1	2013	UP/Donor	DICOT	Not Functioning
10	OFC (BTCL)	1	2013	BTCL	BTCL line	Functioning
11	UPS/ IRS	2	2010	UP	HP	1 not Functioning
12	Photo Copier	0	-	-	-	-
13	Laminating Machine	0	-	-	-	-
14	Generator/IPS	0	-	-	-	-
15	Solar	0	-	-	-	-
16	Sign Board/Billboard	1	2010	UP	UP	In front of UISC
17	Citizen Charter	0	-	-	-	-
18	IEC materials/Posters/ leaflets	0	-	-	-	-
19	Working Table for Operator	2	2010	UP	Wooden	Good Condition
20	Working Chair for Operator	2	2010	UP	Wooden	Good Condition
21	Waiting Chair for customer	3	2010	UP	Wooden	Good Condition
22	Form filling Table	0	-	-	-	-
23	Toilets	1	-	UP	Building	Good Condition
24	Parking	None	-	-	On road	

BTCL = Bangladesh Telecommunications Company Limited; IEC = information, education and communication ; IPS= instant power supply; OFS = Optic Fiber Cable; PC = personal computer; UISC = Union Information Service Center; UP = Union Parishad; UPS = unit power supply

Table A2.3: Location and Operational Status of Moswimnagar UISC

1. Basic Information					
Name:	Moswimnagar	Operated By	Mokateb Ali (Mukul)		
Distance (km.)	32	From Location	Jessore	To Location	Moswimnagar Union
Distance (km.)	21	From Location	Monirampur	To Location	Moswimnagar Union
Formal Contract/ Start Month:		01/04/2010	Contract Extension	Continuing	
Contract Document	Yes	Number of Operators and Availability		2 Nos. (Male)	

2. Assets, Ownership & Investment Model Summary	
Site (Land & Building)	Union Parishad (UP)
Non-IT Cap Ex (Furniture / Equipment)	UP
IT Cap Ex (Computer & Accessories)	UP
Op Ex Site (Building Maintenance)	UP
Non-IT Op Ex (Furniture etc.)	UP
IT Op Ex (Computer, Printer, Papers, Ink)	Operator

3. Operational Details	
Operator Selection	Selected by UP
Estimated Capital cost (Tk.)	76000 (approximate)
IT Op Ex Cost Borne by UP (Tk.)	0
IT Op Ex Borne by Operator(Tk.)	4,000.00
Average Operator Salary (2 operators)	12,500.00
Estimate other Operational Cost Per month (Tk)	2.500.00
Total Operational expenditure per month (Tk.)	**19,000.00**
Total Revenue per month (Tk.)	**28,230.00**
G2C Service Revenue (%)	72.46
B2C Services Revenue (%)	27.54
Other Services Revenue (%)	-

4. Access, Availability, Ambience/Setting & Governance			
No. of Office Room	01	Size Office Room	170 ft^2
No. of Counters	01	No. of Operators Assigned	02
Operating Hours	8.00 am – 6.00 pm	Services per Counter	-
Ambience/Setting/ Environment	The center is located on the first floor of the UP building on the left hand side and is unprotected (without grill)		
Demand Assessment	The operator has not made any demand assessments.		
Governance	The operators are appointed by UP, no formal monitoring of activities of the Union Information Service Center (UISC) by UP		
Keep Daily Visitor Registers	No		

Keep Records/ Registers of Equipment, Furniture etc.	No
Keep Ledger, Cash book etc.	No

Table A2.4: Operational Expenditure Status of Moswimnagar Union Information Service Center (UISC)

Sl. No.	Item / Description	Quantity	Cost/Month (Tk.)	Paid By	
				UP	Operator
Operational Expenditure Details					
IT Operational Expenditure Cost					
1	Electricity charges/Power Supply	-	1500	0	1500
2	Networking Charges	-	0	0	0
3	OFC (BTCL)	1	0	0	0
4	ADSL	0	0	0	0
5	Data Card/Modem	1	1000	0	1000
6	Hardware repairing & maintenance	LS	1500	0	1500
	Sub-Total IT Expenditure Cost		**4,000**	**0**	**4,000**
Non-IT Operational Expenditure Cost					
7	Manpower (Operators) Charges	2	12,500	0	12,500
8	Stationery Charges (Papers etc.)	LS	1000	0	1000
9	Consumables Charges (Ink for Printers)	3	1000	0	1000
10	Miscellaneous expenses (Refreshment)	LS	500	0	500
11	Transportation expenses	0	0	0	0
12	Loan Payment	0	0	0	0
	Sub-Total Non IT Expenditure Cost		**15,000**	**0**	**15,000**
	Total (IT & Non-IT) for the UISC	**0**	**19,000**	**0**	**19,000**

ADSL = Asymmetric Digital Subscriber Line; BTCL = Bangladesh Telecommunications Company Limited ; OFS = Optic Fiber Cable ; LS = lump sum; IT = information technology

Table A2.5: Education, Experience and Training of Operators of Moswimnagar UISC

Sl. No.	Name/ Description of Training Course	Age (Yr)	Education	Experience (Field & Year)
Education and Experience of Operators				
01.	Mokateb Ali (Mukul)	25	BA	no previous experience
02.	Mr. Hasan Wahid	18	HSC	-do-

Skill Development Training of Operators				
Sl. No.	Name/ Description of Training Course	No.	Duration (Day)	Offered/Organized By
Operator – 01 :				
1	Basic Training on UISC operations	1	3 days	Dhaka, NILG (9-12 to 14-12, 2010
2	Orientation on UISC activities (Time to Time)	8	8 days	DC / UNO Office
3	Software operational training on MSWord, Excel PowerPoint etc.	1	3 months	Own Initiatives 2009
Operator – 02 : No any Training				

BA = Bachelor of Arts; DC = Deputy Commissioner; HSC = Higher Secondary Certificate; NILG = National Institute of Local Government ; UISC = Union Information Service Center; UNO = Upazila Nirbahi Officer

ASSESSMENT OF E-SERVICE OF UISC, MOSWIMNAGAR UNION: GAPS ANALYSIS AND RECOMMENDATION

Table A3. Assessment of e-Service of UISC, Moswimnagar Union: Gaps Analysis and Recommendation

Sl. No	Major Areas	Key Issues & Observations	Recommendation	Immediate action to be taken for Piloting
01.	Awareness of UP members on UISC activities	- Most of the UP members are not so much aware of the policy of UISC operation and management and their roles and responsibilities. - Most of the UP members are found less aware of the charges of services rendered and the share of UP on the income of UISC.	- Orientation of UP members on the policy issues and operational guidelines of UISC and on who are involved in the operation and management of the UISC could be of great impetus for smooth functioning of the center..	- Orientation of UP members on the policy issues and operational guidelines of UISC
02	Monitoring of UISC Activities	- No formal monitoring from UP on UISC activities, income and expenditure, availability and operational status of equipment, repair needs and initiatives for immediate repair for efficient and timely delivery of services - UNO conducts frequent review meeting with the operators at the Upazila Headquarters.	- Formation of committee involving UP members for regular monitoring of UISC activities will lead to enhanced governance and transparency in roles of operators	- Formation of committee for regular monitoring of UISC activities with defined activities of committee
03.	Management of UISC	- Some equipment like laptops, color printer, telemedicine equipment are not functional for last 2 to 4 months due to lack of fund for repair and thus, hampering the service delivery of UISC. - Absence of proper recording and or registers of equipment, furniture, consumable items and stationeries and also do not have visitor's registry and or daily recording of	- Generation of funds for operation & maintenance of equipment is of vital issue for continuation and sustainability of the UISC. - Keeping of proper recording of all equipment, ledger and cash books are very fundamental for efficient management of the center - A settled sharing of income or fixed terms for remuneration of	Encourage the UP to ensure fund for immediate repair of equipment Provide training on office management and record- keeping and introduction of proper records-keeping system for all transactions. Initiatives to be taken to develop terms and conditions for acceptable

Sl. No	Major Areas	Key Issues & Observations	Recommendation	Immediate action to be taken for Piloting
		services offered. No ledger & cash book, nonexistence of income and expenditure records. - Lack of policy for operators remuneration or benefit-sharing, operators are receiving money without maintaining any records, and hence do not have any saving and or deposit at hand and or in bank. - No funding policy for immediate repair of equipment.	operators are essential for transparent roles of operators and the UP - The benefit derived from the center could be used for immediate repair of equipment / operations and maintenance	remuneration of the operators and or benefit sharing between the UP and the operator
O4.	Office Space and Security	- UISC is placed at one room of UP building having insufficient office space (about 170 ft^2) causing inconvenience to the operator and visitors. - Space limit hinders to scale up additional services like computer training services which has very potential and is a high income-generating activity - The office is unsecured though having costly equipment and high capital investment including computers, printers, projector, scanner, broad band Board, telemedicine machine etc.	- Arrangement of large office space and or allocation of another adjacent room are of vital importance for scaling up its services enhancing income generation of the center. - Ensure proper security of the equipment to prevent theft and losses. - Grille fencing on the passageway in frontage of the office room, doors and windows should be provided for general projection and safety of valuable equipment.	- Encourage UP to arrange large office space and or allocation of another adjacent room are a necessary. - Extent supports to provide grille fencing on the passageway in frontage of the office room, doors and windows is essential.
05.	Operator Selection and Formal Agreement	- Operators are selected by the Chairman without considering their education, experience and capability to handle such IT-based activities. There is also no formal policy for selection of operators.	- A formal policy for selection of operators involving all UP members is essential. - Formal written agreement with the operators is imperative for smooth function of UISC for governance	- Extent assistance to develop formal written agreement with the operators with definite terms and conditions of operation and management of the center.

Sl. No	Major Areas	Key Issues & Observations	Recommendation	Immediate action to be taken for Piloting
		- A written agreement was made initially for 4 years which has already been completed and now is the operators are working on verbal commitment of the chairman. - Presently two male operators are available and thus, the objective of enrolling/engaging a female operator is not fulfilled.	and sustainability. - As per provision of the UISC, one female operator is needed to be selected instead of new one. - Ensure employment of female operator in the UISC.	- Encourage UP to ensure employment of one female operator to fulfill the objective of women empowerment policy in the UISC.
06.	Awareness of the Citizen/ Community	- Most of the community people/citizens are not aware of the extent, categories and charges of services provided by the UISC. - Yet no mass awareness program has been taken by the UP and or Operator - Citizen Charter, signboard, billboard, display board, IEC materials on UISC are absent in the areas and in the office apart from a single signboard in front of UP building.	- Organizing of mass awareness programs on the services of USISC by the UP and/or operators are essential - Displaying of Citizen Charter, signboard, billboard, display board, IEC materials on UISC services are of immense importance	- Extent support in designing, developing and displaying of Citizen Charter and IEC materials on UISC services in common community places specially in front of school and market places
07.	Online School Registration for Exam (PSC, JSC Students)	- Most of the participants opined that there are huge potentialities of online school registration for PSC and JSC as there are about 22 primary and secondary level institutes having about 6000 students.	- School awareness programs through involving school teacher and distributing stickers, leaflets and posters may be of great help on mass awareness raising among the teachers and students.	- Extent support in designing & developing such IEC materials for school students
08.	Land Registration	- Nakal Abedan / Online Application/ land Registration/ Land Record Printout is one of the highly demanded and income generating service. Major concerns of the community is the	- UP Chairman can take initiatives through discussion with the UNO/DC to reduce the processing time for short time delivery of such record from the Land Record Office	- Encourage the UP to take necessary action in consultation with the DC/UNO

Sl. No	Major Areas	Key Issues & Observations	Recommendation	Immediate action to be taken for Piloting
		delay in receipt of documents from the DC/Land Record office		
09.	Telemedicine Services	- As pointed in different discussions Telemedicine Services is one of the highly demanded service specially for the poor and disadvantaged community (specially for poor women)	- Need immediate action for repairs. UP should take the initiative to contract the donor for necessary technical and financial support.	- Encourage the UP to take necessary action in consultation with the Donor
10.	Inclusion of new Services	- In addition of the present services offered by the UISC some of the highly demanded services proposed by the community are: Photocopying, laminating Photoshop & Photographs, and Mobile Banking services. These are among the priority needs of the community. There is also the need to enhance the income base of the center	- To develop income base and for sustainability of the center proposed services like Photocopying, laminating, Photoshop and Photographs and Mobile Banking services needed to be included in the service charter of UISC	- Extended supports for arranging/ providing of photocopy & laminating machines. - Initiative may be taken for Mobile Banking services in consultation with the relevant interested Banks.
11.	Power Support and Backup	- Frequent load shedding of electricity (in general 2-3 hrs every day and days together especially in summer) and no backup Power Supply equipment (IPS, Solar Power/Generator) in the center and or UP premises. - Power supply is found as one of the major threat for efficient and immediate delivery of services and future expansion of services to meet the rising demand of the community	- Load shedding is a common phenomenon in the rural areas and therefore arrangement of backup power supply through IPS/ Solar Power/Generator is much more important for efficient and timely delivery of services to meet the day to day community needs in a timely manner	- Extent support to arrange alternative power supply through IPS/ Solar Power/ Generator is essential
12.	Capacity	- UISC operators are not	- More trainings on the	- Provide support to

Sl. No	Major Areas	Key Issues & Observations	Recommendation	Immediate action to be taken for Piloting
	Building of Operators	much aware on the use of various web enable software, their applications and operation systems. They are very weak in managing e-Service activities. - No experience and/or training on general trouble shooting of software and hardware. The operator has to depend on the services available in Jessore for repair and even for minimal trouble of software and hardware	use of various webs, enable software its applications and operation systems and basic training on software and hardware trouble-shooting are found very important for effective use of web enable system and application.	organize training on web enable software, its applications & operation systems are of immense importance for the maximum use of the facilities
13.	IT Equipment and Software Supports	- Computer education program specially training on different operating software including MS Word, Excel, PowerPoint etc. have some potential demand among the students. Present hardware facilities and financial capability do not support the Operator to scale up the training facilities.	- Arrangement of a number of desktop computers with accessories for expanding training program is found fundamental. It will become one of the best in come generating services which will enhance the revenue income of the center and will also enhance the sustainability of the UISC.	- Extent support for arrangement of a number of desktop computers with accessories with a view to scaling up the UISC activities will enhance the revenue base leading to the sustainability of the center.

DC = Deputy Commissioner; IEC = information, education and communication; IPS= instant power supply; IT = Information Technology; UISC = Union Information Service Center; UNO = Upazila Nirbahi Officer ; UP = Union Parishad

POPULATION, SETTLEMENTS AND EDUCATIONAL INSTITUTIONS
IN MOSWIMNAGAR UNION

Table A4.1: Mouza/Village Wise Distribution of Population of Moswimnagar Union

Sl. No	Villages/ Mahallah	Population			SL. No.	Villages/ Mahallah	Population		
		Male	Female	Total			Male	Female	Total
01.	*Bharatpur	319	322	641	07.	*Lakshmikantapur	262	304	566
02.	*Chakla	2405	2620	5025	08.	*Maswimnagar	1649	1712	3361
03.	*Hakimpur	583	643	1226	09.	*Noali	1417	1579	2996
04.	*Hazrakati	1801	1794	3595	10.	*Parkhajura	3971	4020	7991
05.	*Kanthaltala	503	493	996	11.	*Rampur	969	1035	2004
06.	*Kismat Chakla	422	421	843	12.	*Samserbagh	430	440	870

Source: Population Census, BBS, 2011

Table A4.2: Location of villages, approximate distance from union center, common mode of transport

Sl. No	Villages/ Mahallah	Location in the Union (Ward)	Distance (Km)	Common Transport	Average Travel Cost (One Way)
01.	*Bharatpur	1	2	Walking/ By-cycle/ Van	-
02.	*Noali	1	2	do	-
03.	*Lakshmikantapur	2	2 – 2.5	do	15
04.	*Maswimnagar	2	3	do	
05.	*Hakimpur	3	5 - 6	do	20-25
06.	*Rampur	3	4	do	20
07.	*Hazrakati	4	4	do	20
08.	*Parkhajura	5 (Part)	0	do	-
09.	*Parkhajura	6 (Part)	0	do	-
10.	*Samserbagh	7	1	do	-
11.	*Kanthaltala	7	1	do	-
12.	*Chakla	7 (Part)	3 – 3.5	do	15-20
07.	*Chakla	8 (Part)	3 – 3.5	do	15-20
08.	*Chakla	9 (Part)	3 – 3.5	do	15-20
09.	*Kismat Chakla	9	3 - 4	do	15-20

Source: Primary Source (Community Discussion)

Table A4.3: List of Primary Schools

Sl. No	Name of Primary School	Location/ Ward	Approximate No. of Student		Availability of Computer (No.)
			Male	Female	
01.	Chapatala Primary School	01	180	130	none
02.	Varatpur Primary School	01	130	112	do
03.	Moswimnagar Primary School	02	180	150	do
04.	Shahapur Primary School	03	170	130	do

05.	Hakimpur Primary School	03	150	120	do
06.	Hazrakhati Primary School	04	140	121	do
07.	Khazura Kathaltala Primary School	07	155	134	do
08.	Chakla Primary School	08	143	121	do
09.	Kismat Chakla Primary School	09	135	132	do

Table A4.4: List of High Schools

Sl. No	Name of Primary School	Location/ Ward	Approximate No. of Student		Availability of Computer (No.)
			Male	Female	
01.	Chapatala High School	01	167	121	none
02.	Moswimnagar High School	02	170	145	do
03.	Shahapur Junior High School	03	134	112	do
04.	Hakimpur High School	03	153	123	do
05.	Hazrakhati High School	04	173	134	do
06.	Khazura Kathaltala Girl's High School	07	232	145	do

Table A4.5: List of Madrasha

Sl. No	Name of Primary School	Location / Ward	Approximate No. of Student		Availability of Computer (No.)
			Male	Female	
01.	Noali Dakhil Madrasha	01	142	78	none
02.	Moswimnagar Dakhil Madrasha	02	176	76	Do
03.	Hazrakhati Women (Mohila) Alim Madrasha	04	142	87	Do
04.	Hazrakhati Dakhil Madrasha	04	156	95	Do
05.	Shamsherbad Dakhil Madrasha	07	187	65	Do
06.	Chakla Women (Mohila) Dakhil Madrasha	08	143	54	Do
07.	Chakla Senior Fazil Madrasha	09	154	90	Do