



SOCIAL SECURITY POLICY SUPPORT (SSPS) PROGRAMME

SSPS Programme Newsletter

January - June
2016

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Senior government officials, NGO personnel and UNDP were present on 8 June 2016 to help map out the present situation of Grievance Redress Situation in government and private sector. There was a workshop later where participants listed the challenges and the solutions that would be required to integrate all grievance procedures.

existing grievance policies into a workable database structure. The system is available online at www.grs.gov.bd.

In pursuing the objective of achieving a centralised GRS, a technical committee of the Bangladesh Computer Council (BCC) has reviewed and mapped all grievance

Technical Meeting on the Integration of GRS towards implementation of NSSS

Grievance Redress Systems (GRS) are recognised worldwide as one of the enabling factors for organisations to be efficient, effective and people-oriented. A functional platform for receiving people's complaints or grievances, facilitates administrators to improve their service delivery systems, thereby improving governance in general. In Bangladesh, there are some ministries and NGOs that have their own online grievance redress systems, but they need to be integrated into a single and centralised GRS to produce better results. This is a challenging task as much effort will be required before all these systems can be integrated due to administrative and technical implications.

Following a recommendation of the report of the Public Administration Reform Commission (PARC) in 2000, for the first time, the Cabinet Division of the Government of Bangladesh (GoB) took an initiative to bring together the existing redressal systems in the country under a central GRS platform on a test basis. A format for this centralised GRS, both manual and online platforms, has been established to implement grievance redressal for mitigating people's complaints relating to end-to-end service delivery. The online platform, which is an interactive web-based software and portal, will help to translate the

mechanisms or systems being implemented or in the process of being implemented in the country by any government, non-government or development agencies. On 06 April, 2016, with a view to sharing the results of the review and mapping exercise, the Cabinet Division and the BCC organised a "Workshop on Grievance Redress System (GRS) in Bangladesh – a situation analysis exercise".

The specific objectives of the workshop were to:

- ➔ Take stock of the progress made with regards to the implementation of the existing grievance redress systems in Bangladesh; and
- ➔ Share experiences and lessons learnt to reach an agreement on which concrete actions to take for establishing a comprehensive and effective GRS in the country

The workshop, held at the Jatiyo Nattiyashala of Bangladesh Shilpokala Academy in Dhaka, was attended by Chief Guest Mr. N M Zeaul Alam, Secretary (Coordination and Reforms), Cabinet Division and S M Ashrafur Islam, Executive Director, BCC who chaired the occasion. More than 100 representatives of different ministries, NGOS and UNDP participated in the workshop.



MoU with NILG

MoU with NILG - A MEMORANDUM OF UNDERSTANDING will be signed by Social Security Policy Support (SSPS) Programme Cabinet Division Bangladesh Secretariat, and the National Institute of Local Government (NILG), Local Government Division, Ministry of Local government, Rural Development and Cooperative for Capacity Building Support for selected trainers of Upazila Resource Team (URT), Union Parishad (UP) Representatives and UP-Secretaries.

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National Innovation Fair 2016

A two day Innovation Fair was held at the Bangabandhu Novo Theatre attended by the Honourable Prime Minister, Cabinet Division, and government officials.

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Memorandum of Understanding (MoU) with National Institute of Local Government (NILG)

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MoU with NILG

Upazila officials (URT members), and will develop the capacity of implementation and management of SSPs both at central and field levels. SSPS will ensure the conduct of capacity building for selected trainers of Upazila Resource Team (URT), Union Parishad (UP) Representatives and UP-Secretaries from pilot districts.



National Innovation Fair 2016

National Innovation Fair 2016

A two-day National Innovation Fair was held at the Bangabandhu Novo Theatre attended by the Honourable Prime Minister, Cabinet Division, and government officials from other ministries. The Fair attracted huge crowds and many came to the SSPS Stall to look at copies of the National Social Security Strategy, one pagers, video clips and other information leaflets of SGSP partners. This was a good opportunity to showcase the programme.

MEETINGS AND WORKSHOPS



CMC Meeting

A Central Management Committee under the Cabinet Division is constituted to oversee implementation of social security system reforms.



ADCs' Orientation Workshop

NSSS orientation training given to officials of 30 ministries/divisions/departments, Members of Parliament and to all Deputy Commissioners and ADCs.



Thematic Clusters' Meeting

Five thematic clusters constituted for effective inter-ministerial programme coordination.



NSSS Orientation to Officers of Cabinet Division 17 April 2016

On 17 April 2016, 50 officials from the Cabinet Division were given an orientation on the National Social Security Strategy (NSSS). Topics included on a brief of the NSSS; Trend of the poverty situation; social safety nets in Bangladesh; gender and social protection; NSSS, 7th Five Year Plan and SDG; M & E arrangement of current Safety Net programmes; Further Reform Agenda; Progress of NSSS; and alignment, scope and opportunity of SSPS in NSSS.

Learning Visit of Government of Indonesia Social Protection Team 3 April 2016

A delegation from Indonesia visited the General Economics Division (GED) to learn about the social security strategies of Bangladesh.

Overview

- ➔ **Project Start Date**
1 January 2014

- ➔ **Estimated End Date**
31 December 2017

- ➔ **Geographic Coverage**
Entire Country

- ➔ **Focus Areas**
Inclusive growth, Resilience

- ➔ **Sustainable Development Goals**
SDG 1, 5 and 10

- ➔ **National Project Director**
Faizul Islam, Deputy Chief, GED

- ➔ **Project Manager**
Aminul Arifeen



- ➔ **Donors**
Department for International Development (DFID), United Kingdom

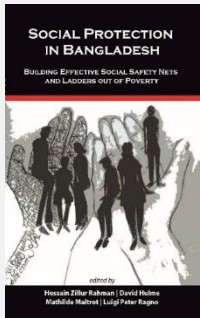
Government of Bangladesh (GoB)

United Nations Development Programme (UNDP)

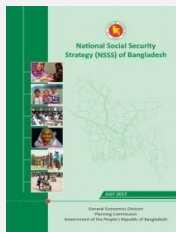
- ➔ **Key Partners**
The Cabinet Division

The General Economics Division (GED) of the Planning Commission

KEY PUBLICATION



UNDP book on "Social Protection in Bangladesh – Building Effective Social Safety Nets and Ladders Out of Poverty"



National Social Security Strategy (NSSS) of Bangladesh



PARTNERS



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